

# K HELPS / MRC Integration Model and Training Plan

March 2009



# Objectives

- Describe briefly Kentucky's integrated ESAR-VHP and MRC Program
- Review Kentucky's Current MRC Training Matrix
- Summarize training methods and plan
- Describe progression of Training Plan
- Cite recent state MRC responses

# Background

- Kentucky MRC units formed 2002/2003
- 2004 LHD Cost Center for MRC development
- 2005 Goal: Every county covered by MRC
  - Regular statewide meetings
  - Provide tools to help MRC units get started
- 2006 Statewide MRC Training Matrix based on Core Competencies

# Background

- 2007 K HELPS launched
  - 50+ MRC Units covering nearly all counties
  - Model: statewide registration with local unit ownership
  - Benefits local MRC unit through: registration, volunteer file management, activation/notification, recruitment
  - Guidelines: All K HELPS volunteers are local volunteers. State will NOT activate volunteers without local involvement.
  - Approval=credentialing (background and license) + *training*
  - Allowed standardization of registration, credentialing and training for better intrastate deployment of volunteers



# Background

- 2008 K HELPS/MRC Integration Workgroup
  - Who: State Unit Leader and 6 MRC Unit Leaders
  - What/Where: Workgroup to fully integrate & standardize programs across Kentucky
  - When: Began July 2008
  - Why: 1 year Process Evaluation
    - 50% volunteers taken NO training; pending status
    - Not all units using same criteria for approval
    - Credentialing did not fully meet ESAR-VHP guidelines
  - How: Create tools and resources to make easy to integrate and standardize



# Background

- Goals
  - Review current approval criteria guidelines
  - Avoid rejecting volunteers based on training only
  - Remain fair to be people who had met training requirements
  - Accommodate busy schedule volunteers
  - Remember: In large-scale event, all volunteers needed (Gustav example)
  - Maintain integrity/reputation of MRC
  - Simple
  - Build on current foundation



# Background

- Compromises/Issues
  - Discussion: creation of another group move volunteers not meeting MRC requirements
  - Solution: SERV-KY affiliation
  - ICS 100 new requirement
  - How to integrate ESAR-VHP requirements into K HELPS/MRC program

# FORMER MRC Membership Levels

- **Level 1 – Basic (RED)**
  - Complete KyEM 50 Form, Background Check, Code of Conduct/Confidentiality and:
    - MRC Orientation
    - IS-700
    - IS-100
      - Approved in KHELPS and Issued MRC ID Badge
- **Level 2 – Intermediate (YELLOW)**
  - Complete Level 1 requirements and:
    - Family Disaster Plan Training
    - SNS 100 Terms and Concepts
    - Point of Dispensing (POD) Staff Introductory Level Training
- **Level 3 – Advanced (GREEN)**
  - Complete Level 1 and 2 requirements and:
    - Risk Communication Training
    - Psychology of Disaster
    - Category A Agents
    - Infection Control (if needed)
- **Level 4 – Leadership (Kentucky BLUE)**
  - Complete Level 1, 2 and 3 requirements and:
    - Seek additional training
    - Volunteer for leadership position
    - Participate in exercises or other preparedness activities



# Current K HELPS/MRC Affiliations

- **SERV-KY** (State Emergency Registry of Volunteers in Kentucky)
  - K-HELPS registration
  - Background Check (state police)
  - Confidentiality / Code of Conduct Form
  - Workers Compensation Form
  - ID Badge Form
  - Phone or Face-to-face interview with MRC Coordinator.
  - Volunteers have 6 months to complete the requirements before rejected.
  - Must present current photo ID before ID Badge issued.
- **BASIC MRC** (Complete above requirements and the following:)
  - MRC Orientation
  - IS-700 and IS-100
- **INTERMEDIATE MRC** (Complete above and the following Core Competency training:)
  - MRC Infection Control, Category “A” Agents, Psychology of Disaster, Risk Communication, and Family Disaster Plan
- **ADVANCED MRC** (Complete above and any of the Advanced level tracks based on interest)
  - MRC volunteers are given the opportunity to train with Emergency Support Function (ESF) 8 health and medical strike teams. Volunteers can choose team(s) based on interest/experience. The list of teams will likely expand over time as this is still under development.



# Model

- Approved MRC volunteers would be activated before SERV KY volunteers
- K HELPS registrants that do not complete **SERV KY** Level requirements within 6 months of K HELPS application date will be rejected.
- Maintains integrity of MRC program
- Use of SERV KY volunteers will require some just in time training (in development)

# ESAR-VHP Credentialing Requirements

- **ESAR-VHP Credential Level 1**  
*Requires confirmation that the volunteer is actively employed in a hospital or has hospital privileges.*
- **ESAR-VHP Credential Level 2**  
*Requires confirmation that the volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, nursing home, etc.).*
- **ESAR-VHP Credential Level 3**  
*Requires verification of a volunteer's license or sometimes certification. In situations where the State does not govern a profession, ASPR has identified requirements that are deemed to be usual and customary for employment in the profession, which must also be verified.*
- **ESAR-VHP Credential Level 4**  
*Requires that the volunteer possess verified documentation of healthcare education or experience. This level may include, but is not limited to, healthcare students or retired healthcare professionals who no longer hold a license.*



# FRONT SIDE OF KHELPS IDENTIFICATION BADGE

## KHELPS VOLUNTEER



medical  
reserve  
corps



Affiliation

**Volunteersville**

Agency/Department

**MRC Unit X**

Issued

**19JAN2007**

Expires

**19JAN2009**

**John Q.  
Public**

# KHELPS

In times of need, Kentucky helps.

**Medical Reserve Corps**

**MEDICAL**

**Kentucky**  
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# ID Badge Affiliation Designation

- Medical
  - Affiliation
    - SERV KY 1, SERV KY 2, SERV KY 3, SERV KY 4  
or
    - MRC 1, MRC 2, MRC 3, or MRC 4
- MRC Non-Medical
  - Affiliation
    - SERV KY  
or
    - MRC

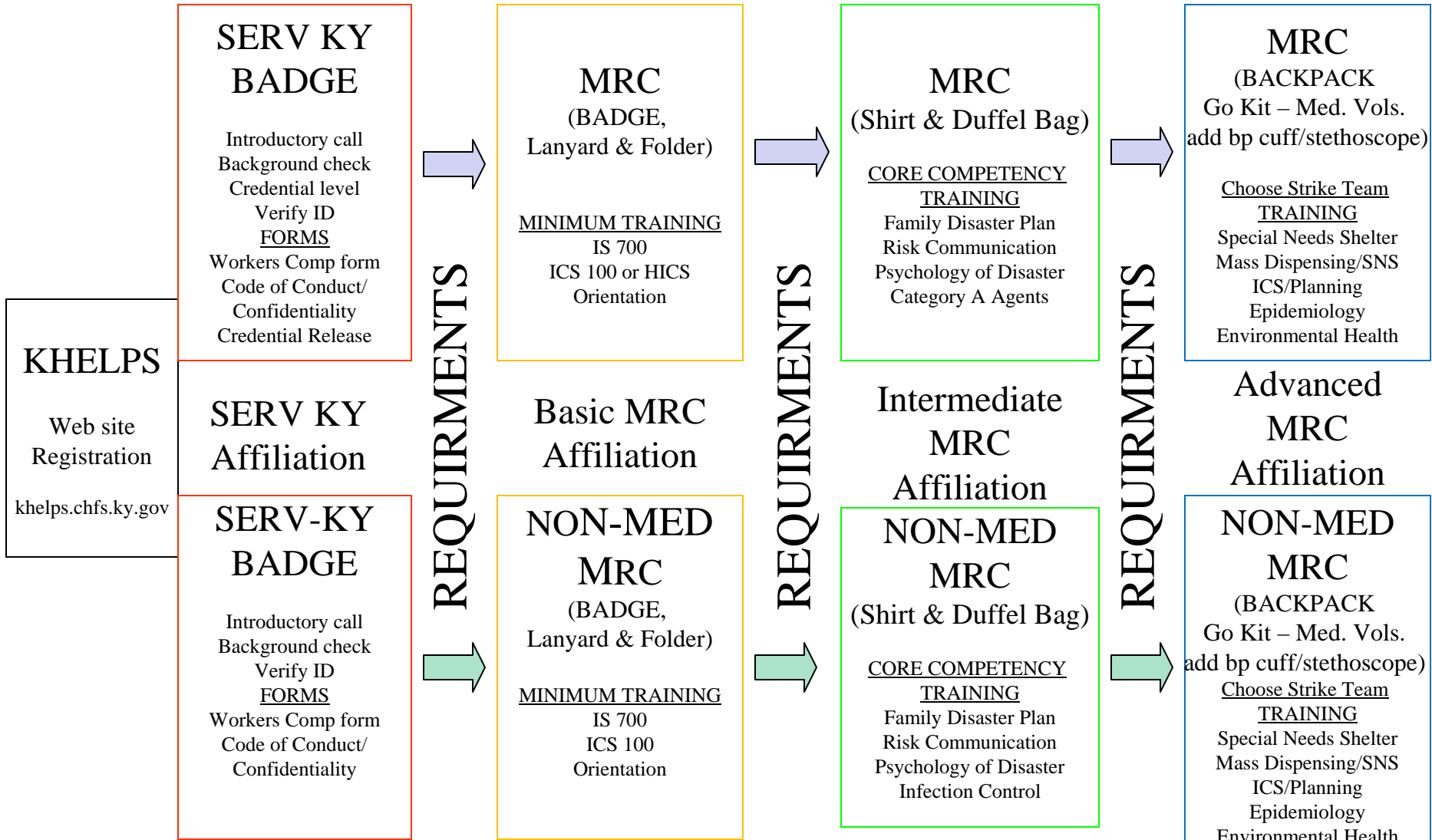


# ID Badge Renewal

Badge expiration:

- Annually for medical volunteers in credential levels 1-3.
- Every 5 years for non-medical and Level 4 medical volunteers.

# MRC MEDICAL TRACT



\* Please note: Incentive items are subject to change.

## MRC NON-MEDICAL TRACT



# Revised K HELPS Group Descriptions

## MRC Medical

This group is for individuals with an active professional license to practice in the medical field or those who can provide documentation of medical education or experience. After registering, you will be assigned to the MRC in your home county. The local MRC Unit Leader completes the approval process by verifying licensure/credentials, completing a criminal record check, providing required paperwork, offering training and issuing an ID Badge. For more information, contact [chfs.khelps@ky.gov](mailto:chfs.khelps@ky.gov).

## MRC Non-Medical

The MRC Non-Medical Group is for individuals with a non-medical background. There are many roles for these volunteers in a public health emergency response including support, logistics, and coordination. After registering, you will be assigned to the MRC in your home county. The local MRC Unit Leader completes the approval process by completing a criminal record check, providing required paperwork, offering training and issuing an ID Badge. For more information, contact [chfs.khelps@ky.gov](mailto:chfs.khelps@ky.gov).



# Training Matrix

## **SERV KY Complete:**

- Background Check Request Form
- Workers Comp Enrollment Form
- Code of Conduct/Confidentiality Agreement
- Phone Interview with MRC Unit Coordinator
- Present current, valid photo ID to MRC Coordinator

## **Additionally, for Medical Volunteers only, complete:**

- Hospital/Clinical Privilege or HealthCare Experience/Health Education Form
- Local Unit Coordinator verifies licensure



# Training Matrix - Basic MRC

Complete SERV-KY Requirements and:

- **KY DPH MRC Orientation**
  - TRAIN # 1009215
  - 1 CEU
  - Meets Core Competencies 4,7,8
- **KY DPH An Introduction to NIMS (IS-700)**
  - TRAIN # 1009103
  - 1 CEU
  - Meets Core Competency 3
- **ICS-100 HC Incident Command System for MRC**
  - TRAIN # 1014646
  - 1 CEU
  - Meets Core Competency 3



# Training Matrix - Intermediate MRC

## Complete Level 2 Requirements and:

- **KY DPH MRC Family Disaster Plan**
  - TRAIN #1009110
  - 0.5 CEU
  - Meets Core Competencies 1,2
- **KY DPH MRC Risk Communication**
  - TRAIN # 1009111
  - 0.5 CEU
  - Meets Core Competency 5
- **KY DPH MRC Psychology of Disaster**
  - TRAIN # 1009534
  - 1 CEU
  - Meets Core Competency 6
- **MRC Infection Control**
  - TRAIN # 1004805
  - 1 CEU



# Training Matrix – Advanced MRC

- **Complete Level 3 Requirements**
- **Train with ESF-8 Strike Teams**
- **Volunteer chooses track(s) based on interest/experience. Current tracks under development but will include:**
  - **SNS**
  - **Special Needs Shelter**
  - **Epidemiology**
  - **Environmental Health**
  - **MRC Unit Management (optional, depends on local MRC unit)**

# Training Methods

- TRAIN Online Management System
- Courses offered at LHDs regularly
  - State/Local newsletter and announcements
- MRC Unit Leader has CD with tests
- MRC Unit Leader has Training Library with tests
  
- Volunteers invited to exercises and specialized training workshops

# MRC Volunteers Use

- August/September 2008 Hurricane Gustav
  - 1500 evacuees in Louisville 8 days
  - Model for Special Needs Shelter
  - First state to use MRC volunteers in FMS
  - Utilized 47 MRC volunteers from 18 MRC units
  - 508.5 MRC hours given
- January/February 2009 Winter Storm
  - 2/3 of state affected
  - 30 MRC deployments from 8 jurisdictions
  - RFA for MRC Unit Leader & state activation

# Questions



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