Medical Reserve Corps (MRC) 
COVID-19 Lessons Learned

Secure Commonwealth Panel
Health & Human Resources Subpanel
11/16/2022
Agenda

• Pre-COVID-19 MRC Readiness
• MRC Response to COVID-19
• Post-COVID-19 MRC Issues and Challenges
• Recommendations/Path Forward
Pre-COVID-19 MRC Readiness

- ~12,000 MRC Volunteers Statewide (as of March 2020)
  - Significant discrepancies between Registered and Deployable Volunteers
- Virginia Volunteer Health System (VVHS)
  - Statewide system in place prior to COVID
  - Was not primarily used by all MRC Units in Virginia
- MRC State Team Structure:
  - One State Volunteer Coordinator
  - No additional program or admin support
  - No Regional Coordinators
- MRC Unit Coordinators:
  - 20 Units, including 5 Units that covered multiple Health Districts
  - Several positions were only funded 50%
    - Some positions were 20 hour wage
    - Some positions were split between MRC and another project
  - Chronic turnover and position vacancies in some units
- MRC Volunteer utilization ranged significantly from unit to unit
COVID-19 Response

- Volunteer Surge from 7,633 deplayable in March 2020 to 25,097 by Dec 2021
  - Expansion of MRC State Team from 1 individual to 13 Team Members
  - On-boarding and background investigation process revamped
  - Statewide Orientation and Training
- Unprecedented Volunteer Response!
  - 26,063 individual Volunteers deployed at least once during COVID
  - Over 800,000 volunteer service hours
- Issues/Challenges:
  - Some Units had long-term MRC Coordinator Vacancies during COVID
  - MRC Volunteers not utilized or underutilized in some Health Districts
  - Competition from contracted personnel and contract assets
- Result: Some MRC Units grew considerably, while a few Units stagnated
- Improvements and Enhancements to VVHS
  - $150,000 from Immunizations grant for upgrades and enhancements
  - Improvements for Volunteer management, data management and reporting
MRC State Team Structure (As of April 2022)

State Volunteer Coordinator

Administrative Coordinator
- Volunteer Liaison
- Volunteer Application Credentialer
- Data Manager

Assistant State Coordinator
- Northern Region MRC Coordinator
- Northwest Region MRC Coordinator
- Central Region MRC Coordinator
- Eastern Region MRC Coordinator

Logistics Coordinator
- MRC Training Consultant
- OEP Training Coordinator

Communication Coordinator
VIRGINIA MEDICAL RESERVE CORPS
The volunteer program of the Virginia Department of Health

VA MRC DEPLOYMENT IMPACT
January 2020 - June 2022

DEPLOYMENT ACTIVITY

- 26,063 Deployed
- 12,184 Medical
- 13,879 Support

86% Service Hours COVID Focus

838,814 Service and Training Hours

224% Deployable Growth

$25.8MIL Workforce Savings

Deployed = unique volunteers deployed since Jan 2020
Post-COVID Issues and Challenges

- Ramping down state response and right-sizing the MRC state team
  - 7 positions, including 4 Regional MRC Coordinators (down from 13)
  - Permanent Regional Structure
- Long-Term Funding for Unit Coordinator Positions
  - 12 of 25 MRC Unit Coordinator positions currently “AT RISK” for:
    - Continued funding (past June 30, 2023) AND/OR
    - Retention (contract, wage, or part-time positions)
- Finding effective ways to keep MRC Volunteers engaged post-COVID
  - Other public health initiatives (Monkeypox, EVD, Opioid Response, Population Health)
  - Training & Exercises
  - Need Health District Leadership “Buy-In” for using MRC Volunteers
MRC State Team Structure
(As of September 2022)

State Volunteer Coordinator
Mike Magner

MRC Program Administrator
Lara Cash

MRC Admin Assistant
Karrie Carlsen

Northern Region MRC Coordinator
Madison Davis

Northwest Region MRC Coordinator
Rebecca Chester

Central Region MRC Coordinator
Abigail Hobbs

Eastern Region MRC Coordinator
Kate Bausman
2022 MRC National Program Recognition

Virginia Beach Medical Reserve Corps
Community Response Award COVID-19 Vaccination Efforts

Greater Richmond Medical Reserve Corps
Community Preparedness and Resilience Award

Mount Rogers Health District
Outstanding MRC Sponsoring Organization Award

Loudoun Office of Emergency Management
Outstanding MRC Partner Organization Award

Southwest
Jeff & Melanie Summey
Outstanding MRC Responder Honorable Mention
Additional Volunteer Awards

- **Beth Funkhouser**
  2022 Hope Award
  - Awarded By: Appalachian Center for Civic Life at Emory & Henry College

- **Prince William County Volunteers**
  Certification of Proclamation
  April 17-22
  National Volunteer Week
  - Awarded By: Prince William County Board of Supervisors

- **Eastern Region**
  2022 Hampton Roads
  Volunteer Achievement Award
  - Awarded By: Volunteer Hampton Roads

- **28 Southwest MRC Volunteers**
  President's Volunteer Service Award
  - Awarded By: Southwest Medical Reserve Corps

"VIRGINIA"

"medical reserve corps"

"Office of Emergency Preparedness"
Recommendations/Way Ahead

• **Maintain** the sustained **funding** already in place for:
  • 2x MRC State Level Positions (State Volunteer Coordinator and Program Administrator)
  • Virginia Volunteer Health System (50% PHEP/50% HPP)
• **Find** long-term reliable, sustained **funding** for:
  • MRC Unit Coordinators
    • 12 of 25 MRC Unit Coordinator positions currently “AT RISK” for:
      • **Continued funding** past June 30, 2023, AND/OR
      • **Retention** (contract, wage, or part-time positions)
  • Four Regional MRC Coordinators
• **Increase** MRC Volunteers **utilization** in ongoing, routine public health efforts