

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

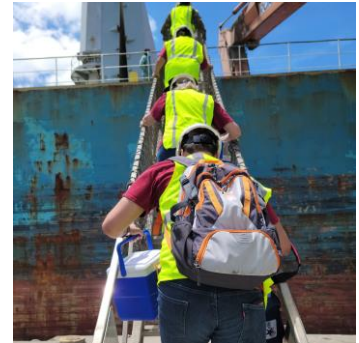
Pre-COVID-19 MRC Readiness

- ~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 deployable 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



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

VDH VIRGINIA
DEPARTMENT
OF HEALTH

Office of
Emergency
Preparedness

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

VDH VIRGINIA
DEPARTMENT
OF HEALTH

*To protect the health and promote the
well-being of all people in Virginia.*

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 Wagner



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



VIRGINIA



VA MRC OEP TEAM

State Coordinator

Michael Magnier

VA MRC Regional Coordinators

Central - Abigail Hobbs

Eastern - Kate Bausman

Northern - Madison Davis

Northwest - Rebecca Chester

VA MRC Admin Team

Lara Cash

Karrie Carlsen

Far Southwest Region

Central Region

Near SW Region

Northern Region

North West Region

Eastern Region

Southwest VA
Kristina Morris

Near Southwest
Mary Lou Legg

Central Shenandoah
Chris Rini

Blue Ridge
Amy Lane

Rappahannock
Anthony Salgado

Three Rivers
Jonathan Matthews

Eastern Shore
Ellen Archer

Greater Richmond
Alyssa Lewis

Peninsula
Rebecca Breedlove-Berry

Piedmont
Felecia Manns

Chesterfield
Caroline Rammacher

Portsmouth
Kate Bausman*

Crater
Robin Burrow

Norfolk
Summer Atseye

Southside
Joseph Fyffe

Virginia Beach
Melissa Reid*

Western Tidewater
Brittany Powell*

Chesapeake
Kayla Edwards

Loudoun
Monserrat Hellman

Fairfax: Paula Rosca

Arlington: Michael Fletcher

Alexandria: Ionela Lutai

Prince William: Amy Feinberg

Lord Fairfax
Kelly Tarmon

Rapp-Rap
Noreen Miano

* - Interim Coordinator

November 4th, 2022

2022 MRC National Program Recognition



Additional Volunteer Awards



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

