Technical Assistance Assessment

A Guide for Local Leaders

medical reserve corps

About The Assessment

The Technical Assistance Assessment is a <u>tool</u> for guiding discussion about an MRC unit's technical assistance needs.

The process can help identify areas in which an MRC unit may need additional assistance or help finding resources.

It can also help MRC unit leaders identify <u>priorities for organizational development</u>.

This assessment process will help the MRC program office identify areas in which resources need to be identified or developed to <u>support and strengthen MRC units and the MRC network as a whole</u>.

Each MRC unit will be contacted by the Regional Coordinator to set up a time to work through the assessment tool together.

Objectives
of the TA Assessment

- Every MRC Unit is in a different place in its development, so <u>there are no right or wrong answers</u> – the answers you give will help you to see a snapshot of your MRC unit at this point in its development

- The assessment process should help you answer these questions:

  - In what areas is our MRC unit effective?

  - In what areas could our MRC unit become more effective?

  - What are some resources that are available to help us improve in those areas?

  - What are our next steps for developing the MRC unit?

How to Prepare for the Assessment

- When you are contacted by the Regional Coordinator (or other representative of the Program Office), log into the MRC Website to update your unit profile.

- You may find that there are a number of new questions within the profile. A complete profile will reduce the amount of time needed to complete the assessment

- Be prepared to talk about your unit's successes and obstacles

A Successful MRC

- Recruits and retains the appropriate types and numbers of screened and credentialed volunteers necessary to meet local needs
- Trains, prepares, organizes and effectively manages its volunteers
- Acquires and manages adequate resources, maintains necessary partnerships and is integrated with existing community public health and response agencies
- Monitors and evaluates its processes and activities to show the positive impact on the community's health and safety

Layout of this Document

- This document has been created to help you prepare for the TA Assessment, and as a resource for you to refer to as you work with your MRC unit throughout the year

- The slides contain:
  - Information on each area that has been identified as crucial to the success of MRC units
  - Identified resources that can assist unit coordinators with each area
  - Information that appears *in this format* contains links to additional resources. Click the underlined text to view the resource

Planning

- Strategic planning plays a very important role in developing a successful MRC unit
- Your plan serves as the foundation of all evaluation work by defining the unit's mission, goals and objectives
- Elements of a strategic plan
  - Mission
  - Goals
  - Objectives
  - Activities

- TA Series: Getting Started: A Guide for Local Leaders
- TA Series: Guidelines for Developng and Managing an MRC Unit
- ICF Evaluation Toolkit
- ICF Presentation Handouts

Identifying and Recruiting Volunteers

- Setting recruiting goals based on role and staffing needs
- Determining target audiences
- Determining media and scripting messages

- NACCHO StockBox (for determining staffing needs for SNS)
- TA Series: Developing Volunteer Relationships and Capabilities
- Points of Light Foundation Resources
- Corporation for National and Community Service, Planning your Recruitment Process
- Regional Resource & Promising Practice Pages
- Media Kit
- MRC Branding and Marketing Materials

Credentialing
and Screening Volunteers

- Screening MRC members is important for
  - Managing Risk
  - Ensuring the best fit for volunteers
- Variety of screening methods can be used in combination
- Consistent screening is important to get the most accurate picture of volunteers' backgrounds and abilities
- Verifying volunteer credentials
  - Specific methods vary by state
  - State databases may be helpful

- TA Series: Developing Volunteer Relationships and Capabilities
- TA Series: Risk Management and Liability
- Energize Inc.
- Nonprofitrisk.org Volunteer Risk Management Tutorial
- Your state licensure boards
- Your state ESAR-VHP coordinator

Training

- Training MRC volunteers should begin with an orientation to the local unit
- Core Competencies can be used as the starting point for all MRC volunteers
- Additional training varies based on what activities the unit will participate in
- Units should work with response partners to determine specific training needs
- MRC-TRAIN is available as a source of online training opportunities for volunteers

- Core Competencies and MRC-TRAIN
- TA Series: Developing Volunteer Relationships and Capabilities
- TA Series: Training and Core Competencies
- NIMS Compliance Fact Sheets
- CDC Public Health Training Network
- FEMA Independent Study Program

Unit Administration and Volunteer Management

- Having an organized structure in place so that volunteers can be recruited, engaged, and effectively involved in response

- Policies and procedures help manage risk and establish a viable and sustainable unit

Unit Administration Resources

- Volunteer Orientation
    - Orientation examples
    - Points of Light Resources
    - Innovative Orientations
    - Corporation for National and Community Service
- Boards and Governing Bodies
    - MRC Leadership Conference Resources
    - TA Series: Developing Volunteer Relationships and Capabilities
    - BoardSource
    - CompassPoint's Board Café
    - Corporation for National and Community Service
- Volunteer Handbooks and Unit Operating Manuals
    - TA Series: Guidelines for Developing and Managing an MRC Unit
    - Examples of MRC handbooks and Manuals

Unit Administration Resources (cont.)

- Volunteer Position Descriptions
    - TA Series: Guidelines for Developing and Managing an MRC Unit
    - Examples of MRC Volunteer Position Descriptions
    - Designing Position Descriptions
    - Minnesota's SNS Primer for volunteers
    - Florida's Special Needs Shelter Operating Guidelines (attachments 18-22 are job action sheets)
- Volunteer Recognition
    - TA Series: Recognition and Appreciation
    - Leadership Conference Resources
    - Points of Light Resources
    - United Way Resources
    - USA Freedom Corps
    - Corporation for National and Community Service
    - President's Volunteer Service Award
- Legal Protections/Liability and Risk Management
    - TA Series: Risk Management and Liability
    - Center for Law and the Public's Health
    - Nonprofit Risk Management Center
    - State Liability Laws for Charitable Organizations and Volunteers
    - Corporation for National and Community Service

Partnerships

- Buy-in from and integration with local partners creates an effective, sustainable MRC
- MRC's roles in citizen preparedness, public health emergencies and ongoing public health initiatives require close coordination with partners:
  - Emergency management
  - Public Health
  - Public Safety
  - Many other community organizations and agencies, based on local needs and resources

- TA Series: Coordinating with your Local Response Partners
- Community Toolbox: Coalition Building
- USA Freedom Corps
- Citizen Corps
- VOAD
- MOU Template

Financial and In-Kind Resources

- Financial sustainability of the MRC unit is built on:
  - Strategic planning
  - Strong partnerships
  - Financial accountability
  - Measurable outcomes

- TA Series: Sustainability
- NACCHO Foundation Funding Guide
- Grants Resources
- The Foundation Center

Integration into Response Plans

- Local MRC units must be integrated into their local public health and emergency response infrastructure

- Local, State and Federal response
  - National Response Plan
  - NIMS Integration Center
- ESAR-VHP
- EMAC
- MRC Response Resources
  - Hurricane response and the role of the MRC
  - MRC Deployment Work Group
- State and Regional Unified Planning efforts
- Policies and Procedures to Safeguard Volunteer Health

Evaluation

- Evaluation is an important part of the planning process
- The results of evaluation should inform future plans
- As the community's needs change, it is important to know how well your unit is meeting current needs
- Potential funders want to see the measurable outcomes of activities

- ICF Evaluation Tookit
- Self Evaluation – Getting the Most out of your Program Webinar
- MRC Leadership Conference Resources
- Evaluating your Organization's Volunteer Climate
- Outcome Measurement Resource Network
- American Society for Public Administration

Participation in the MRC Network

- Your unit is part of the national network of local MRC units
- Every individual MRC unit can and should be a resource to other members of this network
- Each MRC unit's specific mission and composition may be different but they were all created to strengthen the public health and preparedness infrastructure within the communities they serve

- MRC Website
- MRC Listservs
- Regional Coordinators
- Regional Meetings
- State Coordinators
- National Leadership Conference