

MRC Capacity Gap Analysis –Results

November 13, 2018

Overview



Determine current perceptions of the MRC program in Massachusetts



Examine desired outcomes (by region) of the MRC program



Supplement this information with existing objective data



Complete analysis/report



Develop regional strategic plans to take units to desired outcomes

Methodology



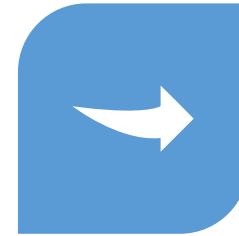
Online survey of regional stakeholders, including MRC unit leaders



Survey link distributed to MRC unit leaders on March 16, 2018



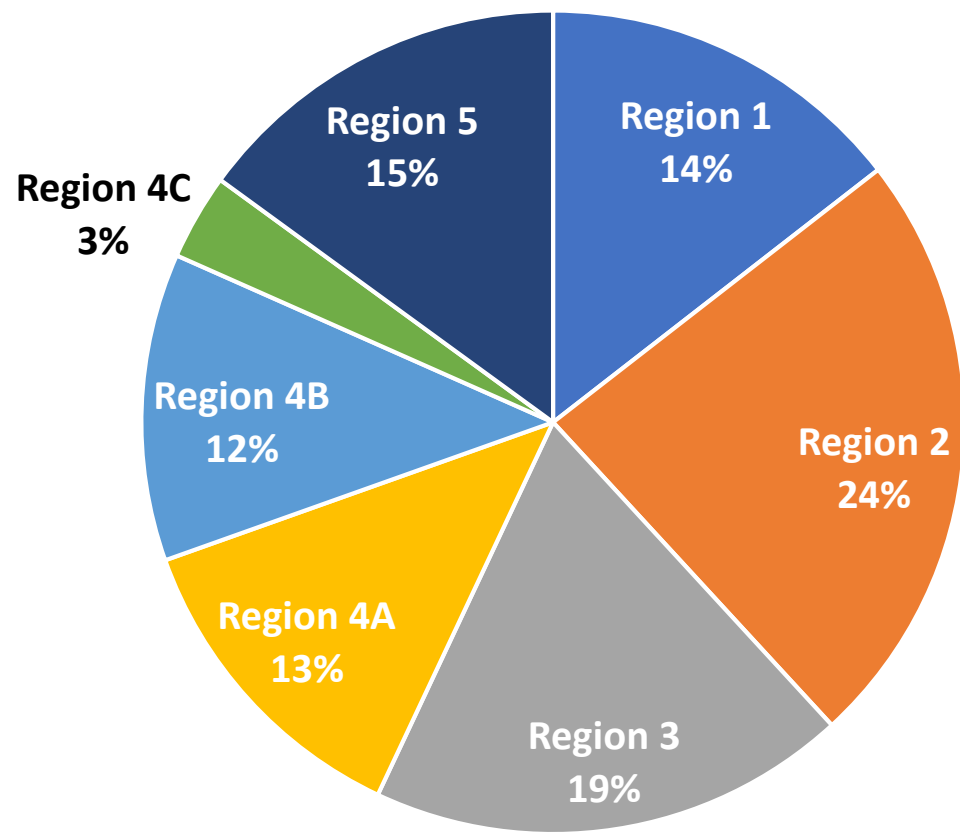
Survey distributed to other stakeholders (MEMA, HMCC lists) on March 16, 2018



Recipients of link encouraged to forward it to other key stakeholders

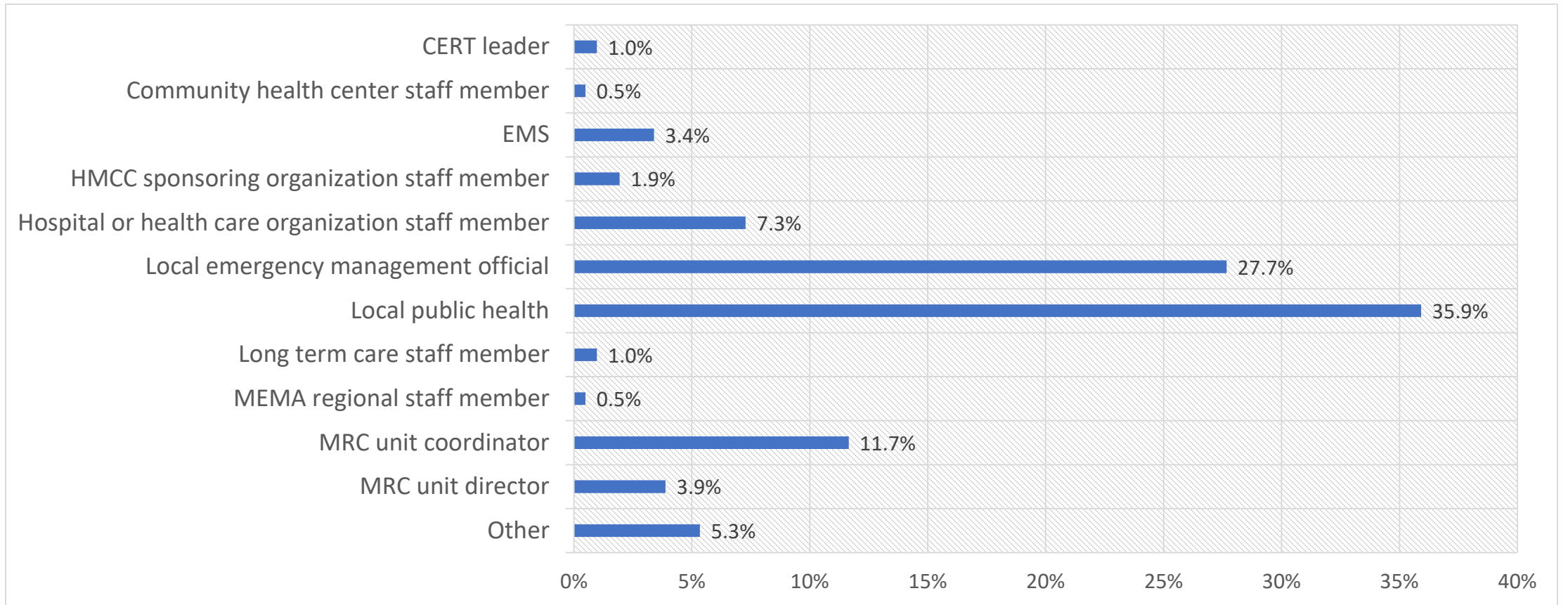


Survey closed on March 30, 2018



207 Respondents in Total

Respondents by Public Health Region



Respondents by Role

Top MRC Priorities



COMMUNITY
PARTNERSHIPS



VOLUNTEER
ENGAGEMENT



RESPONDING TO
EMERGENCIES



VOLUNTEER
TRAINING

**Similar priorities for unit leaders and non-unit leaders,
though differentiation in how they are ranked**

MRC Services Desired



Ability to deploy volunteers within the MRC coverage area

Seen as “extremely” important to both sets of respondents.



Providing staffing support at shelters

Unit leaders - 83% say it is “extremely” important.

Non-unit leaders - 58% of non-unit leaders rate it as “extremely” important.



Providing staffing support at flu clinics and EDS clinics

MRC unit leaders place high priority on these services.

Less true for non-unit leaders – especially for flu clinics. 68% of non-unit leaders say this service is “extremely” or “very” important, compared to 87% of unit leaders.



Setting up and managing shelters

75% of non-unit leaders said it was an “extremely” or “very” important service.

92% of unit leaders said it was an “extremely” or “very” important service.

This indicates that there needs to be education on the fact that MRC units are not tasked with this service.

In general, non-unit leaders believe the **ability of MRC units to provide desired services** is much more limited than unit leaders do.

The **ability of a unit to deploy volunteers within the unit coverage area in an emergency** is the service seen as most desired by unit leaders and non-unit leaders.

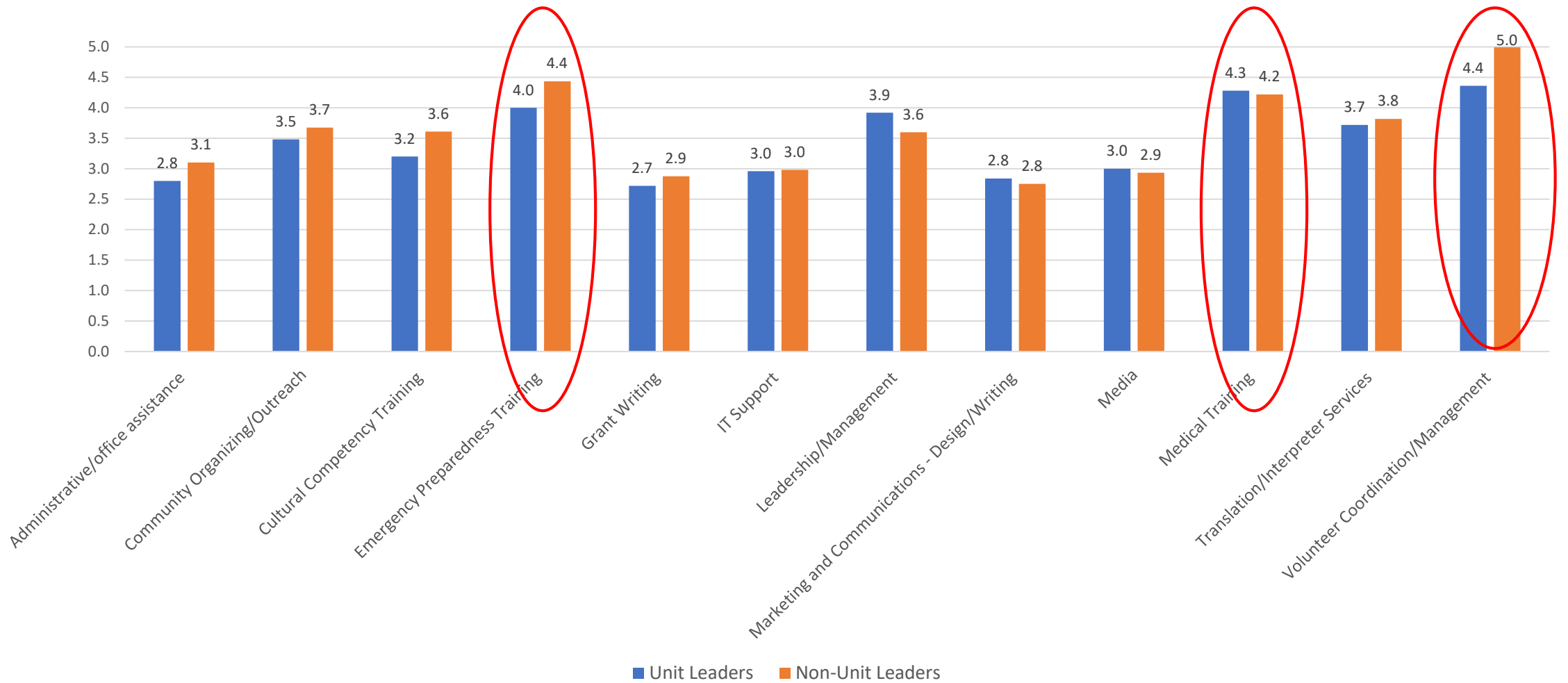
The majority of unit leaders believe that the unit either exceeds (17%) or meets (54%) this demand.

The majority of non-unit leaders, though, believe this service is either “available but limited” (40%) or not available (17%).

Actual Services Provided

Barriers to Provide Services – Open-Ended Responses

Respondent	Potential Barriers
Unit Leaders and Non-Unit Leaders	<ul style="list-style-type: none">• Lack of volunteers – either through recruitment, retention, or availability during an actual emergency
Non –Unit Leaders	<ul style="list-style-type: none">• Lack of integration of the MRC program with local emergency management.• Potential causes:<ul style="list-style-type: none">○ Isolation of the MRC program○ Lack of awareness of what MRC units do○ Cultural barriers with town EMS/Fire
Unit Leaders	<ul style="list-style-type: none">• State liability issues for volunteers• Lack of transportation to disaster sites during poor weather conditions



Desired Skill Sets for MRC Volunteers

Actual Skill Sets Provided

In general, non-unit leaders were unfamiliar with the actual skill sets of MRC volunteers.

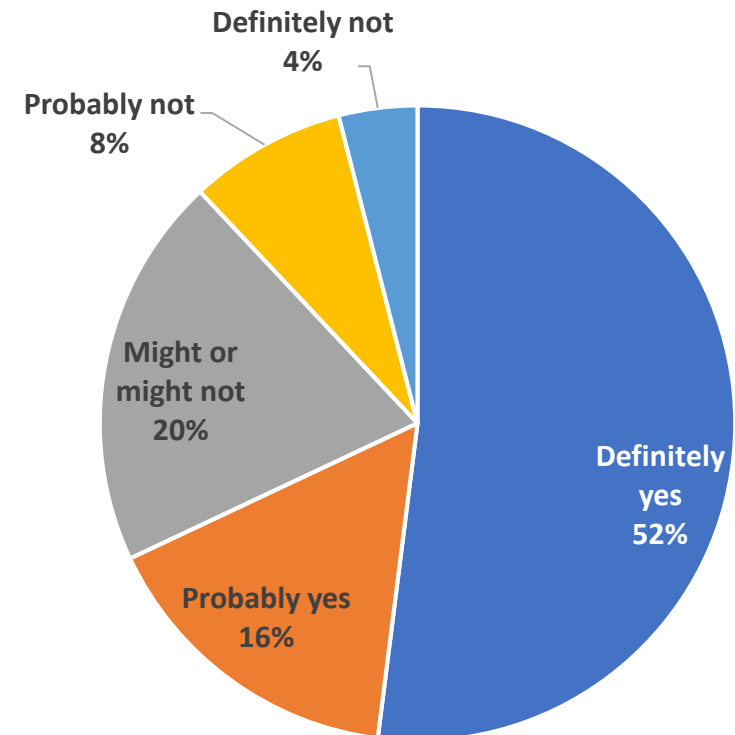
In terms of skill sets that are most important to unit leaders and non-unit leaders –medical training and emergency preparedness training – most unit leaders seemed satisfied with the capacity of their volunteers to meet demand.

The skill sets that were identified with the most gaps – categorized as “available but limited” or “not available” include grant writing (94%), Translation and Interpreter Services (82%), Media (76%), IT support (80%), and Marketing and Communications (72%).

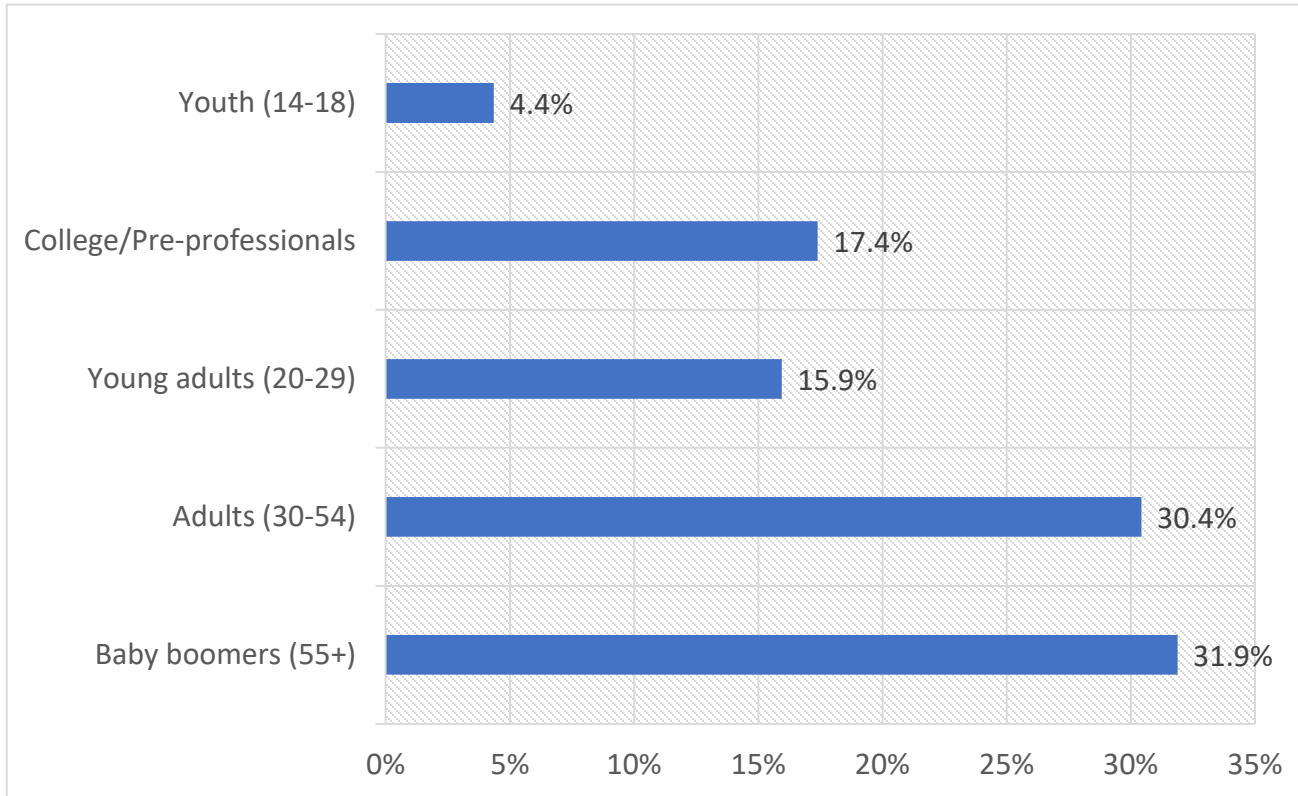
Region	Number of Credentialed Volunteers (BP1 Q4 Reporting)
Region 1*	1,470
Region 2	878
Region 3	1,807
Region 4A*	1,390
Region 4B*	1,330
Region 4C	1,117
Region 5*	2,002

- Region 1: Springfield MRC and Greater Westfield MRC unit's numbers are based on Q3 reporting.
- Region 4A: 4A MRC unit's numbers are based on Q2 reporting.
- Region 4B: 4B MRC unit's numbers are based on Q2 reporting.
- Region 5: Bridgewater MRC unit's numbers are based on Q3 reporting

Capacity to Manage Additional Volunteers (N=25)



Credentialed Volunteers



- Unit leaders could select any population-group that makes up their unit to answer this question.
- The total number of mentions was 69.
- Based on all populations mentioned, baby-boomers were mentioned almost 32% of the time of the time, followed closely by adults aged 30-54 (30%).
- Other than youth volunteers, young adults were mentioned the fewest number of times.

Volunteer Populations

	Region 1	Region 2	Region 3	Region 4A	Region 4B	Region 4C	Region 5
Spanish	29	1	75	2	0	130	4
Portuguese	1	0	12	1	0	5	0
Chinese	0	0	30	0	0	21	0
French Creole	0	0	2	0	0	3	2
Vietnamese	1	0	5	0	0	15	0
Russian	2	0	0	0	0	12	0
Arabic	3	0	0	0	0	11	0
Mon-Khmer, Cambodian	0	0	3	0	0	DK	0
French	16	0	7	0	0	50	0
Italian	1	0	0	0	0	0	0

Volunteer Language Skills (by Region)

- Volunteer recruitment methods vary across regions
- Types of recruitment
 - Volunteer word of mouth
 - Unit website
 - Social media sites
 - Public presentations
 - Fairs/Community Events
 - Colleges/Universities
 - Other service organizations
 - Outreach to hospitals
 - Outreach to Community Health Centers
 - Outreach to Long-term care organizations
 - Outreach to emergency management personnel (police, fire, EMS)
- Example: Outreach to colleges and universities is not an important method in some regions, while it is very important in others



Volunteer Recruitment
(by Region)

Volunteer Retention



Volunteer Satisfaction

Some units survey their volunteers on their satisfaction levels at least annually

Others have no record of ever surveying volunteer satisfaction



Volunteer Training

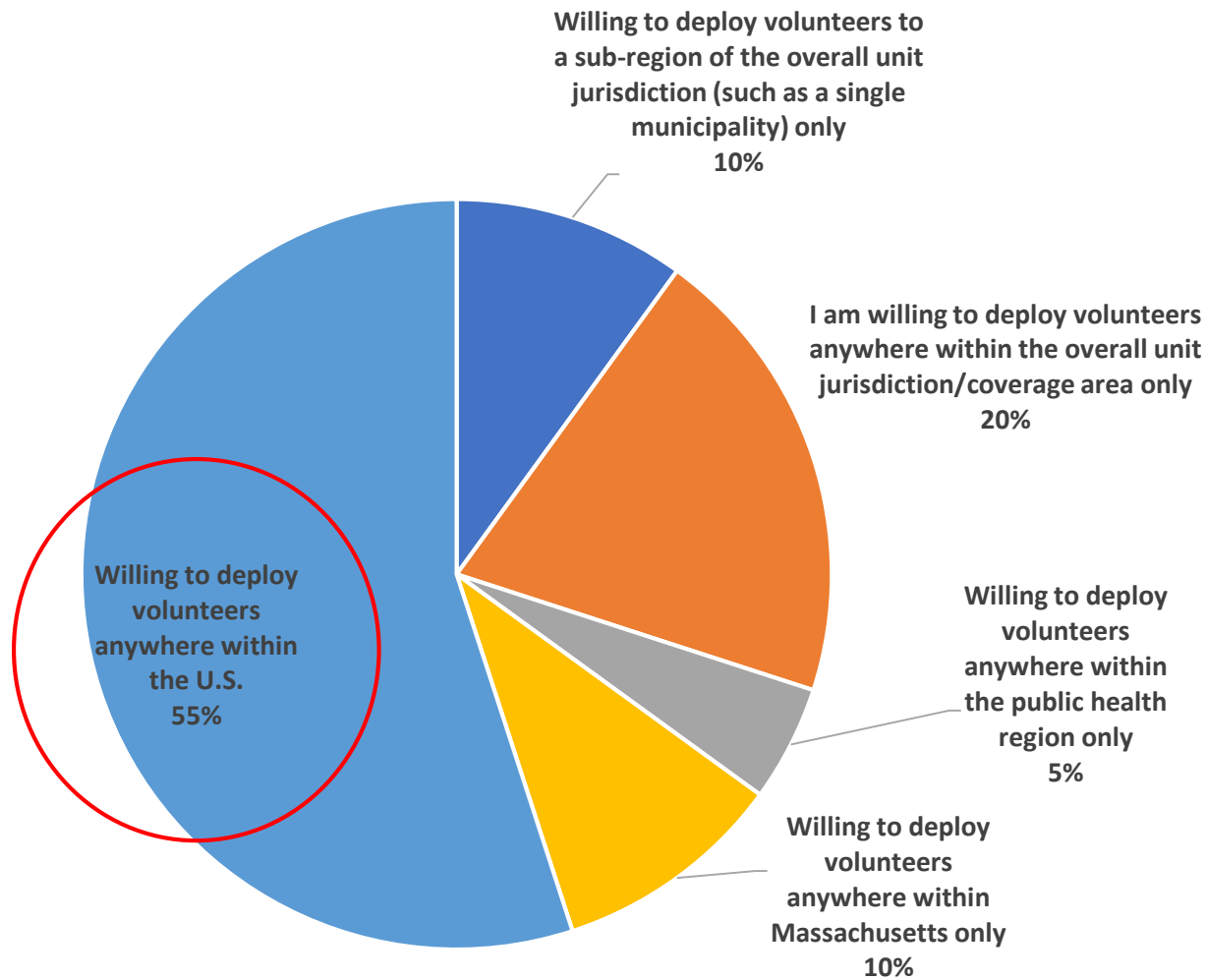
Some units survey their volunteers on training interests at least annually

Others have no record of ever surveying this topic

Among non-unit leaders, there does appear to be a clear sense of how many volunteers are needed in the region.

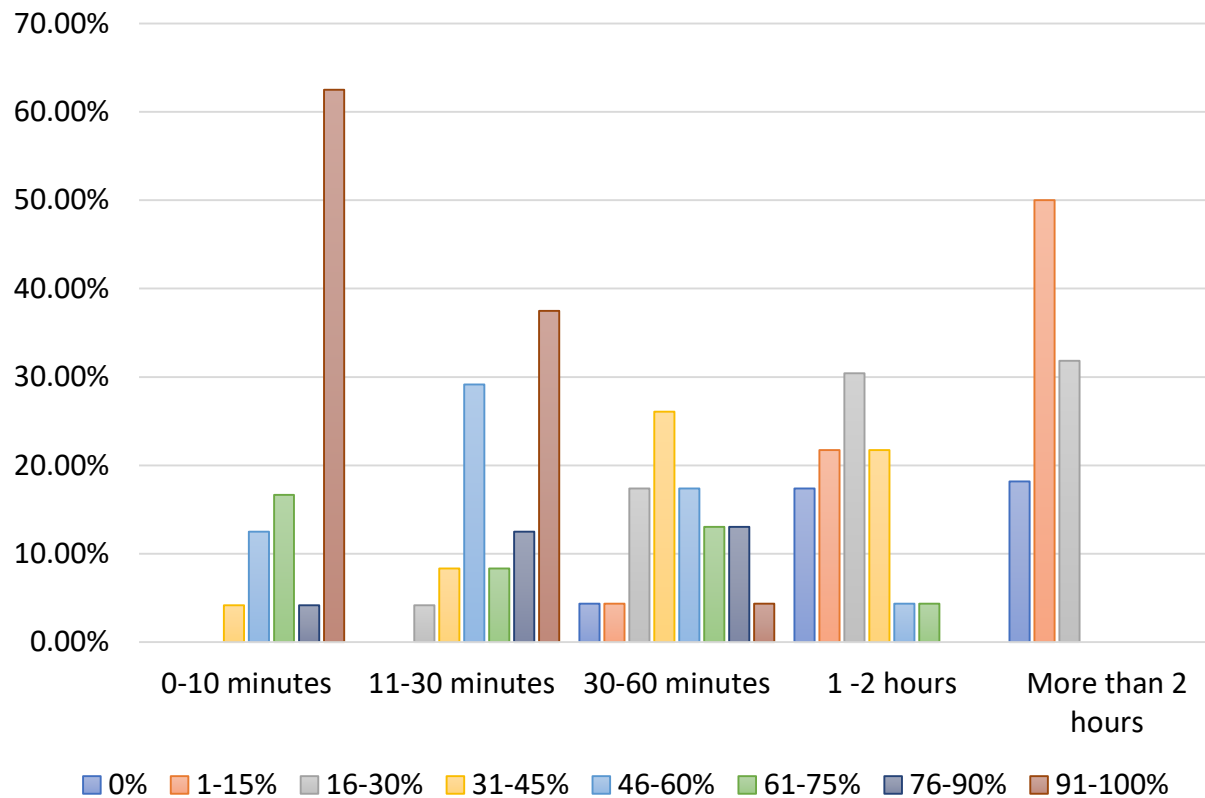
	Estimated	Desired
Region 1	100 or fewer (70% of respondents)	51 – 500 (56% of respondents)
Region 2	100 or fewer (68% of respondents)	<ul style="list-style-type: none"> • 3 respondents - “50 or fewer” • 4 respondents - “More than 1000.” • 5 respondents - “Don’t Know”
Region 3	100 or fewer (67% of respondents)	<ul style="list-style-type: none"> • 3 respondents - “50 or fewer” • 2 respondents - “More than 1000.” • 7 respondents - “Don’t Know”
Region 4A	101 – 750 (60% of respondents)	1/3 - 51-250 1/3 - 750 or more 1/3 – “Don’t Know”
Region 4B	50 or fewer (67% of respondents)	51 – 250 (about half of respondents)
Region 4C	<ul style="list-style-type: none"> • 50 or fewer (1 respondent) • 251 -500 (1 respondent) • 501-750 (1 respondent) 	51-250 (over half of respondents)
Region 5	50 or fewer (67% of respondents)	<ul style="list-style-type: none"> • 51 – 250 (about one-quarter) • 251-500 (about one-quarter) • “Don’t Know” (a little less than one-quarter)

Perception of “Active” Volunteers (Non-Unit Leaders)



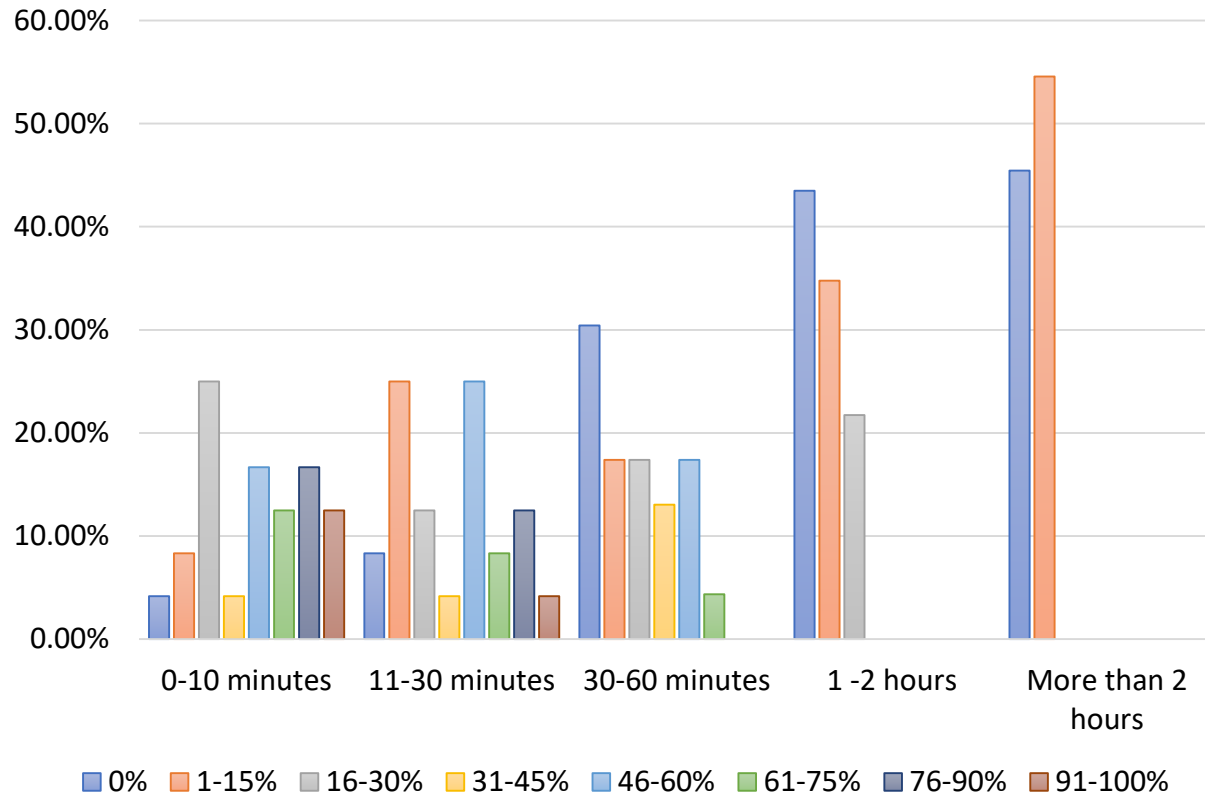
- 55% of unit leaders are willing to deploy volunteers anywhere in the U.S.
- 30% of unit leaders are willing to deploy volunteers only within the unit jurisdiction or a sub-region of the overall jurisdiction (such as a municipality)

Deployment - Restrictions



- Unit leaders believe over 90% of their volunteers will travel 0-10 minutes
- Unit leaders do not believe that more than 30% of their volunteers will travel over 2 hours
- Almost 20% of unit leaders believe none of their volunteers will travel more than 2 hours

Deployment – Driving Distance (Normal Conditions)



- In inclement conditions, 45% of unit leaders believe *none* of their volunteers will travel two or more hours
- Over 40% of unit leaders believe *none* of their volunteers will travel 1-2 hours in inclement weather
- No unit leaders believe that more than 30% of their volunteers will travel 1-2 hours in inclement conditions

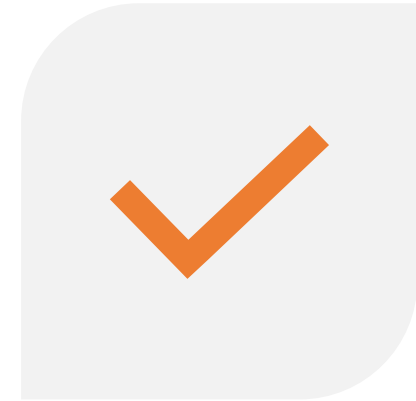
Deployment – Driving Distance (Inclement Conditions)



Increased communication between unit leaders and non-unit leaders in each region would be beneficial.



Unit leaders could understand more clearly expectations placed on MRC units in their region by other stakeholders.



Other stakeholders could have a more accurate view of MRC capacity.

Unit Coordination with Non-MRC Stakeholders

Additional Information in Regional Reports

Overview - # Units;
Communities
Covered;
Population Covered

Credentialed
Volunteers in
Region (by Unit)

Mission and
Purpose of Units

How Units Set
Priorities

Barriers to
Providing Services

Recruitment
Methods

MOUs

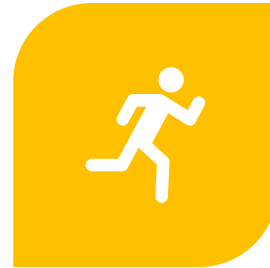
Small Group Discussion – Key Topic Areas



VOLUNTEER
RECRUITMENT



VOLUNTEER RETENTION

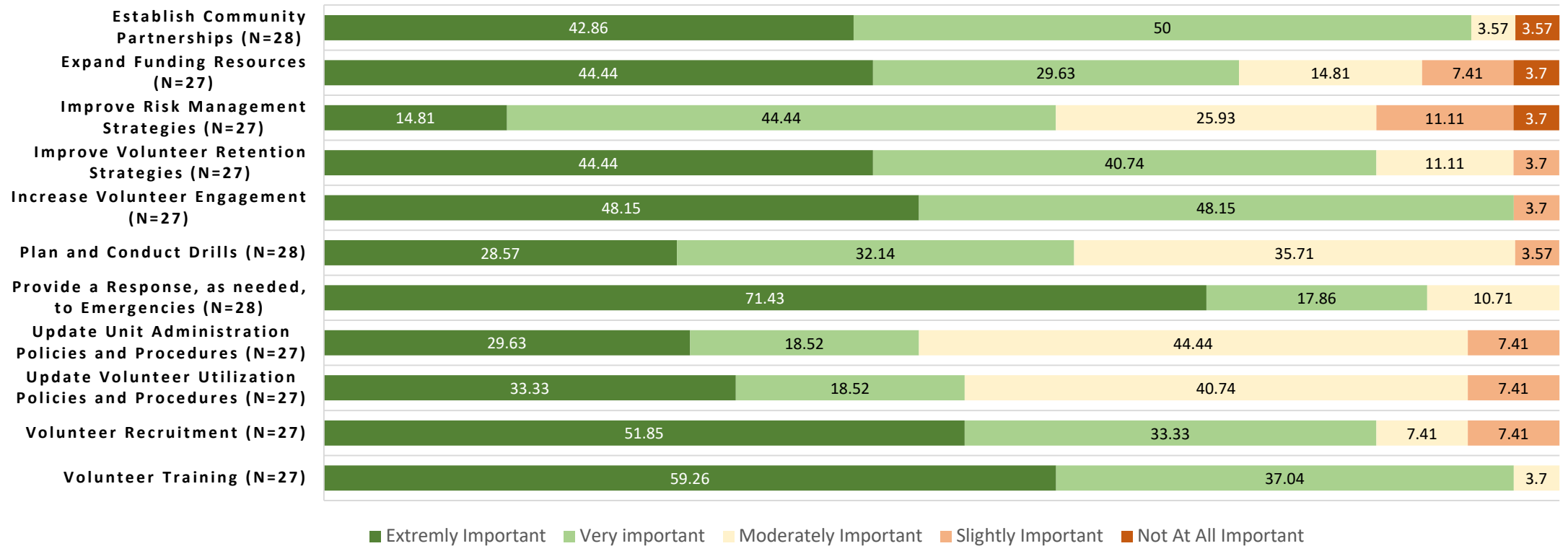


DEPLOYMENT/RESPONSE
TECHNIQUES

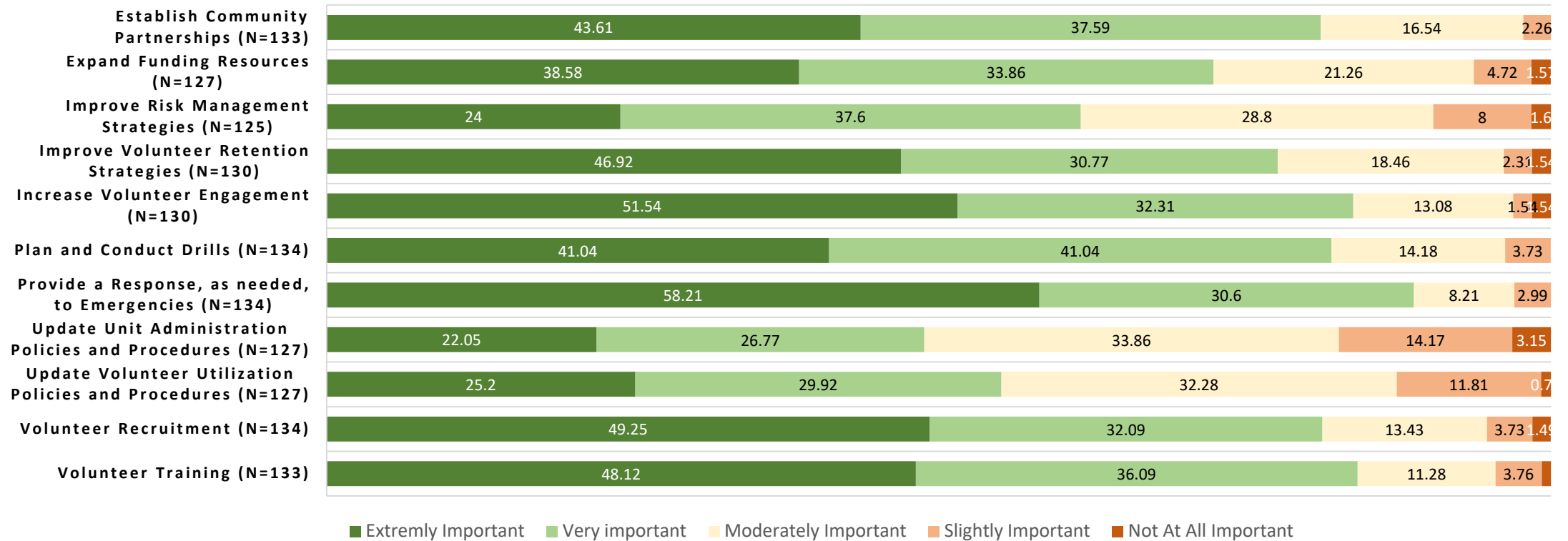


RELATIONSHIPS WITH
EXTERNAL MRC
STAKEHOLDERS

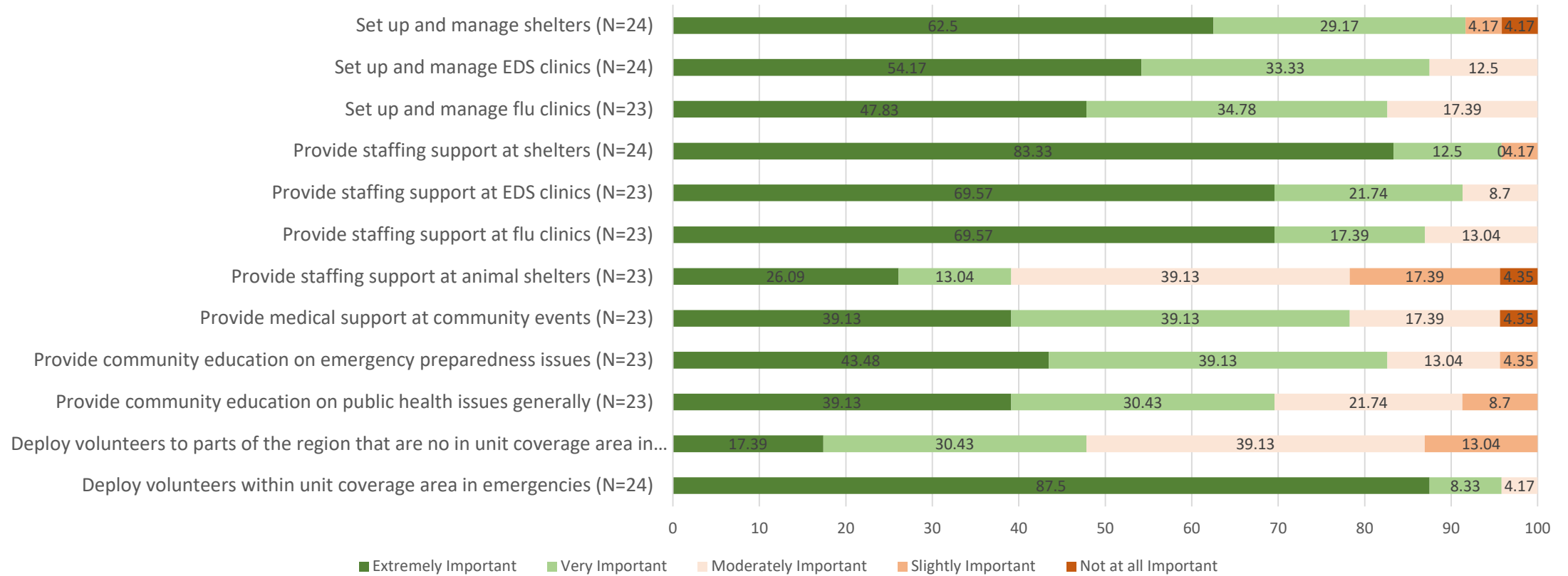
Appendix



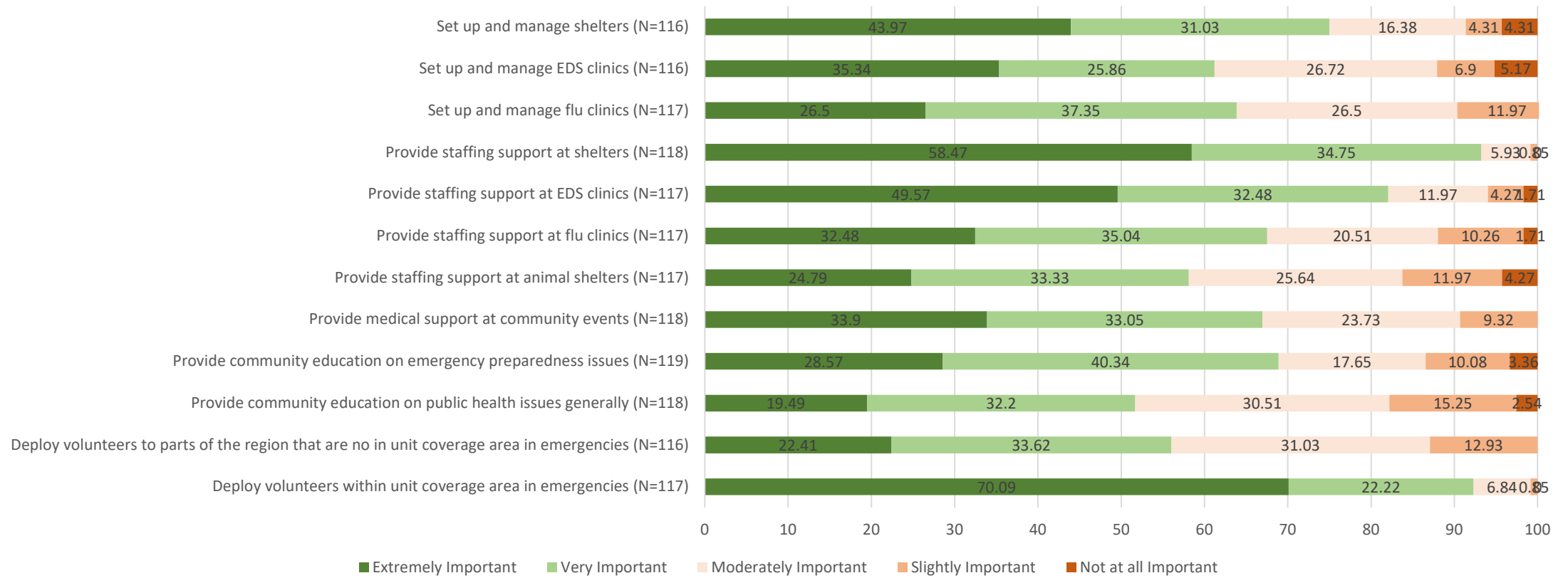
MRC Priorities (Unit Leaders)



MRC Priorities (Non-unit leaders)



MRC Services (Unit Leaders)



MRC Services (Non-unit leaders)