

Guide for MRC Unit Leaders in Massachusetts

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Chapter 1 - Administration

The Medical Reserve Corps (MRC) is a national network of volunteers, organized locally to improve the health and safety of their communities. In Massachusetts, the MRC network originated in 2002 and is comprised of 37 units. These units are organized into seven public health emergency preparedness regions, which share funding equally. Based out of local health departments and non-profit organizations, each unit is organized to best suit the unique challenges of its area. In all cases, MRC units are local assets and are deployed at the discretion of local MRC unit protocols.

Units are located in all regions of Massachusetts; they can be small (organized by cities or towns) or large (organized regionally).

Units function as part of local emergency preparedness teams. They supplement existing public health resources and emergency agencies such as Red Cross, local public health, fire, police and ambulance services. Units recruit, train, credential, and organize medical, public health, and non-medical volunteers to strengthen their communities through volunteerism.

MRC volunteers offer their expertise throughout the year by supporting local public health initiatives, such as immunization and prevention activities. When there is an emergency in the community, MRC volunteers work in coordination with local emergency response programs. Most MRC units work with other local and regional emergency preparedness groups.

Interface with Agencies and Partners

The Federal MRC Program Office (MRCPO) is housed within the U.S. Department of Health and Human Services (HHS); Administration for Strategic Preparedness and Response (ASPR). In Massachusetts, the MRC program is run by the Massachusetts Department of Public Health (MDPH) Office of Preparedness and Emergency Management (OPEM). MDPH OPEM works closely with other groups and provides technical support to individual units, regions, and the statewide MRC steering committee. Through the longstanding relationships maintained with units and among public health partners, OPEM has been central to identifying, developing, and implementing statewide planning initiatives; determining programmatic needs and gaps; and facilitating strategic planning among MA MRC units. Please see [Appendix A](#) for a description of responsibilities for each agency and partner organization.

MRCPO Requirements

There are a number of requirements to remain an MRC unit in good standing:

- Have a sponsoring agency
- Have a point of contact listed
- Provide quarterly (at a minimum) unit updates on the website for their unit profile and activities
- Participate in MRC network including technical assistance assessments with Regional Liaison

Are You a New Unit Leader?

This is an excellent place to start if you are new to the MRC program in MA. Please review this document, as it includes numerous resources around how the Medical Reserve Corps program operates at the federal, state, and local levels. Don't forget to visit a special section of the state website that includes key resources for new unit leaders:

www.mamedicalreservecorps.org/newunitleaders

MDPH Funding and Deliverables

For the current budget period (BP5), MDPH OPEM allocated \$617,568 in emergency preparedness state match funds to support the operation of the federally recognized MRC units (<https://bit.ly/MAMRCUnitLocations>) in Massachusetts. Approximately \$88,224 in MRC funding is distributed to the identified host agency in each of the Public Health Emergency Preparedness Regions. This funding is intended to enhance local, regional, and state public health

preparedness by supporting recruitment and increase MRC coverage and services so 100% of the cities and towns in each Region are served by an MRC unit. These funds may be used only for approved activities relating to recruitment, training, deployment, and management of MRC units. The funds will be distributed according to formulas determined by each region. Details can be found in [Appendix K](#).

The current Grants Management Manual and Deliverables outline the eligibility requirements and conditions of funding (deliverables) for units and are available on the state MRC website:

- **Current Grants Management Manual:** <https://bit.ly/BP5GrantsManagement>
- **BP5 MRC Deliverables:** <https://bit.ly/BP5Deliverables>

Reporting

Unit leaders are required to file state and federal reports as part of their administrative activities.

MRC UNIT SUBMISSIONS REQUIRED FOR MDPH FUNDING

Unit leaders should complete quarterly reports via the [Reporting Submission Tool \(RST\)](#), which includes Expenditure Reports and updated Focus Area Reports. See [Appendix C – Reporting Submission Tool \(RST\)](#) for more details.

You can complete the quarterly submissions at this link:

<https://survey123.arcgis.com/share/9427e1a4ed66468698f7e40fda8ef606>. Instructions for completing the quarterly reports and guidance specifying what to include in the quarterly updates can be found in the [BP5 RST Quarterly Reporting Instructions](#). Please contact Liz Foley (liz.foley@mass.gov) with any questions (see [Appendix B](#)).

Health and Medical Coordinating Coalitions (HMCC)-approved reports are due to MDPH by the deadlines listed below. The HMCC will provide units in each region deadlines in advance of these dates for the HMCC to have a chance to review the submission. The RST saves data to the cloud, so users can begin their report and come back to it later.

Reporting Period	Quarterly Submission Deadline to DPH*
July 1 – September 30	October 27
October 1 – December 31	January 26
January 1 – March 31	April 26
April 1 – June 30	July 28

**Please note that HMCC Sponsoring Organizations may implement an earlier timeline, to ensure available time to review, prior to submission to DPH. Each unit should contact your HMCC Sponsoring Organization for specific deadlines.*

Budgets

Each MRC unit develops an initial budget for DPH review and approval at the beginning of each budget period. If the budget needs to be changed throughout the year, budget modifications are allowed four (4) times during the fiscal year and shall be submitted via the RST by the deadlines listed below.

Modification	Quarterly Submission Deadline to DPH*
1 st Modification	August 25
2 nd Modification	November 17
3 rd Modification	February 23
4 th Modification	April 26

**Please note that HMCC Sponsoring Organizations may implement an earlier timeline, to ensure available time to review, prior to submission to DPH. Each unit should contact your HMCC Sponsoring Organization for specific deadlines.*

FEDERAL UNIT ACTIVITY MODULE

The federal MRC website can be found at <https://aspr.hhs.gov/MRC/Pages/index.aspx>. The site offers a map of MRCs across the US, as well as provides instructions on how to sign up for a national listserv which is great for sharing MRC ideas and materials. It is also where you can complete your quarterly activity reporting.

There are many resources available to new unit leaders regarding federal requirements and reporting, including:

- **New Unit Leader Next Steps:** <https://bit.ly/NewUnitLeaderNextSteps2023>
- **10 Things I Wish I Had Known When I Started as an MRC Unit Leader:** <https://bit.ly/UnitLeader10Things2023>
- There is also a recorded **New Leader Orientation** (<https://mrc.adobeconnect.com/p8n4ggi7knkh/>) that the MRCPO asks all new leaders to watch and then join an online New Leader Orientation Q & A session. These sessions are provided every other month with 1-2 staff of the MRCPO.

Unit Profile and Activity Reporting

- **Unit Profile:** The unit profile includes key information related to the MRC unit, including but not limited to unit address, contact information, sponsoring organization or host community, jurisdictional coverage, volunteer counts and profession types, mission statement, volunteer training, and more.
- **Activity Reporting:** The activity reporting module of the MRC website allows MRC unit coordinators and designees to report recent unit activities – ranging from administrative tasks and public health and preparedness initiatives to what volunteers did in response to an emergency event. The reporting module collects key activity information, such as start/end date, activity description and impact, the number of MRC volunteers involved in the activity, the number of volunteer hours, and more.

The federal website has a guide to assist MRC coordinators in establishing user accounts, developing and managing unit profiles, and reporting unit activities at: <https://aspr.hhs.gov/MRC/Pages/UnitLeaderResources.aspx>. It can also be found in [Appendix D](#)

Generating Summary Reports

The report generating feature is not currently available to unit leaders. If you would like a copy of your data, please submit a request to the federal regional liaison, who can generate a spreadsheet for the desired dates.

Leadership

Unit leaders must provide MDPH 24/7 contact information for leaders who should be contacted in case of emergency. Please review the 24/7 contact list quarterly to make sure your unit's information is up to date. If you do not have a link to the 24/7 list, please contact RVA.

Changes in unit leadership should be reported to the Federal MRC Regional Liaison and Statewide MRC Coordinator as soon as the information is available. New unit leaders should also update their information on the federal website (see the [Resources chapter](#) for a detailed explanation on how to do this).

The federal website also has a Guide to MRC Unit Leader Transitions for outgoing and incoming unit leaders available here:

https://www.phe.gov/mrc/Documents/Guide%20to%20Medical%20Reserve%20Corps%20Unit%20Leader%20Transitions_2021.pdf.

Jurisdiction

Unit leaders must provide MDPH an annual list of communities covered by their unit. This information must be may be requested by the Statewide MRC Coordinator at any time. Changes in jurisdiction should be reported to the Statewide MRC Coordinator immediately so the state website can be updated. Unit leaders must also update the unit information directly on the federal website (see the [Resources chapter](#) for a detailed explanation on how to do this).

Chapter 2 - Regional Representation

MRC Advisory Group (regional)

One representative from a federally recognized unit shall represent the unit on the Regional MRC Advisory Group. The advisory group must meet regularly to*:

- Identify and address gaps in capacity and coverage within the region and ensure that all communities are provided coverage by an MRC;
- Provide the specific funding procedure or formula currently used to determine annual unit allocations; and
- Select a representative to participate on the Statewide MRC Steering Committee.
- Determine opportunities for regional collaboration.

**Please reference annual MRC deliverables for specific requirements.*

Steering Committee (statewide)

The Statewide MRC Steering Committee includes one representative from each Region's MRC Advisory Group (See [Appendix B](#) for a current list of representatives). A description of the Steering Committee's role can be found in [Appendix E](#). Each Region's MRC Advisory Group shall submit the name of its representative to the State MRC Coordinator prior to the first meeting of the Coordination Steering Committee in each grant year.

Each member of the Committee provides regular reports to his or her Region or Regional Coalition on the activities of the statewide MRC Coordination Steering Committee. The Committee meets (by phone or in person) approximately quarterly.

Chapter 3 - MA Responds (<http://www.maresponds.org>)

MA Responds is an online registration system for health and non-health volunteers. This system is a partnership between the MDPH, local Medical Reserve Corps units, and other volunteer organizations in Massachusetts. Registering with MA Responds allows people to volunteer for a variety of public health events. The MA Responds system is maintained by MDPH and the Massachusetts Medical Society (MMS). Technical questions should be directed to MDPH or MMS staff (see [Appendix B](#) for contact information).

Federally recognized MRC units that receive state funding must register, credential, and communicate during deployments with all volunteers through MA Responds and attend a MA Responds training.

Requirements for MRC Units

To be considered a unit in good standing, the unit must have a signed Memorandum of Understanding (MOU) with MDPH. To check on the status of your MOU, please contact the Statewide MRC Coordinator at MDPH (see [Appendix B](#)). Unit leaders must also log into the system at least once a week – to check the status of their prospective volunteers.

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TRAINING

At least one administrator needs to complete the MA Responds Basic and Advanced Training. Virtual trainings are available upon request. To request a MA Responds training please contact Johnna Coggin (jcoggin@mms.org).

CHANGE IN LEADERSHIP

Upon a change in unit leadership, please complete an “[Appendix C: Administrator Change Form](#)” within 60 days of the change and contact the Statewide MRC Coordinator at MDPH (see [Appendix B](#)).

Frequently Asked Questions

Many MA Responds resources are available at the MA Responds website (<https://www.maresponds.org/>) and on the Documents page of the state website (under “MA Responds” - <https://www.mamedicalreservecorps.org/documents>). A few highlights are shared below.

BACKGROUND CHECKS

All volunteers who register with a unit that utilizes MA Responds must undergo a CORI (Massachusetts Criminal Offender Record Information) check and a Nationwide Sex Offender Search. The CORI form can be found at: <https://bit.ly/CORIAcknowledgementForm> and the sex offender search is completed within MA Responds. Please note: CORIs cannot be accepted without photo ID verification and a “wet” signature. Volunteers must have their photo identification verified and this form signed indicating photo verification by a local program administrator, the administrator’s designee, or by a notary public before sending it in to MDPH with a wet signature for processing. In order to be considered a member of MA Responds, both checks must be resolved in a satisfactory manner. Both forms of background checks will be conducted in accordance with the policies outlined here: <http://bit.ly/MARespondsCORIPolicy2020>

Volunteers who do not have a clean Nationwide Sex Offender Search and a satisfactory resolution of the CORI process cannot be deployed.

CREDENTIALING

- Integrates with Drug Enforcement Administration (DEA), and Office of Inspector General, List of Excluded Individuals/Entities (OIG LEIE) as well as Division of Occupational Licensure (DOL), Bureau of Health Professions Licensure (BHPL), Board of Registration in Medicine (BORIM) and

Bureau of Substance Addiction Services (BSAS) State licensure boards for verification of professional licenses when a volunteer first registers, monthly, and if wanted, prior to a deployment.

- Automatically assigns emergency credential level in accordance with federal ESAR-VHP standards.

DATA SECURITY

- All MA Responds communications are encrypted.
- MA Responds is hosted in two Class A / Tier IV Data Center with redundant power and connectivity.
- MA Responds meets the applicable security measures and is ISO 27001 compliant and SOC 2 compliant and certified.

NOTIFICATION FEATURES

The MA Responds system features an integrated two-way notification system that can be used to contact volunteers via phone (including extensions), SMS text, pager, fax, email and TTD/TTY. ***While emails can be sent through the system at no cost, the Massachusetts Department of Public Health (DPH) is charged for all other types of communication on a per use basis.*** DPH has pre-paid for a pool of minutes that can be requested by local units to use phone and text features in an emergency (at no cost to the individual unit). **Due to budget limitations, DPH has decided to use the pool of minutes for phone and text features only in emergency situations.**

To request permission to use the non-email (phone or text) notification features of MA Responds, a unit administrator should contact the statewide MRC Coordinator or Emergency Response Volunteer Coordinator. You can view a guide for using notification features here:

<https://bit.ly/MARespondsNotificationGuidance2023>. If the request occurs during an emergency, and DPH staff cannot be reached by the unit administrator, the unit administrator must follow the Guidance for Using Notification Features of the MA Responds System, available here: <https://bit.ly/MARespondsGuidance2023>. Unit administrators should also consult the MA Responds text/SMS instructions: <https://bit.ly/MARespondsSMSInstructions2023>.

JUVARE CORES MESSAGING APP

The CORES Messages app offers a subset of the MA Responds messaging module in a flexible platform that you can easily use while you are on the go. The app, which is free to download in the app store, is fully integrated with MA Responds so that you can send and receive alerts and notifications on your mobile device, Android tablet and iPad. To log into the IMX Messages app, you simply need to enter the MA Responds URL (www.maresponds.org) and the username and password that you use on the Web. Use the app to compose a message and send it via email, text message, and/or phone, compose and send a message based on an existing template, view responses from and send follow-up messages to groups of recipients and respond immediately to alerts and notifications that you receive. Please note that the app cannot be used for Mission Manager.

The CORES Messages app can be found here:

<https://apps.apple.com/us/app/cores-messages/id587446419>

https://play.google.com/store/apps/details?id=com.intermedix.imxmessages&hl=en_US

MA RESPONDS BADGING

A badging module to create and print volunteer badges is available within the MA Responds system.

- Medical and Non-Medical templates are available.
- Badges are created in the volunteer's profile.

- The module creates a pdf which can be printed by any printer or badge printer that can print pdfs.

A Quick Reference Guide for the MA Responds badging module can be found here:

<https://bit.ly/MARespondsBadgingGuide>.

CHANGING A VOLUNTEER'S PASSWORD

This is one of the most common questions from volunteers, although they can reset their password by using the password reset function at https://maresponds.org/pw_assist_request.php.

An administrator can also reset a volunteer's password:

1. Click on the Account Settings part of the profile and type in a new password in the two fields under the Reset Password bar at the top of the page.
2. After you have typed the new password twice, click on the "Change" button to save the information.

An email* will then be sent to the volunteer to notify them that the password has been changed, and the next time they log-in they will be required to change it again to something that they would like. Because of this security measure, it's a good idea to make a practice of resetting all passwords to the same thing.

*We have found it easier for the volunteer if the administrator sends an email to them explaining you have reset their password and telling them to login with the reset password.

RESOLVING DUPLICATE ACCOUNTS

To resolve duplicate accounts, you can ask Johnna Coggin (jcoggin@mms.org) to close one account. Please complete the following steps to do so:

1. Look at the 2 accounts that are duplicate for a volunteer. It is recommended that you close the account without the CORI and VSOS results or the account that is less complete.
2. Make sure that all information that is in the account you will close is also in the other (contact and licensing information, etc.) You can print out pages of the profile in order to enter data to the account that will remain open.
3. Finally, to close the desired account, contact Johnna Coggin (jcoggin@mms.org) for assistance.

SEARCHING FOR VOLUNTEERS WHO ARE READY TO BE ACCEPTED

1. On the responder search screen under the "Memberships" section select the volunteer group you want to view from the "Organizations Selection" button. All organizations will be listed here, but you will only be able to see results from the organization(s) you have permission to see.
2. Under the "Memberships" section select "Pending" and "Researching" from the Unit Status list. (Note that you always have to select "Pending" and "Researching" to see unaccepted volunteers, since the default search is to look for "Accepted" volunteers).
3. Under "the Background Check" section, select "CORI: Complete-Clear" and "VSOS: Complete Clear-No Matches Found" from the Status list. Above the right swap box remember to check off "want to match **All** of the following statuses"
4. Click on "Search" to get a list of volunteers who have completed their background checks.

5. You can then review each member's profile to be certain that other information you want to collect is included, and then change their status to "accepted" on the drop-down menu in the "Organization" tab of their profile.

PERFORMING A BATCH ACCEPTANCE

This may be helpful if you are an organization that routinely runs large numbers of CORIs and then needs to accept all of the CORI and Nationwide Sex Offender searches passed volunteers at once to save time. It may also be helpful if you can't remember who've you've submitted CORIs for but need to accept your volunteers.

1. Go to "Organizations" tab and click on the blue hyperlink for your organization.
2. Once you are on the Dashboard for your organization click the "Members" tab from the left-hand side of the screen.
3. Change the Display Filter (in the blue box) to show pending or researching (if you use this status) volunteers. *Note—some organizations like to use "Researching" as a status to change volunteers to once they've collected and submitted their CORIs to DPH. This is a recommended practice for keeping track of volunteers who are waiting to be accepted, however volunteers can also be kept as "Pending" until they are ready to be moved to "Accepted."
4. Click on the "Check All" box and then pick "Select All across All Pages" from the drop-down menu that appears.
5. At the bottom left of the page select an Action of "Set to Accepted" and then click the "Submit Action" button.
6. All volunteers that have a CORI and a Nationwide Sex Offender Search status of "Complete-Clear" will be accepted and all others will pop up as an error since the system won't allow you to accept volunteers who haven't completed their background checks.
7. You can then click on "view change log" in the upper left corner to see which volunteers you have just accepted.

Chapter 4 - Volunteer Management

Written Plans

Units should develop, follow, and update their own written policies and procedures on the following volunteer management topics:

- Recruitment
- Training
- Activation and Deployment
- Demobilization
- Unit Standard Operating Procedures

Many existing templates and sample plans are available for reference and can be adapted into a unit's policies and procedures to suit the needs of specific MRC unit. Specifically, the Activation, Deployment, and Demobilization Plan template at <http://bit.ly/MRCDeploymentPlan2020> ([Appendix L](#)) was developed in 2019 and can be adapted as needed.

Unit leaders should ensure volunteers understand the unit's policies and standard operating procedures.

Credentialing and Background Checks

Each MRC unit must credential volunteers in accordance with pre-established standards in MA Responds including completion of the MA criminal offender record information (CORI) check and the submission of a Sexual Offender Search check. Units are considered in compliance with this requirement (see the [MA Responds chapter](#) for more information about credentialing and background checks) when volunteers are considered “accepted” within the system.

Volunteers who have not completed the credentialing process will not be considered deployable through MDPH and should not be utilized for staffing of any MDPH activation.

REQUESTING VOLUNTEER ASSISTANCE FROM OTHER UNITS IN NON-EMERGENCIES

To request MRC assistance from another unit in non-emergencies, you may contact another local unit leader directly. If that local unit cannot provide all of the assistance you need, please comply with the Statewide MRC Request for Volunteers Standard Operating Procedure (SOP), <https://bit.ly/MRCRequestforVolunteersSOP2022> ([Appendix G](#)), to mobilize MRC volunteers across units or regional boundaries. Your unit will be asked to fill out a Volunteer Request Form at <https://bit.ly/VolunteerRequest2022> ([Appendix F](#)) and send it to the Statewide Coordinator and Regina Villa Associates staff (see [Appendix B](#)), who will share the request with the statewide database of unit leaders.

REQUESTING VOLUNTEER ASSISTANCE DURING AN EMERGENCY

If you need MRC assistance from outside your jurisdiction in an emergency, and the ESF-8 desk is not staffed (or you are unsure) please contact the DPH 24/7 duty officer at 617-339-8351. This call could come from a community representative directly or from a unit leader on behalf of a community. If the ESF-8 desk is staffed during the emergency, please contact the desk directly¹.

¹ Contact information for the ESF-8 desk will be shared with unit leaders when the desk is activated. It may also be reached through the DPH duty-officer.

Either the DPH duty officer, the ESF-8 desk or members of the DPH’s Office of Preparedness and Emergency Management (DPH OPEM) Volunteer Support Team (VST) will ask you a number of questions in order to fill out the Volunteer Request Form ([Appendix F](#)). ESF-8/VST staff will contact unit leaders statewide to see if the request can be filled.

You can view the Statewide MRC Request for Volunteers Standard Operating Procedure (SOP) here:

<https://bit.ly/MRCRequestforVolunteersSOP2022>.

RESPONDING TO A REQUEST FOR VOLUNTEERS FROM OUTSIDE YOUR JURISDICTION

Please comply with the Statewide MRC Request for Volunteers SOP, <https://bit.ly/MRCRequestforVolunteersSOP2022> ([Appendix G](#)), to mobilize MRC volunteers across units or regional boundaries.

- When receiving a request for volunteers from MDPH, units should send out a message using the MA Responds system to accepted and deployable volunteers within 2 hours (or otherwise noted) of initial notification to all accepted volunteers to ask their availability.
- Units shall work with MDPH within 4 hours of initial notification to assign needed volunteers to requested roles/positions.
- Unit leaders should complete one Volunteer Deployment Roster ([Appendix H](#), or at <http://bit.ly/MRCDeploymentRoster2020>) per location, per shift, and send the completed Roster to the requesting entity. Alternatively, information from the Volunteer Deployment Roster may be entered into a spreadsheet and sent in place of the Roster.

Badging

In 2022, a badging module was introduced in MA Responds. This module provides a template for MRC badges. More information about the badging module can be found in Chapter 3 – MA Responds under [MA Responds Badging](#).

Badge Stickers

To request expiration stickers, please contact Regina Villa Associates ([Appendix B](#)). To place an order, please indicate the year of the sticker, quantity, and your mailing address.

BADGE RENEWALS AND EXPIRATION STICKERS

The committee recommended using a sticker system for renewal. The badge itself would contain the DAY/MONTH of expiration, while the sticker would state the expiration year. Non-licensed volunteers would renew the badges every two years, while licensed volunteers would renew annually.

To request expiration stickers, please contact Regina Villa Associates ([Appendix B](#)). To place an order, please indicate the year of the sticker, quantity, and your mailing address.

Training

Per the Medical Reserve Corps Deliverables, MRC Units should recruit, train, and retain members specifically to enhance public health preparedness activities related to Emergency Dispensing Site (EDS) operations and public health programs and emergencies. Units are required to:

- Maintain records of completion of trainings by MRC members;
- Maintain copies of training agendas and attendees to submit to OPEM through Regina Villa Associates (quarterly);
- Offer trainings for unit members and ensure core competencies are achieved, as appropriate.

Units that would like to host or attend a training or conference using PHEP or MRC funds (including staff time or in-kind support) must complete the appropriate training/conference form ([Appendices I & J](#)).

Additional requirements can also be found in the [Grants Management Manual](#) and the annual MRC deliverables.

The Federal Program Office has also developed a core competency guides for Disaster Medicine and Public Health:

Medical Reserve Corps Volunteer Core Competencies:

- MRC Volunteer Core Competencies Training Plan: https://www.train.org/mrc/training_plan/4101
- Developing Volunteer Capabilities and Baseline Training Standards – MRC Core Competencies: <https://bit.ly/MRCCoreCompetencies2019>

MA Responds:

For information on MA Responds training, please see [Chapter 3](#).

Drills and Exercises

Per the Medical Reserve Corps Deliverables, units must participate in and facilitate quarterly drills (1 drill/quarter). Participation must include two (2) MDPH sponsored drills and two (2) individual unit sponsored drills to satisfy the PHEP-HPP Volunteer Management Joint Performance Measure.

- Drills will be conducted using the MA Responds system.
- An After Action Report (AAR), unit specific results report, **or** completion of the MRC call-down template must be submitted within 30 days of all unit sponsored drills: <https://bit.ly/CallDownTemplate>

Per the Deliverables, units are required to complete at least two additional drills or call-downs. MDPH will organize four drills for units who wish to participate in additional MDPH-sponsored drills. Drills/exercises that are not sponsored by MDPH require advanced notification (at least 30 days prior to the exercise) through submission of the Exercise Notification Form ([Appendix J](#)) to the HMCC (see contact list on HMCC website: <https://www.mass.gov/service-details/learn-about-the-health-and-medical-coordinating-coalitions>).

Volunteer Satisfaction

Unit leaders are encouraged to survey the satisfaction levels of their volunteers and are welcome to use or adapt parts of the Volunteer Satisfaction Survey Template at <http://bit.ly/MRCVolunteerSurvey2020> ([Appendix M](#)) when doing so. The template includes optional blocks of questions about trainings, deployment, drills, and demographics. Unit leaders can distribute the survey via online tools, such as SurveyMonkey, or print and collect paper copies.

Chapter 5 - Resources

Federal MRC Website (aspr.hhs.gov/MRC/Pages/index.aspx)

The federal MRC website, maintained by the MRC Program Office (MRCPO), offers many resources for unit leaders and volunteers. Unit leaders are expected to update information about their unit on the federal reporting site <https://mrc.hhs.gov> - quarterly at minimum. If you have technical questions about the site, please contact the Webmaster (see [Appendix B](#) - Important Contacts) and federal program liaison.

MRC DIRECTOR/COORDINATOR

To register to use the interactive features of the MRC Reporting Web Site <https://mrc.hhs.gov> - select the “Unit Leader Registration” link on the header and follow the instructions.

- Enter your e-mail address, a confirmation email will be sent directly.
- Complete the remainder of the registration information and select a username and password.
- Ensure to select Unit Type (Unit Coordinator or Unit Designee) and your unit’s state and name (or “New Unit” if registering a new MRC unit).
- The system will display that your information has been submitted and that you will receive an authorization e-mail in 5–7 days.

Once approved, you will receive one e-mail indicating your basic account is approved and another e-mail if you are approved as a Unit Coordinator or Designee. Note: you may receive a phone call or email from a member of the MRCPO prior to approval to verify your position as Unit Coordinator or Designee.

Once approved as a registered Unit Coordinator or Designee, you will have access to your and your unit's personal account information. Please verify that everything is correct with your MRC unit information by following the “Editing Unit Information/Add Activities” links on the website; update the information quarterly, at a minimum. As the Coordinator, we advise that you update your unit information to include your volunteer numbers and major unit activities. You may receive quarterly reminders to review and update the information.

RESOURCES AND TOOLS ON THE FEDERAL WEBSITE

As a registered MRC Coordinator or Designee you have permission to change the content information for your unit. To make adjustments to your unit's content information, log on to the website site using the LOGIN link on the MRC Reporting Site <https://mrc.hhs.gov>

The MRCPO offers a variety of resources and tools for leading an MRC unit, recruiting volunteers, reporting activities, and connecting with other unit leaders on its website.

Unit Leader Resources: <https://aspr.hhs.gov/MRC/Pages/UnitLeaderResources.aspx>

HOW-TO VIDEO TUTORIALS ON THE FEDERAL WEBSITE

The federal website offers a number of how-to video tutorials for unit leaders:

- [How to Update an MRC Unit's Basic Information](#)
- [How to Update an MRC Unit's Volunteer Count](#)
- [How to Update an MRC Unit's Public Point of Contact](#)
- [How to Update an MRC Unit's Questionnaire](#)
- [How to Report an MRC Unit Activity](#)

- [How to Update Your Personal User Profile on the MRC IT Reporting System](#)
- [How to Register for a New User Account on the MRC Unit Profile & Activity Reporting System](#)

State MRC Website (www.mamedicalreservecorps.org)

The state MRC website is maintained by the DPH OPEM and Regina Villa Associates. If you have technical questions about the website, please contact staff at Regina Villa Associates (see [Appendix B](#) – Important Contacts).

KEY RESOURCES FOR NEW MRC UNIT LEADERS

This page provides a general overview of resources for new unit leaders, including this Unit Leader Guide, federal program office resources, quarterly reporting reminders, information on MA Responds administrator training, and statewide meetings.

FIND AN MRC UNIT

This section allows volunteers and unit leaders to search for an MRC unit geographically (via a map) or by searching by municipality. It also contains contact information (and website, if applicable) for local MRC unit leaders. If information about your unit (jurisdiction covered, contact information) needs updating, please email Regina Villa Associates (see [Appendix B](#)).

DOCUMENTS AND RESOURCES

The Documents page provides many resources for MRC unit leaders. In addition to forms and protocols, it also is a repository for trainings and contains a unit leader toolbox. If you would like to add a training or other resource to this page, please just email Regina Villa Associates (see [Appendix B](#)), and we are happy to post and share it. Please visit the Documents page regularly to stay up-to-date on new resources and forms.

CALENDAR

The Massachusetts MRC website (www.mamedicalreservecorps.org) features a statewide calendar for important events. Units wishing to promote their events statewide should submit event information to the Department of Public Health and Regina Villa Associates. Please include details about your event, including:

- Time and Date
- Location (with street address and/or Google Maps link)
- Brief description
- Any registration or RSVP instructions
- Contact person for questions
- A photo and/or graphic

Peer-to-Peer Resources

DISCOURSE MESSAGE BOARD

Upon recommendation from the MA MRC Steering Committee, a private online message board, Discourse, has been created to facilitate peer-to-peer communication between unit leaders. Discourse provides a space for MA MRC unit leaders to share upcoming events, best practices, ask questions of one another, and communicate easily outside of statewide and other meetings.

Unit leaders can sign up for the MA MRC Discourse group by submitting a request here:

<https://forms.gle/PxbVfGK1y9gCbsWr9>. After you sign up, your invitation should be emailed to you, and you will be able to set up your user account.

The MA MRC Discourse website can be found at: <https://mamrc.discourse.group/>.

Additional resources for using Discourse:

- [Guide to Discourse Message Board for MA MRC Unit Leaders](#)
- [Discourse FAQ and Guidelines](#)

MONTHLY MA MRC UNIT LEADER FORUM

This monthly meeting series was designed for MRC unit leaders with the goal of offering a forum for newer unit leaders to share questions and concerns with more experienced unit leaders, who can share best practices, tips, and other information. In addition to unit leader conversations, MDPH and RVA staff will be available at these sessions to answer any questions that arise. For budget period 5 (2023-2024) these meetings will generally take place on the **fourth Wednesday of every month** from 9:30-10:30 AM.

Please reach out to RVA and/or DPH for the zoom link.

MRC Federal Listservs

The federal program office offers two MRC Listservs. The first option is the one-way listserv (medicalreservecorps-l), which is used by the MRCPO to share information on upcoming events, new resources, changes to the Web site, and major announcements. The second option is the two-way listserv that allows for those active in the program to share ideas, resources, best practices, and lessons learned. This listserv is conversational and allows for great interaction between units, the MRCPO, and others involved in the program. The two-way listserv automatically registers subscribers for the one-way listserv, so unit leaders interested in both lists should only subscribe to the two-way listserv. All subscribers must review the MRC Leaders-l Rules and Regulations before subscribing.

To subscribe the two-way listserv (email notifications), do the following:

- Go to the MRC Listserv homepage at <https://list.nih.gov/cgi-bin/wa.exe?SUBED1=MEDICALRESERVECORPS-L&A=1>
- Scroll down and select **MRCLEADERS-L two way listserv for information sharing**
- Click “Subscribe”
- You will receive an e-mail message to confirm your request to join the listserv.

Use of the MRC Logo

The MRCPO offers registered units is the opportunity to request use of the official MRC logo. The logo may be used on unit developed items identified in your logo authorization application.

The MRC logo is a trademarked logo, and therefore units must request logo authorization *prior* to using the logo on items.

The MRCPO has developed a guide to serve as a resource to help promote and build awareness of the national identity for the Medical Reserve Corps (MRC) program. It provides the information necessary for local MRC units to effectively communicate their role and function in the community, including the value they bring. It also will help reinforce a consistent image and message about the MRC nationwide.

MRC Logo Use Guidelines and Identity Guide: <https://www.phe.gov/mrc/unit-leader-resources/Documents/MRC-IdentityGuide-508.pdf>

Appendices

Appendix A - MRC Roles - Guide for Massachusetts Unit Leaders

Available online: <http://bit.ly/MRCRoles>

Appendix B - Important Contacts

MA DEPARTMENT OF PUBLIC HEALTH

Statewide MRC Coordinator: Liz Foley, Liz.Foley@mass.gov

Public Health Planner and Exercise Coordinator: Alexander Schlageter, Alexander.W.Schlageter@mass.gov

MA Responds

MDPH Emergency Response Volunteer Coordinator: Jessica Bowe, Jessica.bowe@mass.gov

Technical Support: maresponds@mass.gov

MEDICAL RESERVE CORPS PROGRAM OFFICE (MRCPO)

Regional Liaison: Jennifer Frenette, Jennifer.Frenette@HHS.GOV

General Email: MRCContact@hhs.gov

Federal Webmaster: MRCWebMaster@asprmail.phe.gov

MASSACHUSETTS MEDICAL SOCIETY

Johnna Coggin, jcoggin@mms.org

REGINA VILLA ASSOCIATES

Regan Checchio, rhecchio@reginavilla.com

Amanda Poggenburg, apoggenburg@reginavilla.com

Liam Kearney, wkearney@reginavilla.com

CURRENT STEERING COMMITTEE REPRESENTATIVES

Region or Organization	Name	Primary or Alternate Representative	Email Address
Region 1	Loren Davine	Primary	lorendavine@gmail.com
	Christy Lemoine	Alternate	lemoinechristy@gmail.com
Region 2	Lois Luniewicz	Primary	loisluniewicz@comcast.net
	Judie O'Donnell	Alternate	wachusettmrc@juno.com
Region 3	Nancy Burns	Primary	nburns@westfordma.gov
	Liisa Jackson	Alternate	LiisaJackson@mrcvolunteer.org
Region 4A	Michael Greene	Primary	mgreene@burlington.org
	Joanne Belanger	Alternate	jbelanger@lexingtonma.gov
Region 4B	Caeli Tegan Zampach	Primary	ctegan@bmestrategies.com
	Joshua Tallman	Alternate	jtallman@bmestrategies.com
Region 4C	Adanarys Barragan	Primary	ABarragan@bphc.org

	Celia Roberts	Alternate	BGrossman@bphc.org
Region 5	Liisa Jackson	Primary	LiisaJackson@mrcvolunteer.org
	Tracy Mayo	Alternate	tracymayo@hotmail.com

HMCC SPONSORING ORGANIZATIONS

See contact list available on HMCC website: <https://www.mass.gov/service-details/learn-about-the-health-and-medical-coordinating-coalitions>

Appendix C - Reporting Submission Tool (RST)

Available online: <https://survey123.arcgis.com/share/9427e1a4ed66468698f7e40fda8ef606>

Appendix D - Medical Reserve Corps Unit Profile and Activity Reporting System User Guide

Available online: https://aspr.hhs.gov/_catalogs/masterpage/ASPR/Documents/MRC/MRC-PARS-User-Guide-Jun2021.pdf

Appendix E - Role of The Steering Committee

Available online: <http://bit.ly/SteeringCommitteeRole>

Appendix F - Volunteer Request Form

Available online: <https://bit.ly/VolunteerRequest2022>

Appendix G - Statewide MRC Request for Volunteers Standard Operating Procedure (SOP)

Available online: <https://bit.ly/MRCRequestforVolunteersSOP2022>

Appendix H - Volunteer Deployment Roster

Available online: <http://bit.ly/MRCDeploymentRoster2020>

Appendix I - Training Request Forms

REQUEST TO ATTEND A TRAINING OR CONFERENCE FORM

Available online: <https://bit.ly/AttendRequestForm>

REQUEST TO HOST A TRAINING OR CONFERENCE FORM

Available online: <https://bit.ly/HostRequestForm2022>

Appendix J - Exercise Notification Forms

EXERCISE REQUEST FORM

Available online: <https://bit.ly/ExerciseRequestForm>

PLANNED EVENT OR LARGE-SCALE EXERCISE NOTIFICATION FORM

Available online: <http://bit.ly/MRCPlannedEventNotification2020>

Appendix K - Funding Allocation Guidance for MRC Units Across Massachusetts

Available online: <http://bit.ly/MRCFundingGuidance2020>

Appendix L - Activation, Deployment, And Demobilization Plan Template

Available online: <http://bit.ly/MRCDeploymentPlan2020>

Appendix M - Volunteer Satisfaction Survey

Available online: <http://bit.ly/MRCVolunteerSurvey2020>

Appendix N - MRC Unit Host Agency Responsibilities

Available online: <http://bit.ly/MRCHostAgency>