



Newaygo County MRC

Factor For Success

Scored 75 out of possible 76

99.00 %

1 Determine the Purpose and Scope of the Medical Reserve Corps (MRC) Unit									
1.1 Determine Jurisdiction Served	1 of 1								
<p>Rationale : In order to meet the needs of the community, an MRC unit should know what community, political subdivision or geographic area it primarily serves.</p> <p>Expectation : MRC unit provides services for a clearly defined jurisdiction (note: this jurisdiction is indicated in the MRC unit profile).</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Jurisdiction not identified/not indicated on MRC unit profile</td> </tr> <tr> <td>1</td> <td>Jurisdiction identified/indicated on MRC unit profile</td> </tr> </tbody> </table>	Score	Description	0	Jurisdiction not identified/not indicated on MRC unit profile	1	Jurisdiction identified/indicated on MRC unit profile		
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0	Jurisdiction not identified/not indicated on MRC unit profile								
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1.2 Assess Community Needs	2 of 2								
<p>Rationale : In order to meet the needs of the community, an MRC unit should know the needs of its community.</p> <p>Expectation : MRC unit conducts or reviews community needs assessment.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Needs assessment not completed/reviewed, or > 5 years old</td> </tr> <tr> <td>1</td> <td>Needs assessment completed/reviewed within past 2-5 years</td> </tr> <tr> <td>2</td> <td>MRC unit has reviewed or assessed community needs within past 2 years</td> </tr> </tbody> </table>	Score	Description	0	Needs assessment not completed/reviewed, or > 5 years old	1	Needs assessment completed/reviewed within past 2-5 years	2	MRC unit has reviewed or assessed community needs within past 2 years
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1	Needs assessment completed/reviewed within past 2-5 years								
2	MRC unit has reviewed or assessed community needs within past 2 years								
1.3 Develop a Mission Statement	1 of 1								
<p>Rationale : An MRC unit must be able to describe why it exists, who it serves and what it hopes to accomplish (its purpose); the main method or activity through which the unit tries to fulfill its purpose (the "business" of the unit); and the principles or beliefs guiding the unit (the unit's values).</p> <p>Expectation : MRC unit has developed a mission statement.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No mission statement developed</td> </tr> <tr> <td>1</td> <td>Mission statement developed and included on MRC unit profile</td> </tr> </tbody> </table>	Score	Description	0	No mission statement developed	1	Mission statement developed and included on MRC unit profile		
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1.4 Determine Goals and 'S-M-A-R-T' Objectives	3 of 4								



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	<p>Rationale : An MRC unit must develop broad goals, as well as short-term and long-term outcomes or "objectives" that will enable the unit to accomplish its goals.</p> <p>Expectation : MRC unit has developed broad goals and specific, measurable, achievable, realistic and time-framed (i.e., S-M-A-R-T) objectives, which are listed on the unit's profile on the MRC website.</p>	Score	Description
		0	No goals or objectives developed
		1	MRC unit has developed goals but no objectives
		2	MRC unit has developed goals and some objectives, but they may not be S-M-A-R-T (or all may not be S-M-A-R-T)
		3	MRC unit has developed goals and appropriate S-M-A-R-T objectives
		4	MRC unit has achieved at least 75% of its objectives
1. 5	Periodic Re-Evaluation of MRC Unit Purpose, Scope, Goals and Objectives	2 of 2 (11/17/2015)	
	<p>Rationale : In order to effectively serve its community, an MRC unit should periodically re-evaluate its purpose, scope, goals and objectives in accordance with changes in community needs, community plans and/or MRC unit capabilities.</p> <p>Expectation : MRC unit will periodically re-evaluate its purpose, scope, goals and objectives, and update its unit profile to reflect any changes.</p>	Score	Description
		0	MRC unit purpose, scope, goals and/or objectives not reviewed or reviewed > 5 years ago
		1	MRC unit purpose, scope, goals and/or objectives reviewed within past 2-5 years
		2	MRC unit purpose, scope, goals and/or objectives reviewed within past 2 years
2	Establish Community Partnerships		
2. 1	Develop Working Partnerships and Affiliations with Organizations in the Community	2 of 2	
	<p>Rationale : An MRC unit's role in preparedness, emergency response and ongoing public health initiatives requires close coordination, cooperation and integration with other organizations in the community. Partnerships and affiliations help foster buy-in from, and integration with, community partners and help create an effective, sustainable MRC unit.</p> <p>Expectation : MRC unit will establish partnerships and affiliations with organizations in its community.</p>	Score	Description
		0	No partnerships or affiliations established
		1	Informal partnerships or affiliations established with organizations in the community
		2	Formal, documented partnerships established with organizations in the community
2. 2	Periodic Re-Evaluation of Partnerships	2 of 2 (11/17/2015)	
		Score	Description
		0	Partnerships not reviewed or reviewed > 5 years



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			ago
		1	Partnerships reviewed within past 2-5 years
		2	Partnerships reviewed within past 2 years
3	Determine Financial Needs and Funding Sources		
3.1	Determine Financial Needs	1 of 1	
	<p>Rationale : An MRC unit should assess its revenue, expenses and resources in order to determine its ability to operate.</p> <p>Expectation : MRC unit will determine and document its financial needs.</p>	Score	Description
		0	MRC unit has not determined or documented its financial needs
		1	MRC unit determines and documents its financial and resource needs annually, through development of a budget or other financial tracking mechanism
3.2	Identify and Pursue Funding and/or Resources	1 of 1	
	<p>Rationale : An MRC unit must identify and pursue funding and resources in order to achieve sustainability.</p> <p>Expectation : MRC unit will identify and pursue funding and resources other than MRC Capacity-Building Awards.</p>	Score	Description
		0	MRC unit has not identified and pursued funding and other resources
		1	MRC unit has identified and pursued funding and other resources
3.3	Periodic Re-Evaluation of Financial Needs and Resources	3 of 3 (11/17/2015)	
	<p>Rationale : An MRC unit must periodically re-evaluate its financial needs and resources in order to determine the continued viability of existing funding and resources, as well as future needs.</p> <p>Expectation : MRC unit will periodically re-evaluate its financial needs and resources.</p>	Score	Description
		0	Financial needs and resources not re-evaluated or re-evaluated > 5 years ago
		1	Financial needs and resources re-evaluated within past 2-5 years
		2	Financial needs and resources re-evaluated within past 2 years
		3	Financial needs and resources re-evaluated annually
4	Determine Organizational Structure and Unit Composition		
4.1	Identify and Appoint MRC Unit Leadership		



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		1 of 1							
	<p>Rationale : An MRC unit requires a Unit Coordinator and/or Director to manage the operations and administration of the organization.</p> <p>Expectation : A qualified Unit Coordinator and/or Director will be identified and appointed following established MRC unit housing organization policy.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No Unit Coordinator and/or Director appointed</td> </tr> <tr> <td>1</td> <td>Unit Coordinator and/or Director appointed</td> </tr> </tbody> </table>	Score	Description	0	No Unit Coordinator and/or Director appointed	1	Unit Coordinator and/or Director appointed	
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4. 2	Establish Process for MRC Unit Leader Transition	1 of 1							
	<p>Rationale : Unit leader turnover is a frequent occurrence with MRC units, and this experience can sometimes be tumultuous and disruptive to a unit's administration and operations. Establishing a process which facilitates a smooth unit leader transition allows an MRC unit to continue to operate and develop during the transition period.</p> <p>Expectation : MRC unit will establish a process which facilitates a smooth unit leader transition.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No unit leader transition process established</td> </tr> <tr> <td>1</td> <td>Unit leader transition process established</td> </tr> </tbody> </table>	Score	Description	0	No unit leader transition process established	1	Unit leader transition process established	
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4. 3	Determine Organizational Structure	1 of 1							
	<p>Rationale : An MRC unit should determine and document its organizational structure in accordance with its unit composition, purpose and scope, the jurisdiction's hazards and health concerns, and any housing organization policies and practices.</p> <p>Expectation : MRC unit will have a current organizational chart.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No organizational chart documented or not current</td> </tr> <tr> <td>1</td> <td>Current organizational chart documented</td> </tr> </tbody> </table>	Score	Description	0	No organizational chart documented or not current	1	Current organizational chart documented	
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4. 4	Determine Unit Composition	1 of 1							
	<p>Rationale : An MRC unit should determine its composition in accordance with its mission and purpose, the region's hazards, health concerns, community capabilities and resources, and the organization in which the unit is established.</p> <p>Expectation : MRC unit will determine its composition (i.e., number and/or types of volunteers) and document it on its unit profile on the MRC website.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Unit composition not determined</td> </tr> <tr> <td>1</td> <td>Unit composition determined and documented on its unit profile on MRC website</td> </tr> </tbody> </table>	Score	Description	0	Unit composition not determined	1	Unit composition determined and documented on its unit profile on MRC website	
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4. 5	Develop Position Descriptions	1 of 1							
	<p>Rationale : Position descriptions outline the duties, responsibilities and expectations of unit leadership positions.</p> <p>Expectation : MRC units will develop position descriptions for leadership positions within the unit.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Position descriptions not developed</td> </tr> <tr> <td>1</td> <td>Position descriptions developed</td> </tr> </tbody> </table>	Score	Description	0	Position descriptions not developed	1	Position descriptions developed	
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4. 6	Periodic Re-Evaluation of Organizational Structure and Composition	2 of 2 (11/17/2015)									
	<p>Rationale : An MRC unit should periodically re-evaluate its organizational structure and composition in the event of changes to its mission and purpose, emergency operations plans, health concerns, and the organization in which the unit is established.</p> <p>Expectation : MRC unit will periodically re-evaluate its organizational structure and composition.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Organizational structure and composition not re-evaluated or re-evaluated > 5 years ago</td> </tr> <tr> <td>1</td> <td>Organizational structure and composition re-evaluated within past 2-5 years</td> </tr> <tr> <td>2</td> <td>Organizational structure and composition re-evaluated within past 2 years</td> </tr> </tbody> </table>	Score	Description	0	Organizational structure and composition not re-evaluated or re-evaluated > 5 years ago	1	Organizational structure and composition re-evaluated within past 2-5 years	2	Organizational structure and composition re-evaluated within past 2 years	
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5 Develop Procedures for Volunteer Recruitment											
5. 1	Develop Volunteer Recruitment Plan	1 of 1									
	<p>Rationale : Identifying and recruiting volunteers is one of the most essential tasks of an MRC unit. A plan should be developed to recruit volunteers whose training, licenses, credentials and background support and foster the MRC unit's mission and purpose, and the needs of the community.</p> <p>Expectation : MRC unit will develop a plan for volunteer recruitment.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No volunteer recruitment plan developed</td> </tr> <tr> <td>1</td> <td>Volunteer recruitment plan developed</td> </tr> </tbody> </table>	Score	Description	0	No volunteer recruitment plan developed	1	Volunteer recruitment plan developed			
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5. 2	Develop Application Process and Materials	1 of 1									
	<p>Rationale : Applications allow an MRC unit to obtain important information on prospective volunteers that will aid unit leaders in screening and selecting appropriate volunteers.</p> <p>Expectation : MRC units will develop a volunteer application and a process for administering volunteer applications.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No volunteer application or process developed</td> </tr> <tr> <td>1</td> <td>Volunteer application and process developed</td> </tr> </tbody> </table>	Score	Description	0	No volunteer application or process developed	1	Volunteer application and process developed			
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5. 3	Recruit Volunteers	2 of 2									
	<p>Rationale : Volunteers are the basis of the MRC. The MRC is supported and sustained by the willingness of medical and non-medical volunteers to serve their communities, both in times of need and in support of ongoing public health activities. Without the generous service of volunteers, there would be no MRC.</p> <p>Expectation : MRC unit will recruit volunteers necessary to carry out its mission and meet its goals.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No volunteers recruited</td> </tr> <tr> <td>1</td> <td>MRC unit has recruited some of the volunteers necessary to carry out its mission and meet its goals</td> </tr> <tr> <td>2</td> <td>MRC unit has recruited volunteers necessary to carry out its mission and meet its goals</td> </tr> </tbody> </table>	Score	Description	0	No volunteers recruited	1	MRC unit has recruited some of the volunteers necessary to carry out its mission and meet its goals	2	MRC unit has recruited volunteers necessary to carry out its mission and meet its goals	
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5. 4	Periodic Re-Evaluation of Volunteer Recruitment Procedures	2 of 2 (11/17/2015)	
	<p>Rationale : An MRC unit should periodically re-evaluate its volunteer recruitment procedures in accordance with changes in community needs or MRC unit capabilities.</p> <p>Expectation : MRC unit will periodically re-evaluate its volunteer recruitment procedures.</p>	Score	Description
		0	Volunteer recruitment procedures not re-evaluated or re-evaluated > 5 years ago
		1	Volunteer recruitment procedures re-evaluated within past 2-5 years
		2	Volunteer recruitment procedures re-evaluated within past 2 years
6 Develop and Implement Procedures for Volunteer Screening and Selection			
6. 1	Screen and Select Volunteers for MRC Membership	1 of 1	
	<p>Rationale : Use of an established process helps ensure the fair, equitable and consistent screening and selection of volunteers for MRC unit membership.</p> <p>Expectation : MRC unit screens and selects volunteers for unit membership based on an established process.</p>	Score	Description
		0	MRC unit does not have a written process for volunteer screening and selection
		1	MRC unit has a written process for volunteer screening and selection
6. 2	Periodic Re-Evaluation of Volunteer Screening and Selection Procedures	2 of 2 (11/17/2015)	
	<p>Rationale : An MRC unit should periodically re-evaluate its volunteer screening and selection procedures to ensure they continue to meet the needs of the unit and to remain compliant with applicable laws, regulations and policies.</p> <p>Expectation : MRC unit will periodically re-evaluate its volunteer screening and selection procedures.</p>	Score	Description
		0	Volunteer screening and selection procedures not re-evaluated or re-evaluated > 5 years ago
		1	Volunteer screening and selection procedures re-evaluated within past 2-5 years
		2	Volunteer screening and selection procedures re-evaluated within past 2 years
7 Develop a Volunteer Training Program			
7. 1	Develop Training Plan	1 of 1	
	<p>Rationale : MRC members must be adequately trained to effectively carry out their duties and responsibilities in support of the unit's mission.</p> <p>Expectation : MRC unit will develop a training plan.</p>	Score	Description
		0	No written training plan developed
		1	Written training plan developed



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7.2	Identify Training Resources	1 of 1	
	<p>Rationale : An MRC unit should identify applicable, affordable and accessible sources of training in order to effectively implement its training plan.</p> <p>Expectation : MRC unit will identify sources of training which may be utilized to implement its training plan.</p>	Score	Description
		0	No training sources identified
		1	Training sources identified and included in training plan
7.3	Train Volunteers	4 of 4	
	<p>Rationale : MRC members should complete training necessary to effectively perform their duties and responsibilities or enhance their knowledge and skills.</p> <p>Expectation : MRC unit will conduct training in accordance with its training plan.</p>	Score	Description
		0	No training offered
		1	Less than 25% of volunteers have completed unit's required training courses
		2	25-50% of volunteers have completed unit's required training courses
		3	50-75% of volunteers have completed unit's required training courses
		4	75% or more of volunteers have completed unit's required training courses
7.4	Maintain Training Records	1 of 1	
	<p>Rationale : MRC volunteers complete a variety of courses that determine and demonstrate their skill sets. Copies of volunteers' certificates of completion should be maintained and reviewed as appropriate.</p> <p>Expectation : MRC unit has an organized system to archive and manage its members' training records.</p>	Score	Description
		0	No system to manage training records established
		1	System to manage training records established
7.5	Periodic Re-Evaluation of Volunteer Training Program	2 of 2 (11/17/2015)	
	<p>Rationale : An MRC unit should periodically re-evaluate its volunteer training program in accordance with changes in community needs, unit mission, volunteer preferences, laws, regulations or policies.</p> <p>Expectation : MRC unit will periodically re-evaluate its volunteer training program.</p>	Score	Description
		0	Volunteer training program not re-evaluated or re-evaluated > 5 years ago
		1	Volunteer training program re-evaluated within past 2-5 years
		2	Volunteer training program re-evaluated within past 2 years



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8	Develop Policies and Procedures for Volunteer Utilization		
8.1	Develop Process to Notify Volunteers	2 of 2	
	<p>Rationale : An MRC unit must develop processes which enable it to recall its volunteers in an emergency, request their participation in non-emergency activities, and provide them with general information.</p> <p>Expectation : MRC unit will develop processes to notify its volunteers of emergency and non-emergency activities.</p>	Score	
		Description	
		0	No notification processes developed
		1	Single notification process developed and utilized
2	Multiple and/or redundant notification processes developed and utilized		
8.2	Develop Procedures to Organize, Assemble and Deploy Volunteers	2 of 2	
	<p>Rationale : A procedure for the organization and deployment of volunteers, consistent with community plans, helps ensure the effective utilization of MRC volunteers and resources in both emergency operations and non-emergency activities.</p> <p>Expectation : MRC unit will develop written procedures to organize, assemble and deploy volunteers.</p>	Score	
		Description	
		0	No procedure to organize, assemble and deploy volunteers developed
		1	Written procedure to organize, assemble and deploy volunteers developed
2	Procedure to organize, assemble and deploy volunteers included in jurisdiction's emergency operations and/or other plans		
8.3	Establish Policies and/or Procedures to Utilize and Manage Volunteers	2 of 2	
	<p>Rationale : The effective utilization and management of MRC volunteers requires an MRC unit to establish policies and/or procedures which facilitate the integration of its volunteers into the community's existing incident management system in emergencies and partner or community organizations' day-to-day administrative and management systems for non-emergency activities.</p> <p>Expectation : MRC unit will establish policies and/or procedures to utilize and manage its volunteers, both in emergency operations and non-emergency activities.</p>	Score	
		Description	
		0	Policies and/or procedures to utilize and manage volunteers not established
		1	Policies and/or procedures to utilize and manage volunteers established
2	Policies and procedures to utilize and manage volunteers included in jurisdiction's emergency operations and/or other plans		
8.4	Develop Processes to Release Volunteers	1 of 1	
	<p>Rationale : The orderly deactivation, demobilization and/or release of MRC volunteers following their participation in emergency operations and non-emergency activities helps foster volunteer safety</p>	Score	
		Description	
0	No processes to release volunteers developed		
		Processes to release volunteers developed	



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	<p>and accountability, and facilitates volunteer reutilization, if necessary.</p> <p>Expectation : MRC unit will develop processes to release its volunteers following completion of service in emergency operations and non-emergency activities.</p>									
8.5	Periodic Re-Evaluation of Volunteer Utilization Practices	2 of 2 (11/17/2015)								
	<p>Rationale : An MRC unit should periodically re-evaluate its volunteer utilization practices in accordance with changes in community needs, unit mission, laws, regulations or policies.</p> <p>Expectation : MRC unit will periodically re-evaluate its volunteer utilization practices.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Volunteer utilization practices not re-evaluated or re-evaluated > 5 years ago</td> </tr> <tr> <td>1</td> <td>Volunteer utilization practices re-evaluated within past 2-5 years</td> </tr> <tr> <td>2</td> <td>Volunteer utilization practices re-evaluated within past 2 years</td> </tr> </tbody> </table>	Score	Description	0	Volunteer utilization practices not re-evaluated or re-evaluated > 5 years ago	1	Volunteer utilization practices re-evaluated within past 2-5 years	2	Volunteer utilization practices re-evaluated within past 2 years
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9	Develop Policies and Procedures for Unit Administration									
9.1	Develop Unit Policies and Procedures Manual	1 of 1								
	<p>Rationale : In order to ensure consistent and effective operations, policies and procedures regarding MRC unit administration, volunteer management and unit operations must be documented and utilized.</p> <p>Expectation : MRC unit has a policies and procedures manual, volunteer handbook or similar document.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No policies and procedures manual developed</td> </tr> <tr> <td>1</td> <td>Policies and procedures manual developed</td> </tr> </tbody> </table>	Score	Description	0	No policies and procedures manual developed	1	Policies and procedures manual developed		
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9.2	Track and Manage Volunteers	1 of 1								
	<p>Rationale : By establishing a system for tracking and managing volunteers, an MRC unit is able to match volunteers' skills and availability with local needs, thereby making wise use of its volunteers' capabilities and time. In addition, information on volunteers' time and dollar equivalents of volunteer service helps demonstrate the benefits of the MRC to its community.</p> <p>Expectation : MRC unit will establish a system for tracking and managing its volunteers.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No system for tracking and managing MRC volunteers established</td> </tr> <tr> <td>1</td> <td>System for tracking and managing MRC volunteers established</td> </tr> </tbody> </table>	Score	Description	0	No system for tracking and managing MRC volunteers established	1	System for tracking and managing MRC volunteers established		
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9.3	Review Volunteer Performance	1 of 1								



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<p>Rationale : MRC volunteers are expected to appropriately perform the duties assigned to them. Their performance must be reviewed as necessary to ensure that their knowledge, skills and attitudes match the unit needs.</p> <p>Expectation : MRC unit has documented policies and procedures for reviewing volunteer performance.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No policies and procedures for volunteer performance review</td> </tr> <tr> <td>1</td> <td>Policies and procedures for volunteer performance review in place</td> </tr> </tbody> </table>	Score	Description	0	No policies and procedures for volunteer performance review	1	Policies and procedures for volunteer performance review in place		
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<p>9. 4 Update MRC Unit Profile</p>	<p style="text-align: right;">1 of 1</p>								
<p>Rationale : An MRC unit is required to update its unit profile at least once every three months. Information from the unit profile helps paint an accurate picture of the entire MRC network, including its strengths and weaknesses. DCVMRC uses this information, especially information on unit activities, in reports, newsletters, briefings and presentations to inform senior leaders, stakeholders and the public of the breadth and scope of MRC unit activities.</p> <p>Expectation : MRC unit will update its unit profile at least once every three months, including the reporting of unit activities.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>Unit profile not updated at least once every 3 months</td> </tr> <tr> <td>1</td> <td>Unit profile updated at least once every 3 months</td> </tr> </tbody> </table>	Score	Description	0	Unit profile not updated at least once every 3 months	1	Unit profile updated at least once every 3 months		
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<p>9. 5 Participate in Technical Assistance Assessments</p>	<p style="text-align: right;">1 of 1</p>								
<p>Rationale : The TA Assessment is a tool for guiding discussion about an MRC unit's technical assistance needs. The process helps identify areas in which an MRC unit may need additional assistance or help finding resources. It also helps MRC unit leaders identify priorities for organizational development. This assessment process helps the DCVMRC identify areas in which resources need to be identified or developed to support and strengthen MRC units and the MRC network as a whole.</p> <p>Expectation : MRC unit will participate in Technical Assistance (TA) Assessments when scheduled by the MRC Regional Coordinator.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>MRC unit in existence for > 6 months has not participated in a scheduled TA Assessment</td> </tr> <tr> <td>1</td> <td>MRC unit in existence for > 6 months has participated in a scheduled TA Assessment</td> </tr> </tbody> </table>	Score	Description	0	MRC unit in existence for > 6 months has not participated in a scheduled TA Assessment	1	MRC unit in existence for > 6 months has participated in a scheduled TA Assessment		
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<p>9. 6 Develop and Implement Strategic Plan/Roadmap</p>	<p style="text-align: right;">2 of 2</p>								
<p>Rationale : Strategic planning is the process of determining an MRC unit's long-term goals and identifying the best approach for achieving those goals. It guides decisions and actions that shape what an MRC unit is, what it does, and why it does it. It is the foundation for program planning, tracking progress, and evaluation.</p> <p>Expectation : MRC unit will develop and implement a strategic plan/roadmap.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>MRC unit has not developed a strategic plan/roadmap</td> </tr> <tr> <td>1</td> <td>MRC unit has developed and implemented a strategic plan/roadmap</td> </tr> <tr> <td>2</td> <td>Strategic plan/roadmap developed, implemented, reviewed and updated</td> </tr> </tbody> </table>	Score	Description	0	MRC unit has not developed a strategic plan/roadmap	1	MRC unit has developed and implemented a strategic plan/roadmap	2	Strategic plan/roadmap developed, implemented, reviewed and updated
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9.7	Periodic Re-Evaluation of Unit Administration Practices	2 of 2 (11/17/2015)									
	<p>Rationale : An MRC unit should periodically re-evaluate its administrative practices to ensure they are efficient, effective and compliant with established laws, regulations and housing/sponsoring agency policies.</p> <p>Expectation : MRC unit will periodically re-evaluate its administrative practices.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>MRC unit administrative practices not re-evaluated or re-evaluated > 5 years ago</td> </tr> <tr> <td>1</td> <td>MRC unit administrative practices re-evaluated within past 2-5 years</td> </tr> <tr> <td>2</td> <td>MRC unit administrative practices re-evaluated within past 2 years</td> </tr> </tbody> </table>	Score	Description	0	MRC unit administrative practices not re-evaluated or re-evaluated > 5 years ago	1	MRC unit administrative practices re-evaluated within past 2-5 years	2	MRC unit administrative practices re-evaluated within past 2 years	
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10	Develop and Implement Strategies for Volunteer Retention and Recognition										
10.1	Develop Volunteer Retention and Recognition Program	1 of 1									
	<p>Rationale : Volunteers are an MRC unit's most valuable resource. In order to retain its volunteers, to thank and recognize their service, an MRC unit should develop a comprehensive program to engage, motivate, recognize and reward them so that their volunteer experience with the MRC unit is satisfying, rewarding and meaningful. These efforts can boost volunteers' self-esteem, motivate them, and reward their achievements, which promotes volunteer retention and makes them stakeholders in the unit's success.</p> <p>Expectation : MRC units will develop a volunteer retention and recognition program.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No volunteer and recognition program established</td> </tr> <tr> <td>1</td> <td>Volunteer retention and recognition program established</td> </tr> </tbody> </table>	Score	Description	0	No volunteer and recognition program established	1	Volunteer retention and recognition program established			
Score	Description										
0	No volunteer and recognition program established										
1	Volunteer retention and recognition program established										
10.2	Identify Key Volunteers/Assign to Unit Leadership Positions or Roles	1 of 1									
	<p>Rationale : An MRC unit should identify key volunteers and assign them to unit leadership positions or roles to the extent possible. Assigning these responsibilities to key volunteers aids the Unit Coordinator/Director with the management and administration of the MRC unit, makes volunteers stakeholders in the unit's success, recognizes and rewards volunteers' outstanding performance, and fosters volunteer retention.</p> <p>Expectation : MRC unit will identify key volunteers and assign them to unit leadership positions or roles.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No key volunteers identified and assigned to leadership positions or roles</td> </tr> <tr> <td>1</td> <td>Key volunteers identified and assigned to leadership positions or roles</td> </tr> </tbody> </table>	Score	Description	0	No key volunteers identified and assigned to leadership positions or roles	1	Key volunteers identified and assigned to leadership positions or roles			
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10.3	Periodic Re-Evaluation of Volunteer Retention Strategies	2 of 2 (11/17/2015)									



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	<p>Rationale : An MRC unit should periodically re-evaluate its volunteer retention strategies based on its volunteer retention rate.</p> <p>Expectation : MRC unit will periodically re-evaluate its volunteer retention strategies.</p>	Score	Description
		0	Volunteer retention strategies not re-evaluated or re-evaluated > 5 years ago
		1	Volunteer retention strategies re-evaluated within past 2-5 years
		2	Volunteer retention strategies re-evaluated within past 2 years
11 Develop and Implement Strategies for Risk Management			
11. 1	Develop Risk Management Plan	1 of 1	
	<p>Rationale : A comprehensive risk management plan can (1) reduce the risk of harm (intended or unintended) to individuals who are served by MRC volunteers and to the volunteers themselves; (2) reduce the risk of financial loss to the volunteers and the MRC unit; and (3) reduce the potential for damage to the MRC unit's intangible assets, such as its reputation, its partnerships and its ability to recruit volunteers and obtain funding.</p> <p>Expectation : MRC unit will develop a risk management plan (or adopt one developed by the unit's housing/sponsoring agency).</p>	Score	Description
		0	No risk management plan developed or adopted
		1	Risk management plan developed or adopted
11. 2	Determine Volunteer Legal Protections	1 of 1	
	<p>Rationale : An MRC unit should determine the legal protections afforded to its volunteers, since lack of legal or liability protection for volunteers may reduce the MRC unit's ability to recruit volunteers, limit the utilization of MRC volunteers, hinder the formation of partnerships with other community organizations, diminish the willingness of people to be MRC leaders, reduce support for MRC development and strain MRC financial resources.</p> <p>Expectation : MRC unit will determine the legal protections afforded to its volunteers.</p>	Score	Description
		0	Legal protections not determined
		1	Legal protections determined
11. 3	Periodic Re-Evaluation of Risk Management Practices	2 of 2 (11/17/2015)	
	<p>Rationale : An MRC unit should periodically review and re-evaluate its risk management practices based on changes in mission, plans and operational procedures, laws, regulations and/or policies in order to protect its volunteers and the citizens and community it serves.</p>	Score	Description
		0	Risk management practices not re-evaluated or re-evaluated > 5 years ago
		1	Risk management practices re-evaluated within past 2-5 years



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	Expectation : MRC unit will periodically review and re-evaluate its risk management practices.											
12	Participate in Activities that Fulfill MRC Unit's Mission											
12.1	Plan, Schedule and Conduct MRC Unit Activities and Events	1 of 1										
	<p>Rationale : The MRC unit must collaborate with community partners to plan, develop and deliver services in order to fulfill its mission. It is understood that emergency response activities are by definition not scheduled and therefore cannot be included on the calendar, but are considered activities conducted.</p> <p>Expectation : MRC Unit collaborates with community partners to develop a calendar of activities and events.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No calendar of activities and events</td> </tr> <tr> <td>1</td> <td>Calendar of activities and events in place</td> </tr> </tbody> </table>	Score	Description	0	No calendar of activities and events	1	Calendar of activities and events in place				
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12.2	Conduct After-Action Reviews	3 of 3										
	<p>Rationale : AARs improve quality and effectiveness of future activities, events, and emergency operations, and allow participants to share their observations and opinions of successes and challenges.</p> <p>Expectation : MRC unit will conduct an after-action review (AAR) of appropriate activities, events and emergency operations.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No process for after-action review developed</td> </tr> <tr> <td>1</td> <td>Process for after-action review developed</td> </tr> <tr> <td>2</td> <td>After-action review conducted and action items included in AAR summary or Improvement Plan</td> </tr> <tr> <td>3</td> <td>Action items from after-action review accomplished within six months</td> </tr> </tbody> </table>	Score	Description	0	No process for after-action review developed	1	Process for after-action review developed	2	After-action review conducted and action items included in AAR summary or Improvement Plan	3	Action items from after-action review accomplished within six months
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2	After-action review conducted and action items included in AAR summary or Improvement Plan											
3	Action items from after-action review accomplished within six months											
12.3	Report Unit Activities to Housing/Sponsoring Organization and Stakeholders	2 of 2										
	<p>Rationale : An MRC unit participates in a variety of unit development, training, preparedness, public health and response-related activities that positively impact its community. The return on investment, value added and direct impact of the MRC is demonstrated in the summary report and analysis of the activities conducted.</p> <p>Expectation : MRC unit should provide a summary report of activities to housing/sponsoring organization and stakeholders.</p>	<table border="1"> <thead> <tr> <th>Score</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>No report of activities provided</td> </tr> <tr> <td>1</td> <td>Annual report of activities provided</td> </tr> <tr> <td>2</td> <td>Quarterly report of activities provided</td> </tr> </tbody> </table>	Score	Description	0	No report of activities provided	1	Annual report of activities provided	2	Quarterly report of activities provided		
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