Element	Data Element	Collection Tool
1	**Factor 1 (Sub Factors 1.1 through 1.5)** Determine the Purpose and Scope of the Medical Reserve Corps (MRC) Unit **Navigation Text:** 1. Purpose & Scope	FFS Framework – "Questionnaire"
2	**Sub Factor 1.1 Determine Jurisdiction Served** **Navigation Text:** 1.1 Jurisdiction Served **Expectation**: MRC unit provides services for a clearly defined jurisdiction (note: this jurisdiction is indicated in the MRC unit profile). **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. **Question**: Is the MRC unit's jurisdiction clearly defined and indicated on the MRC unit's profile? **Performance Measure/Scoring:** Jurisdiction not identified/indicated on MRC unit profile = 0 Jurisdiction identified/indicated on MRC unit profile = 1 **If "Jurisdiction identified/indicated on MRC unit profile" selected, then questions previously in the Unit Profile are to be answered:** **Question:** Please select Unit Jurisdiction **Responses:** Mixed, Rural/Frontier, Suburban, Tribal, Urban Add State Select City/Town, County or Zip	FFS Framework – "Questionnaire"
11	**Sub Factor 1.2 Assess Community Needs** **Navigation Text:** 1.2 Community Needs **Expectation**: MRC unit conducts or reviews community needs assessment. **Rationale**: In order to meet the needs of the community, an MRC unit should know the needs of its community. **Question**: When was a community needs assessment reviewed or conducted?	FFS Framework – "Questionnaire"

	Performance Measure/Scoring: Needs Assessment not completed/reviewed, or more than 5 years old = 0 Needs assessment completed/reviewed within past 2-5 years = 1 MRC unit has reviewed or assessed community needs within past 2 years = 2	
13	**Sub Factor 1.3 Develop a Mission Statement** **Navigation Text:** 1.3 Mission Statement **Expectation**: MRC unit has developed a mission statement. **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 tried to fulfill its purpose (the "business" of the unit); and the principles or the beliefs guiding the unit (the unit's values). **Question**: Has the MRC unit developed a mission statement? **Performance Measure/Scoring**: No mission statement developed = 0 Mission statement developed and included on MRC unit profile = 1 **If "Mission statement developed and included on MRC unit profile" selected, then question previously in the Unit Profile are to be answered:** **Question:** Add Mission Statement	FFS Framework – "Questionn aire"
19	**Sub Factor 1.4 Determine Goals and "S-M-A-R-T" Objectives** **Navigation Text:** 1.4 Goals & Objectives **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. **Rationale**: An MRC must develop broad goals, as well as short-term and long-term outcomes or "objectives" that will enable the unit to accomplish its goals. **Question**: Has the MRC unit developed goals and S-M-A-R-T objectives? **Performance Measures/Scoring**: No goals or objectives developed = 0 MRC unit has developed goals but no objectives = 1 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) = 2	FFS Framework – "Questionn aire"

	MRC unit has developed goals and appropriate S-M-A-R-T objectives = 3 MRC unit has achieved at least 75% of its objectives = 4 **If response other than first response selected, then question previously in the Unit Profile are to be answered:** **Question:** Add Goals & Objectives	
26	**Sub Factor 1.5 Periodic Re-Evaluation of MRC Unit Purpose, Scope, Goals and Objectives** **Navigation Text:** 1.5 Re-evaluate Purpose & Scope **Expectation**: MRC unit will periodically re-evaluate its purpose, scope, goals and objectives and update its unit purpose to reflect any changes. **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. **Question**: When did the MRC unit last re-evaluate its purpose, scope, goals and objectives? **Performance Measure/Score**: MRC unit purpose, scope, goals and/or objectives not reviewed, or reviewed more than 5 years ago = 0 MRC unit purpose, scope, goals and/or objectives reviewed within past 2-5 years = 1 MRC unit purpose, scope, goals, and/or objectives reviewed within past 2 years = 2	FFS Framework – "Questionnaire"
	Factor 2: Establish Community Partnerships **Navigation Text:** 2. Community Partnerships	FFS Framework – "Questionnaire"
	Sub Factor 2.1 Develop Working Partnerships and Affiliations with Organizations in the Community **Navigation Text:** 2.1 Partnerships & Affiliations **Expectation**: MRC unit will establish partnerships and affiliations with organizations in the community.	FFS Framework – "Questionnaire"

Rationale: An MRC unit's role in preparedness, emergency response and ongoing public health initiatives requiring 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 helps create an effective, sustainable MRC unit.

Question: Has the MRC unit established partnerships and affiliations with organizations in the community?

Performance Measure/Scoring
No partnerships or affiliations established = 0
Informal partnerships or affiliations established with organizations in the community = 1
Formal, documented partnerships established with organizations in the community = 2

If response other than first response selected, then question previously in the Unit Profile are to be answered:

Question: Select Partners/Relationships (CTRL+Click to select multiple options):
AmeriCorps / VISTA / Senior Corps
Animal Health/Veterinary Agency or Organization
American Red Cross Chapter
Board of Health
Cities Readiness Initiative (CRI) / Strategic National Stockpile (SNS)
Citizen Corps Council
Civic Org
College/University
Community Health Center
County/State Animal Response Teams (CART/SART)
EMS Agency
Emergency Management Agency
Faith - based Org
Fire Dept / Agency
Health Dept
Health Occupations Students of America (HOSA)
Hospital / Health System
High School
Law Enforcement/Agency
Medical / Professional Society
Metropolitan Medical Response System (MMRS)
Military
National Disaster Medical System (NDMS)
Non - governmental org
Planning Council / Commission
Private Sector –Business / Corp

	State Governmental Agency / Dept Stockpile (SNS) Tribal Org / Agency Urban Area Security Initiatives Volunteer Center Other Local Gov Agency / Dept Other **Question:** Is your MRC unit included in the local Emergency Operations Plan? Yes/No	
34	**Sub Factor 2.2 Periodic Re-Evaluation of Partnerships** **Navigation Text:** 2.2 Re-evaluate Partnerships **Expectation**: MRC unit will periodically re-evaluate its partnerships and affiliations, and update its unit profile to reflect any changes. **Rationale**: In order to effectively serve the community, an MRC unit should periodically re-evaluate its partnerships and affiliations in accordance with changes in community needs, roles and responsibilities of partner organizations, and/or MRC unit capabilities. **Question**: When did the MRC unit last re-evaluate its partnerships and affiliations? **Performance Measure/Scoring**: 0: Partnerships not reviewed, or reviewed more than 5 years ago 1: Partnerships reviewed within past 2-5 years 2: Partnerships reviewed within past 2 years	FFS Framework – "Questionnaire"
36	**Retain Factor 3 (Sub Factor 3.1 through 3.3)** Determine Financial Needs and Funding Sources Navigation Text: 3. Financial Needs & Funding	FFS Framework – "Questionnaire"
37	**Sub Factor 3.1 Determine Financial Needs** **Navigation Text:** 3.1 Determine Financial Needs **Expectation**: MRC unit will determine and document its financial needs. **Rationale**: An MRC unit should assess its revenue, expenses and resources in order to determine its ability to operate. **Question**: Has the MRC unit determined and documented its financial needs?	FFS Framework – "Questionnaire"

	Performance Measure/Scoring MRC unit has not determined or documented its financial needs = 0 MRC unit determines and documents its financial and resource needs annually, through development of a budget or other financial tracking mechanism = 1	
39	**Sub Factor 3.2 Identify and Pursue Funding and/or Resources** **Navigation Text:** 3.2 Identify & Pursue Funding **Expectation**: MRC unit will identify and pursue funding and resources. **Rationale**: An MRC unit must identify and pursue funding and resources in order to achieve sustainability. **Question**: Has the MRC unit identified and pursued other funding and resources? **Performance Measure/Scoring**: MRC unit has not identified and pursued funding and other resources = 0 MRC unit has identified and pursued funding and other resources = 1 **If "MRC unit has identified and pursued funding and other resources" selected, then question previously in the Unit Profile are to be answered:** **Question:** Select funding source (CTRL+Click to select multiple options): In-kind from sponsor org In-kind from partner org Financial contributions/grants from private sector (business & industry) Financial contributions/grants from foundations and other non-governmental organizations Financial contributions/grants from local gov agencies Financial contributions/grants from state gov agencies Financial contributions/grants from federal gov agencies	FFS Framework – "Questionnaire"
43	**Sub Factor 3.3 Periodic Re-Evaluation of Financial Needs and Resources** **Navigation Text:** 3.3 Re-evaluate Financial Needs **Expectation**: MRC unit will periodically re-evaluate its financial needs and resources. **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.	FFS Framework – "Questionnaire"

	Question: When did the MRC unit last re-evaluate its financial needs and resources? **Performance Measure/Scoring**: Financial needs and resources not re-evaluated, or re-evaluated more than 5 years ago = 0 Financial needs and resources re-evaluated within past 2-5 years = 1 Financial needs and resources re-evaluated within past 2 years = 2 Financial needs and resources re-evaluated annually = 3	
45	**Retain Factor 4 (Sub Factors 4.1 through 4.6)** Determine Organization Structure and Unit Composition **Navigation Text:** Structure & Composition	FFS Framework – "Questionn aire"
46	**Sub Factor 4.1 Identify and Appoint MRC Unit Leadership** **Navigation Text:** 4.1 Identify Unit Leadership **Expectations**: A qualified Unit Coordinator and/or Director will be identified and appointed following established MRC unit housing organization policy. **Rationale**: An MRC unit requires a Unit Coordinator and/or Director to manage the operations and administration of the organization. **Question**: Has a Unit Coordinator and/or Director been appointed to lead the MRC unit? **Performance Measure/Scoring**: No Unit Coordinator and/or Director appointed = 0 Unit Coordinator and/or Director appointed = 1	FFS Framework – "Questionn aire"
54	**Sub Factor 4.2 Establish Process for MRC Unit Leader Transition** **Navigation Text:** 4.2 Leadership Transition Process **Expectation**: MRC unit will establish a process which facilitates a smooth unit leader transition. **Rationale**: Unit leader turnover is a frequent occurrence with some 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.	FFS Framework – "Questionn aire"

	Question: Has the MRC unit established a process to facilitate unit leader transition? **Performance Measure/Scoring**: No unit leader transition process established = 0 Unit leader transition process established = 1	
56	**Sub Factor 4.3 Determine Organizational Structure** **Navigation Text:** 4.3 Organizational Structure **Expectation**: MRC unit will have a current organization chart. **Rationale**: An MRC unit should determine and document its organization structure in accordance with its unit composition, purpose and scope, the jurisdiction's hazards and health concerns, and any housing organization policies and practices. **Question**: Does the MRC unit have a current organizational chart? **Performance Measures/Scoring**: No organization chart documented, or not current = 0 Current organization chart documented = 1	FFS Framework – "Questionnaire"
58	**Sub Factor 4.4 Determine Unit Composition** **Navigation Text:** 4.4 Unit Composition **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. **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. **Question**: Has the MRC unit determined its unit composition and documented it on its unit profile? **Performance Measure/Scoring**: Unit composition not determined = 0 Unit composition determined and documented on its unit profile on MRC website = 1 **If "Unit composition determined and documented on its unit profile on MRC website" selected, then question previously in the Unit Profile are to be answered:**	FFS Framework – "Questionnaire"

	Question: Are your MRC members included, or do you plan to include them in the state volunteer registry (ESAR-VHP)? Yes/No Question: Does your MRC unit allow youth membership (under 18 years of age)? Yes/No	
67	**Sub Factor 4.5 Develop Position Descriptions** **Navigation Text:** 4.5 Position Descriptions **Expectation**: MRC units will develop position descriptions for leadership positions within the unit. **Rationale**: Position descriptions outline the duties, responsibilities and expectations of unit leadership positions. **Question**: Has the MRC unit developed position descriptions for its unit leadership? **Performance Measure/Scoring**: Position descriptions not developed = 0 Position description developed = 1	FFS Framework – "Questionn aire"
69	**Sub Factor 4.6 Periodic Re-Evaluation of Organizational Structure and Composition** **Navigation Text:** 4.6 Re-evaluate Structure & Composition **Expectation**: MRC unit will periodically re-evaluate its organizational structure and composition. **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. **Question**: When did the MRC unit last re-evaluate its organizational structure and composition? **Performance Measure/Scoring**: Organizational structure and composition not re-evaluated, or re-evaluated more than 5 years ago = 0 Organizational structure and composition re-evaluated within past 2-5 years = 1 Organizational structure and composition re-evaluated within past 2 years = 2	FFS Framework – "Questionn aire"

71	**Retain Factor 5 (Sub Factor 5.1 through 5.4)** Develop Procedures for Volunteer Recruitment **Navigation Text:** 5. Volunteer Recruitment	FFS Framework – "Questionn aire"
72	**Sub Factor 5.1 Develop Volunteer Recruitment Plan** **Navigation Text:** 5.1 Recruitment Plan **Expectation**: MRC unit will develop a plan for volunteer recruitment. **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. **Question**: Has the MRC unit developed a plan for volunteer recruitment? **Performance Measure/Scoring**: No volunteer recruitment plan developed = 0 Volunteer recruitment plan developed = 1	FFS Framework – "Questionn aire"
74	**Sub Factor 5.2 Develop Application Process and Materials** **Navigation Text:** 5.2 Application Process **Expectation**: MRC units will develop a volunteer application and a process for administering volunteer applications. **Rationale**: Applications allow an MRC unit to obtain important information on prospective volunteers that will aid unit leaders in screening and selecting appropriate volunteers. **Question**: Has the MRC unit developed a volunteer application and a process for administering volunteer applications? **Performance Measure/Scoring**: No volunteer application or process developed = 0 Volunteer application and process developed = 1	FFS Framework – "Questionn aire"
76	**Sub Factor 5.3 Recruit Volunteers** **Navigation Text:** 5.3 Recruit Volunteers **Expectation**: MRC unit will recruit volunteers necessary to carry out its mission	FFS Framework – "Questionn aire"

	and meet its goals. **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. **Question**: Has the MRC unit recruited the volunteers necessary to carry out its mission and meet its goals? **Performance Measure/Scoring**: No volunteers recruited = 0 MRC unit has recruited some of the volunteers necessary to carry out its mission and meet its goals = 1 MRC unit has recruited volunteers necessary to carry out its mission and meet its goals = 2	
78	**Sub Factor 5.4 Periodic Re-Evaluation of Volunteer Recruitment Procedures** **Navigation Text:** 5.4 Re-evaluate Recruitment Procedures **Expectation**: MRC unit will periodically re-evaluate its volunteer recruitment procedures. **Rationale**: An MRC unit should periodically re-evaluate its volunteer recruitment procedures in accordance with changes in community needs or MRC unit capabilities. **Question**: When did the MRC unit last re-evaluate its volunteer recruitment procedures? **Performance Measure/Scoring**: Volunteer recruitment procedures not re-evaluated, or re-evaluated more than 5 years ago = 0 Volunteer recruitment procedures re-evaluated within past 2-5 years = 1 Volunteer recruitment procedures re-evaluated within past 2 years = 2	FFS Framework – "Questionn aire"
80	**Retain Factor 6 (Sub Factor 6.1 through 6.2)** Develop and Implement Procedures for Volunteer Screening and Selection **Navigation Text:** 6. Volunteer Screening & Selection	FFS Framework – "Questionn aire"
81	**Sub Factor 6.1 Screen and Select Volunteer for MRC Membership**	FFS Framework

	Navigation Text: 6.1 Screen & Select **Expectation**: MRC unit screens and selects volunteers for unit membership based on an established process. **Rationale**: Use of an established process helps ensure the fair, equitable and consistent screening and selection of volunteers for MRC unit membership. **Question**: Has the MRC unit established a process for volunteer screening and selection? **Performance Measure/Scoring**: MRC unit does not have a written process for volunteer screening and selection = 0 MRC unit has a written process for volunteer screening and selection = 1 **If "MRC unit has a written process for volunteer screening and selection" selected, then questions previously in the Unit Profile are to be answered:** **Question:** To what Level are your unit's MRC volunteers credentialed by either the local unit or the state? (Drop Down List Selection) Level 1: Identified volunteers who are clinically active in a hospital, either an employee or by having hospital privileges Level 2: Identifies volunteers who are clinically active in a wide variety of settings, such as clinics, nursing homes and shelters Level 3: Identified volunteers who meet the basic qualifications necessary to practice in the state in which they are registered Level 4: Identified volunteers who have experience or education that would be useful not controlled by scope of practice laws (may include health professions students or retired health professionals who no longer hold a license Level 5: Do not verify credentials **Question:** Does your MRC unit require "Fit-for-Duty" Checks (i.e. physical and mental)? Yes/No **Question:** What Screening Mechanisms are used to verify volunteer information? (CTRL+Click to select multiple options): Review Applications Interview Potential Volunteers Check Volunteer References Conduct Background Checks	– "Questionn aire"
86	**Sub Factor 6.2 Periodic Re-Evaluation of Volunteer Screening and Selection Procedures**	FFS Framework –

	Navigation Text: 6.2 Re-evaluate Screen & Select **Expectation**: MRC unit will periodically re-evaluate its volunteer screening and selection procedures. **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. **Question**: When did the MRC unit last re-evaluate its volunteer screening and selection procedures? **Performance Measure/Scoring**: Volunteer screening and selection procedures not re-evaluated, or re-evaluated more than 5 years ago = 0 Volunteer screening and selection procedures re-evaluated within past 2-5 years = 1 Volunteer screening and selection procedures re-evaluated within past 2 years = 2	"Questionn aire"
88	**Retain Factor 7 (Sub Factor 7.1 through 7.5)** Develop a Volunteer Training Plan **Navigation Text:** 7. Volunteer Training Plan	FFS Framework – "Questionn aire"
89	**Sub Factor 7.1 Develop a Training Plan** **Navigation Text:** 7.1 Develop Training Plan **Expectation**: MRC unit will develop a training plan. **Rationale**: MRC members must be adequately trained to effectively carry out their duties and responsibilities in support of the unit's mission. **Question**: Has the MRC unit developed a written training plan? **Performance Measure/Scoring**: No written training plan developed = 0 Written training plan developed = 1	FFS Framework – "Questionn aire"
98	**Sub Factor 7.2 Identify Training Sources** **Navigation Text:** 7.2 Identify Training Sources **Expectation**: MRC unit will identify sources of training, which may be utilized to implement its training plan.	FFS Framework – "Questionn aire"

	Rationale: An MRC unit should identify applicable, affordable and accessible sources of training in order to effectively implement its training plan. **Question**: Has the MRC unit identified sources of training, which may be utilized to implement its training plan? **Performance Measure/Scoring**: No training sources identified = 0 Training sources identified and included in training plan = 1	
100	**Sub Factor 7.3 Train Volunteers** **Navigation Text:** 7. 3 Train Volunteers **Expectation**: MRC unit will conduct training in accordance with its training plan. **Rationale**: MRC members should complete training necessary to effectively perform their duties and responsibilities or enhance their knowledge and skills. **Question**: What percentage of volunteers have completed the MRC unit's required training courses? **Performance Measure/Scoring**: No training offered = 0 Less than 25% of volunteers have completed unit's required training courses = 1 25-50% of volunteers have completed unit's required training courses = 2 50-75% of volunteers have completed unit's required training courses = 3 75% or more of volunteers have completed unit's required training courses = 4	FFS Framework – "Questionn aire"
102	**Sub Factor 7.4 Maintain Training Records** **Navigation Text:** 7.4 Training Records **Expectation**: MRC unit has an organized system to archive and manage its members' training records. **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. **Question**: Has the MRC unit developed an organized system to archive and manage its members' training records? **Performance Measure/Scoring**: No system to manage training records established = 0	FFS Framework – "Questionn aire"

	System to manage training records established = 1	
104	**Sub Factor 7.5 Periodic Re-Evaluation of Volunteer Training Program** **Navigation Text:** 7.5 Re-evaluate Training Program **Expectation**: MRC unit will periodically re-evaluate its volunteer training program. **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. **Question**: When did the MRC unit last re-evaluate its volunteer training program? **Performance Measure/Scoring**: Volunteer training program not re-evaluated, or re-evaluated more than 5 years ago = 0 Volunteer training program re-evaluated within past 2-5 years = 1 Volunteer training program re-evaluated within past 2 years = 2	FFS Framework – "Questionn aire"
106	**Retain Factor 8 (Sub Factor 8.1 through 8.5)** Develop Policies and Procedures for Volunteer Utilization **Navigation Text:** 8. Volunteer Utilization	FFS Framework – "Questionn aire"
107	**Sub Factor 8.1 Develop Process to Notify Volunteers** **Navigation Text:** 8.1 Notify Volunteers **Expectation**: MRC unit will develop process to notify its volunteers of emergency and non-emergency activities. **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. **Question**: Has the MRC unit developed a process to notify its volunteers of emergency and non-emergency activities? **Performance Measure/Scoring**: No notification processes developed = 0 Single notification process developed and utilized = 1 Multiple and/or redundant notification processes developed and utilized = 2	FFS Framework – "Questionn aire"
109	**Sub Factor 8.2 Develop Procedures to Organize, Assemble and Deploy**	FFS

	Volunteers **Navigation Text:** 8.2 Organize, Assemble & Deploy **Expectation**: MRC unit will develop written procedures to organize, assemble and deploy volunteers. **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. **Question**: Has the MRC unit developed written procedures to organize, assemble and deploy volunteers? **Performance Measure/Scoring**: No procedure to organize, assemble and deploy volunteers developed = 0 Written procedure to organize, assemble and deploy volunteers developed = 1 Procedure to organize, assemble and deploy volunteers developed and included in jurisdiction's emergency operations and/or other plans = 2 **If response other than first response selected, then question previously in the Unit Profile are to be answered:** **Question:** Do you track your MRC members' willingness to deploy outside of the local jurisdiction? Yes/No	Framework – "Questionnaire"
114	**Sub Factor 8.3 Establish Policies and/or Procedures to Utilize and Manage Volunteers** **Navigation Text:** 8.3 Utilize & Manage **Expectation**: MRC unit will establish policies and/or procedures to utilize and manage its volunteers, both in emergency operations and non-emergency activities. **Rationale**: The effective utilization and management of MRC volunteers requires an MRC unit to establish policies and/or procedure 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. **Question**: Has the MRC unit established policies and/or procedures to utilize and manage its volunteers? **Performance Measure/Scoring**:	FFS Framework – "Questionnaire"

	Policies and/or procedures to utilize and manage volunteers not established = 0 Policies and/or procedures to utilize and manage volunteers established = 1 Policies and procedures to utilize and mange volunteers included in jurisdiction's emergency operations and/or other plans = 2	
116	**Sub Factor 8.4 Develop Processes to Release Volunteers** **Navigation Text:** 8.4 Release Volunteers **Expectation**: MRC unit will develop process to release its volunteers following completion of service in emergency operations and non-emergency activities. **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 and accountability, and facilitates volunteer reutilization, if necessary. **Question**: Has the MRC unit developed a process to release its volunteers following completion of service? **Performance Measure/Scoring:** No processes to release volunteers developed = 0 Process to release volunteers developed = 1	FFS Framework – "Questionnaire"
118	**Sub Factor 8.5 Periodic Re-Evaluation of Volunteer Utilization Practices** **Navigation Text:** 8.5 Re-evaluate Volunteer Utilization **Expectation**: MRC unit will periodically re-evaluate its volunteer utilization practices. **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. **Question**: When did the MRC unit last re-evaluate its volunteer utilization practices? **Performance Measure/Scoring**: Volunteer utilization practices not re-evaluated, or re-evaluated more than 5 years ago = 0 Volunteer utilization practices re-evaluated within past 2-5 years = 1 Volunteer utilization practices re-evaluated within past 2 years = 2	FFS Framework – "Questionnaire"
120	**Retain Factor 9 (Sub Factor 9.1 through 9.6)**	FFS

	Develop Policies and Procedures for Unit Administration Navigation Text: 9. Unit Administration	Framework – "Questionnaire"
121	**Sub Factor 9.1 Develop Unit Policies and Procedures Manual** **Navigation Text:** 9.1 Policies & Procedures Manual **Expectation**: MRC unit has a policies and procedures manual, volunteer handbook or similar document. **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. **Question**: Has the MRC unit developed a policies and procedures manual, volunteer handbook or similar document? **Performance Measure/Scoring**: No policies and procedures manual developed = 0 Policies and procedures manual developed = 1	FFS Framework – "Questionnaire"
123	**Sub Factor 9.2 Track and Manage Volunteers** **Navigation Text:** 9.2 Track & Manage Volunteers **Expectation**: MRC unit will establish a system for tracking and managing its volunteers. **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. **Question**: Has the MRC unit established a system for tracking and managing its volunteers? **Performance Measure/Scoring**: No system for tracking and managing MRC volunteers established = 0 System for tracking and managing MRC volunteers established = 1	FFS Framework – "Questionnaire"
125	**Sub Factor 9.3 Review Volunteer Performance** **Navigation Text:** 9.3 Volunteer Performance	FFS Framework –

Revised: August 15, 2018

	Expectation: MRC unit has documented policies and procedures for reviewing volunteer performance. **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. **Question**: Has the MRC unit documented policies and procedures for reviewing volunteer performance? **Performance Measure/Scoring**: No policies and procedures for volunteer performance review = 0 Policies and procedures for volunteer performance review in place = 1	"Questionn aire"
127	**Sub Factor 9.4 Update MRC Unit Profile** **Navigation Text:** 9.4 Update Profile **Expectation**: MRC unit will update its unit profile at least once every quarter, including the reporting of unit activities. **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. MRC 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. **Question**: Has the MRC unit updated its profile, including the reporting of unit activities, at least once every three months? **Performance Measure/Scoring**: Unit profile not updated at least once every quarter = 0 Unit profile updated at least once every quarter = 1	FFS Framework – "Questionn aire"
129	**Sub 9.5 Participate in Technical Assistance Assessments** **Navigation Text:** 9.5 Technical Assistance Assessments **Expectation**: MRC unit will participate in Technical Assistance (TA) Assessments when scheduled by the MRC Regional Liaison. **Rationale**: The TA Assessment is a tool for guiding discussion about the MRC unit's technical assistance needs. The process helps identify areas in which the MRC unit may need additional assistance or help finding resources. It also helps MRC unit	FFS Framework – "Questionn aire"

	leaders identify priorities for organizational development. This assessment process helps the MRC identify areas in which resources need to be identified or developed to support and strength MRC units and the MRC network as a whole. **Question**: Has the MRC unit participated in a Technical Assistance (TA) Assessment when scheduled by the MRC Regional Liaison? **Performance Measure/Scoring**: MRC unit in existence for more than 6 months has not participated in a scheduled TA Assessment = 0 MRC unit in existence for more than 6 months has participated in a scheduled TA Assessment = 1	
131	**Sub Factor 9.6 Develop and Implement Strategic Plan/Road Map** **Navigation Text:** 9.6 Develop Strategic Plan **Expectation**: MRC unit will develop and implement a strategic plan/roadmap. **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 is does and why it does it. It is the foundation for program planning, tracking progress and evaluation. **Question**: Has the MRC unit developed and implemented a strategic plan/roadmap? **Performance Measure/Scoring**: MRC unit has not developed a strategic plan/roadmap = 0 MRC unit has developed and implemented a strategic plan/roadmap = 1 Strategic plan/roadmap developed, implemented, reviewed and updated = 2	FFS Framework – "Questionnaire"
	Add Sub Factor 9.7 Develop Communications and Marketing Materials to Promote MRC Unit **Navigation Text:** 9.7 Communications & Marketing **Expectation**: MRC unit will create a variety of communications and marketing materials to help recruit volunteers and promote the unit. **Rationale**: An MRC unit must develop and utilize a variety of communications and marketing materials in order to effectively promote the organization. These materials may include brochures, PSAs/commercials, flyers/fact sheets, presentations, press releases, newsletters, etc.	FFS Framework – "Questionnaire"

	Question: Has the MRC unit created a variety of communications and marketing materials? **Performance Measure/Scoring** Communications and marketing materials not developed = 0 Communications and marketing materials developed = 1	
	Add Sub Factor 9.8 (Document MRC Activities with Photographs and Video) **Navigation Text:** 9.8 Photographs & Videos **Expectation**: MRC unit will document its activities with photographs and video. **Rationale**: "A picture is worth a thousand words" aptly describes the value of photographs and video of MRC unit activities. Photographs and video not only provide a visual record of MRC unit activities, but also can significantly enhance the communications media given to volunteers, stakeholders, and partners. They are also in invaluable resource for the MRC Program Office to use to promote the MRC network. **Question**: Has the MRC unit documented its activities with photographs and video? **Performance Measure/Scoring** MRC unit does not document its activities with photographs and video = 0 MRC unit documents its activities with photographs and video = 1	FFS Framework – "Questionnaire"
137	**Sub Factor 9.9 Periodic Re-Evaluation of Unit Administrative Practices** **Navigation Text:** 9.9 Re-evaluate Unit Administration **Expectation**: MRC unit will periodically re-evaluate its administrative practices. **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. **Question**: When did the MRC unit last re-evaluate its administrative practices? **Performance Measure/Scoring:** MRC unit administrative practices not re-evaluated, or re-evaluated more than 5 years ago = 0 MRC unit administrative practices re-evaluated within past 2-5 years = 1 MRC unit administrative practices re-evaluated within past 2 years = 2	FFS Framework – "Questionnaire"

139	**Retain Factor 10 (Sub Factor 10.1 through 10.3)** Develop and Implement Strategies for Volunteer Retention and Recognition **Navigation Text:** 10. Volunteer Retention	FFS Framework – "Questionnaire"
140	**Sub Factor 10.1 Develop Volunteer Retention and Recognition Program** **Navigation Text:** 10.1 Volunteer Retention & Recognition **Expectation**: MRC units will establish a volunteer retention and recognition program. **Rationale**: Volunteers are an MRC unit's most valuable resource. In order to retain its volunteers, thank them and recognize their service, an MRC unit should establish 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 volunteer's self-esteem, motivate them, and reward their achievements, which promotes volunteer retention and makes them stakeholders in the unit's success. **Question**: Has the MRC unit established a volunteer retention and recognition program? **Performance Measure/Scoring**: No volunteer retention and recognition program established = 0 Volunteer retention and recognition program established = 1	FFS Framework – "Questionnaire"
142	**Sub Factor 10.2 Identify Key Volunteers/Assign to Unit Leadership Positions or Roles** **Navigation Text:** 10.2 Identify Key Volunteers **Expectation**: MRC unit will identify key volunteers and assign them to unit leadership positions or roles. **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.	FFS Framework – "Questionnaire"

	Question: Has the MRC unit identified key volunteers and assigned them to unit leadership positions or roles? **Performance Measure/Scoring**: No key volunteers identified and assigned to leadership positions or roles = 0 Key volunteers identified and assigned to leadership positions or roles = 1	
144	**Sub Factor 10.3 Periodic Re-Evaluation of Volunteer Retention Strategies** **Navigation Text:** 10.3 Re-evaluate Volunteer Retention **Expectation**: MRC unit will periodically re-evaluate its volunteer retention strategies. **Rationale**: An MRC unit should periodically re-evaluate its volunteer retention strategies based on its volunteer retention rate. **Question**: When did the MRC unit last re-evaluate its volunteer retention strategies? **Performance Measure/Scoring**: Volunteer retention strategies not re-evaluated, or re-evaluated more than 5 years ago = 0 Volunteer retention strategies re-evaluated within past 2-5 years = 1 Volunteer retention strategies re-evaluated within past 2 years = 2	FFS Framework – "Questionnaire"
146	**Retain Factor 11 (Sub Factor 11.1 through 11.3)** Develop and Implement Strategies for Risk Management **Navigation Text:** 11. Risk Management	FFS Framework – "Questionnaire"
147	**Sub Factor 11.1 Develop a Risk Management Plan** **Navigation Text:** 11.1 Risk Management Plan **Expectation**: MRC unit will develop a risk management plan (or adopt one developed by the unit's housing/sponsoring agency). **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.	FFS Framework – "Questionnaire"

	Question: Has the MRC unit developed a risk management plan, or adopted one developed by its housing/sponsoring agency? **Performance Measure/Scoring**: No risk management plan developed or adopted = 0 Risk management plan developed or adopted = 1	
149	**Sub Factor 11.2 Determine Volunteer Legal Protections** **Navigation Text:** 11.2 Volunteer Legal Protections **Expectation**: MRC unit will determine the legal protections afforded to its volunteers. **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 partnership with other community organizations, diminish the willingness of people to be MRC leaders, reduce support for MRC development and strain MRC financial resources. **Question**: Has the MRC unit determined the legal protections afforded to its volunteers? **Performance Measure/Scoring**: Legal protections not determined = 0 Legal protections determined = 1 **If "Legal protections determined" selected, then questions previously in the Unit Profile are to be answered:** **Question:** When do your volunteers have Liability/Malpractice? (CTRL+Click to select multiple options): During declared emergencies During Non-Emergency/Public Health Event During Training Activities All MRC Related Activities Not Offered **Question:** When are your volunteers offered Workers Compensation? (CTRL+Click to select multiple options): During declared emergencies During Non-Emergency/Public Health Event During Training Activities All MRC Related Activities	FFS Framework – "Questionnaire"

	Not Offered **Question:** When do your volunteers have Re-employment Rights? (CTRL+Click to select multiple options): During declared emergencies During Non-Emergency/Public Health Event During Training Activities All MRC Related Activities Not Offered **Question:** Source of Legal Protections in Place (CTRL+Click to select multiple options): Local Agency County legislation/regulation State Agency State Good Samaritan Laws State Legislation specifically protecting volunteer health professionals Purchased private insurance Federal Volunteer Protection Act Workers Compensation Other (please specify)	
155	**Sub Factor 11.3 Periodic Re-Evaluation of Risk Management Practices** **Navigation Text:** 11.3 Re-evaluate Risk Management **Expectation**: MRC unit will periodically review and re-evaluate its risk management practices. **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. **Question**: When did the MRC unit last re-evaluate its risk management practices? **Performance Measure/Scoring**: Risk management practices not re-evaluated, or re-evaluated more than 5 years ago = 0 Risk management practices re-evaluated within past 2-5 years = 1 Risk management practices re-evaluated within past 2 years = 2	FFS Framework – "Questionn aire"
157	**Retain Factor 12 (Sub Factor 12.1 through 12.3)** Participate in Activities that Fulfill MRC Unit's Mission	FFS Framework – "Questionn

	Navigation Text: 12.0 Unit Activities	aire"
158	**Sub Factor 12.1 Plan, Schedule and Conduct MRC Unit Activities and Events** **Navigation Text:** 12.1 Plan Activities & Events **Expectation**: MRC unit collaborates with community partners to develop a calendar of activities and events. **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. **Question**: Has the MRC unit collaborated with community partners to develop a calendar of activities and events? **Performance Measure/Scoring**: No Calendar of activities and events = 0 Calendar of Activities and events in place = 1	FFS Framework – "Questionn aire"
214	**Sub Factor 12.2 Conduct After Action Reviews** **Navigation Text:** 12.2 After Action Review **Expectation**: MRC unit will conduct an after-action review (AAR) of appropriate activities, events and emergency operations. **Rationale**: AARs improve quality and effectiveness of future activities, events, and emergency operations and allow participates to share their observations and opinions of success and challenges. **Question**: Has the MRC unit developed a process for, and conducted an after-action review (AAR) of appropriate activities, events and emergency operations? **Performance Measure/Scoring**: No process for after-action review developed = 0 Process for after-action review developed = 1 After-action review conducted and action items included in AAR summary or Improvement plan = 2 Action items from after-action review accomplished within six months = 3	FFS Framework – "Questionn aire"
	Sub Factor 12.3 Report Unit Activities to Housing/Sponsoring Organization and Stakeholders	FFS Framework –

	Navigation Text: 12.3 Report Unit Activities **Expectation**: MRC units should provide a summary report of activities to housing/sponsoring organization and stakeholders. **Rationale**: An MRC unit participates in a variety of unit development, training, preparedness and 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. **Question**: Has the MRC unit provided a summary report of activities to housing/sponsoring organization and stakeholders? **Performance Measure/Scoring**: No report of activities provided = 0 Annual report of activities provided = 1 Quarterly report of activities provided = 2	"Questionn aire"

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