

New York State
Department of Health

Public Health Corps Summit



Building Resilience in Public Health: Reimagining, Reinventing, and Rebuilding
November 15-16, 2022

Breakout Session, Meeting Room 3

**Zoned Project Management Amid Individual Outreach Initiatives:
The Array of Activities Supported by the NYSPHC Fellow Team at the
Genesee and Orleans County Health Departments (GO Health)**

Presenters: David E. Bell, PhD, MPH; Emily Nojeim; Lilly LeTourneau

Moderator: Jennifer Rowan, MPH

LEARNING OBJECTIVES

- The need for Point of Dispensing (POD) Management
- The role of Incident Command Systems (ICS) for creating expectations for POD Management
- Application of "zoned" approach to clinic management
- Discussing the process, barriers, and future of wastewater analysis
- Assess the COVID-19 impact on mental health through quantitative data and qualitative data





Panel Presentation:

Zoned Project Management amid Individual Outreach Initiatives: The array of activities supported by the NYSPHC Fellow Team at Genesee and Orleans County Health Departments (GO Health)

New York State Public Health Corps Fellowship Summit

November 15-16, 2022 in Albany, NY

“Building Resilience in Public Health: Reimagining, Reinventing, and Rebuilding.”



Panel Participants

Jennifer Rowan, MPH

- Epidemiologist & NYSPHC Fellowship Coordinator

David Bell, PhD MPH

- Emergency Preparedness Coordinator and NYSPHC Supervisor

Emily Nojeim, BS

- NYSPHC Fellow

Lilly LeTourneau, BA

- NYSPHC Fellow

Disclosures:

- All presenters are affiliated with the Genesee and Orleans County Health Departments (GO Health)
- No presenter has any other conflict of interest related to any presentation content



Panel Summary:

#1) Zoned POD Management: How a team of NYSPH Fellows sustained diverse COVID-19 vaccine and testing operations under supervision of Genesee and Orleans County Health Departments (GO Health) – by David Bell, PhD MPH

#2) Establishing a Wastewater Analysis Program for COVID-19 in the Rural Counties of Genesee and Orleans, NY – by Emily Nojeim, BS

#3) How the COVID-19 Pandemic has Impacted Mental Health Services in Genesee County, NY – by Lilly LeTourneau, BA

#4) Building, Branding, and Expanding a Medical Reserve Corps (MRC): Key roles of NYSPHC Fellows in the Development of the Genesee and Orleans County Health Departments (GO Health) VALOR MRC – by David Bell, PhD MPH



Presentation #1

Zoned POD Management:

How a team of NYSPH Fellows sustained diverse COVID-19 vaccine and testing operations under supervision of Genesee and Orleans County Health Departments (GO Health)

David Bell, PhD MPH

Emergency Preparedness Coordinator and NYSPHC Supervisor



Genesee and Orleans Counties

- Genesee and Orleans are rural counties that are located between the cities of Rochester and Buffalo in Western New York.
- There were 40,343 people living in Orleans County as of the 2020 census.
- There were 58,388 people living in Genesee County as of the 2020 census.

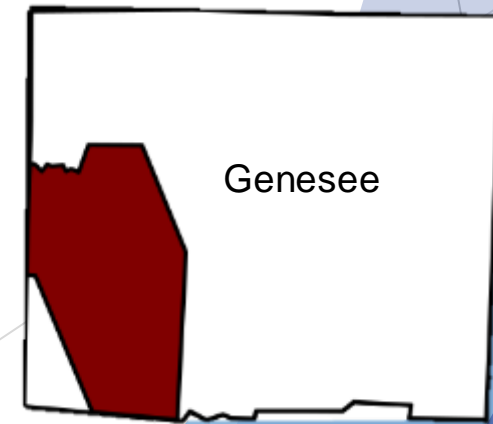


Genesee and Orleans Counties Special Populations



Genesee and Orleans Counties collectively have over 980 farms according to the 2017 Census of Agriculture. Migrant agricultural workers play a large role in the counties successful farms. Many of our migrant workers come from Latin America.

The Tonawanda Reservation is a thriving community in Basom, New York. The Tonawanda Reservation lies mostly in Genesee County, extending into Erie and Niagara counties.



Genesee and Orleans Counties

- The Genesee and Orleans County Health Departments (GO Health) are celebrating 10 years of working collaboratively through their cross-jurisdictional shared services arrangement.
 - This initiative was the first of its kind in New York State and is at the forefront of providing best practices for local governments looking to become more efficient through sharing services.
- Beginning 12/2021, GO Health has benefited from up to 6 NYSPHC Fellows
 - Up to 4 Fellows dedicated to Emergency Preparedness and COVID-19 Response
 - Currently, 2 Fellows dedicated to Emergency Preparedness and COVID-19 Response
 - Initial Fellows transitioned from being “COVID-19 Response Specialists”



Presentation Objectives

- ▶ The need for PODs and POD management
- ▶ The role of ICS for creating expectations for POD management
- ▶ The need for adaptation under circumstances of sustained emergency response
 - ▶ Months/years of emergency response clinics for COVID-19 vaccine and testing
- ▶ Application of “zoned” approach to clinic management
 - ▶ Both conceptual and spatial



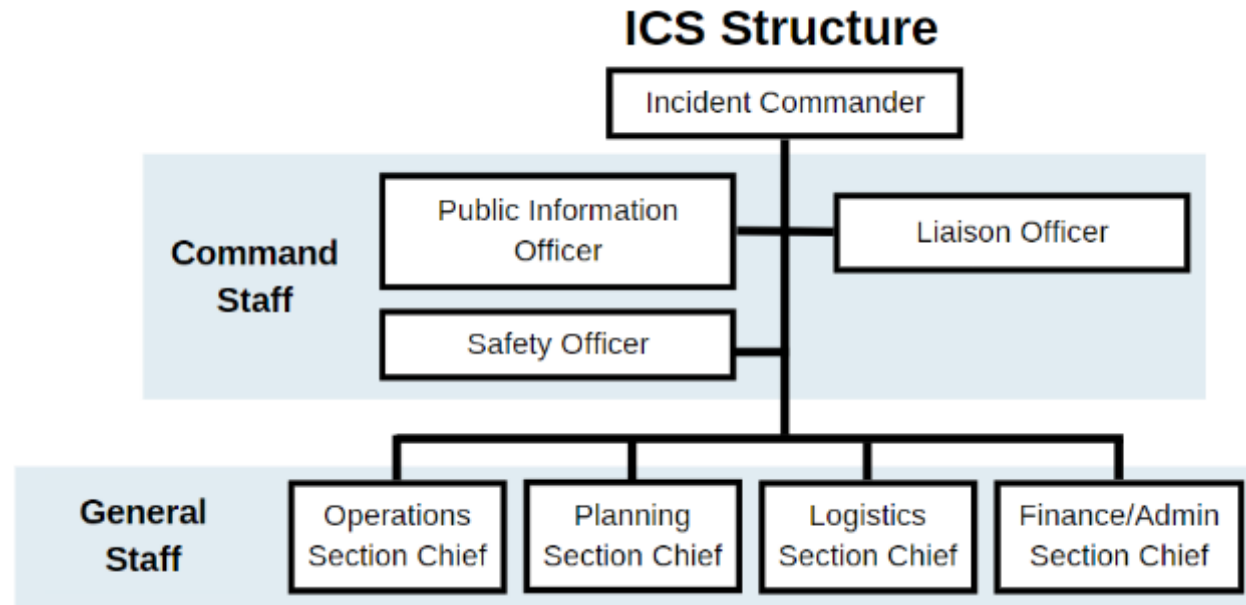
Presentation Objectives

- ▶ The need for PODs and POD management
 - ▶ **POD – Point of Dispensing**
- ▶ The role of ICS for creating expectations for POD management
 - ▶ **ICS – Incident Command System**
- ▶ The need for adaptation under circumstances of sustained emergency response
 - ▶ Months/years of emergency response clinics for **COVID-19** vaccine and testing
- ▶ Application of “zoned” approach to clinic management
 - ▶ Both conceptual and spatial



The Benefits of ICS

- ▶ Allows common system for collaboration, bringing together many separate agencies
 - ▶ Common terminology, concepts, and expectations
- ▶ Management structure that includes key elements for **rapid** and effective emergency response
- ▶ Clarity for chain of command, supervisory responsibilities, and span of control



Designed for short-term and immediate emergency response needs

The Benefits of ICS

- ▶ Allows common system for collaboration, bringing together many separate agencies
 - ▶ Common terminology, concepts, and expectations
- ▶ Management structure that includes key elements for **rapid** and effective emergency response
- ▶ Clarity for chain of command, supervisory responsibilities, and span of control



Challenges for any long-term response needs

- ▶ As time goes on, intense interagency collaboration is likely to decrease
 - ▶ Lead agency more likely to consolidate response needs
- ▶ As time goes on, needs for “effective” response change and are less dependent on immediate conditions
- ▶ As time goes on, ICS command/supervision more likely to come in conflict with any pre-established hierarchies



So How Effective Was ICS for COVID-19 Response?

- ▶ Currently at 32 months of “emergency response” (March 2020)
- ▶ Many, many different phases and needs
 - ▶ Initial information management with safety messaging
 - ▶ Isolation and quarantine implementation with contact tracing
 - ▶ Mask and sanitizer distributions (asset PODs)
 - ▶ Phased reopening guidance
 - ▶ Complaint management for social distance or masking violations
 - ▶ Mass public testing operations (testing PODs)
 - ▶ Mass immunization operations (vaccine PODs)
 - ▶ Community “pop-up” immunization operations (vaccine PODs)
 - ▶ Sustained vaccine, testing, and PPE availability (more PODs)
 - ▶ “Late-Stage” COVID-19 Response Operations



GO Health ICS Response for COVID-19

- ▶ Overarching “GO Health ICS for COVID-19 Response” aligned with GO Health management
- ▶ Separate ICS implementation for mass testing and mass immunization operations
- ▶ “On-scene” ICS for additional or irregular emergency operation events
 - ▶ Specialized testing events
 - ▶ Animal rabies vaccine clinics under initial social distance restrictions
- ▶ **Gradual shift for operations onto only GO Health Preparedness staff, with Nurses and NYSPHC Fellows**



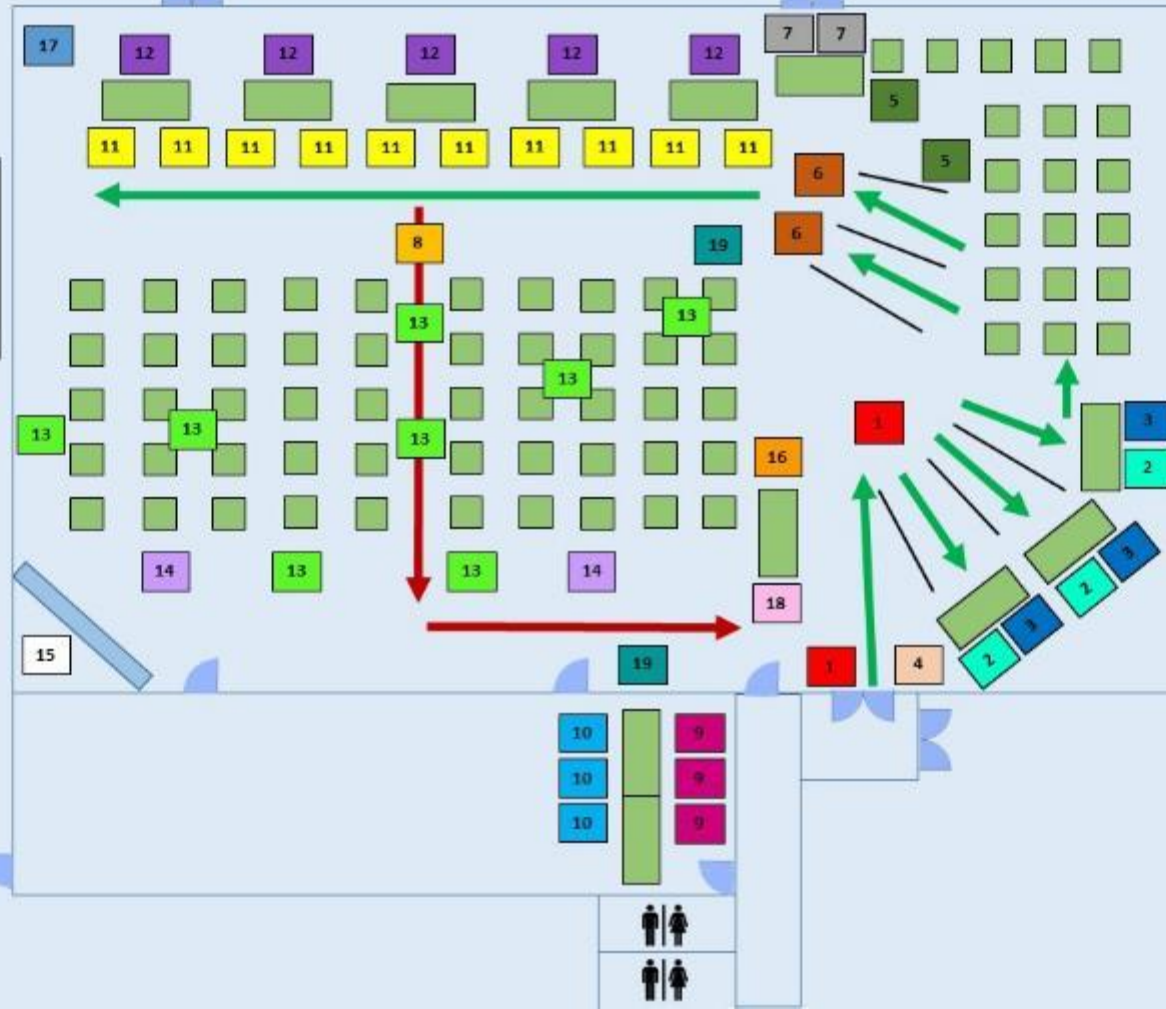
GO Health ICS Response for COVID-19: Positions for Initial Mass Vaccine Clinics

	Serv NY Titles
1 Initial/Internal Greeter	Greeter
2 Registration Screener	Clerk
3 Paperwork Screener/Registration Paperwork	Clerk
4 Special Registration Screener	Special Needs Assistant
5 Table Cleaner/Sanitizer and Form Assistant	Greeter
6 Traffic Flow Moderator/Flow Triage/Form Check	Flow Monitor
7 Health Screeners	Medical Evaluator
8 Escort	Flow Monitor
9 Vaccine Draw Assistant	Dispenser
10 Vaccine Drawer	Vaccine Filler
11 Vaccinator	Vaccinator
12 Data Entry	Clerk
13 2 nd Dose Registration Assistants	Clerk
14 Health and Side Effect Monitors	Flow Monitor
15 Refreshments Coordinator	Management
16 Volunteer Coordinator	Management
17 EMS	Healthcare
18 Check-Out Screener	Flow Monitor
19 Vaccine Runner	Runner

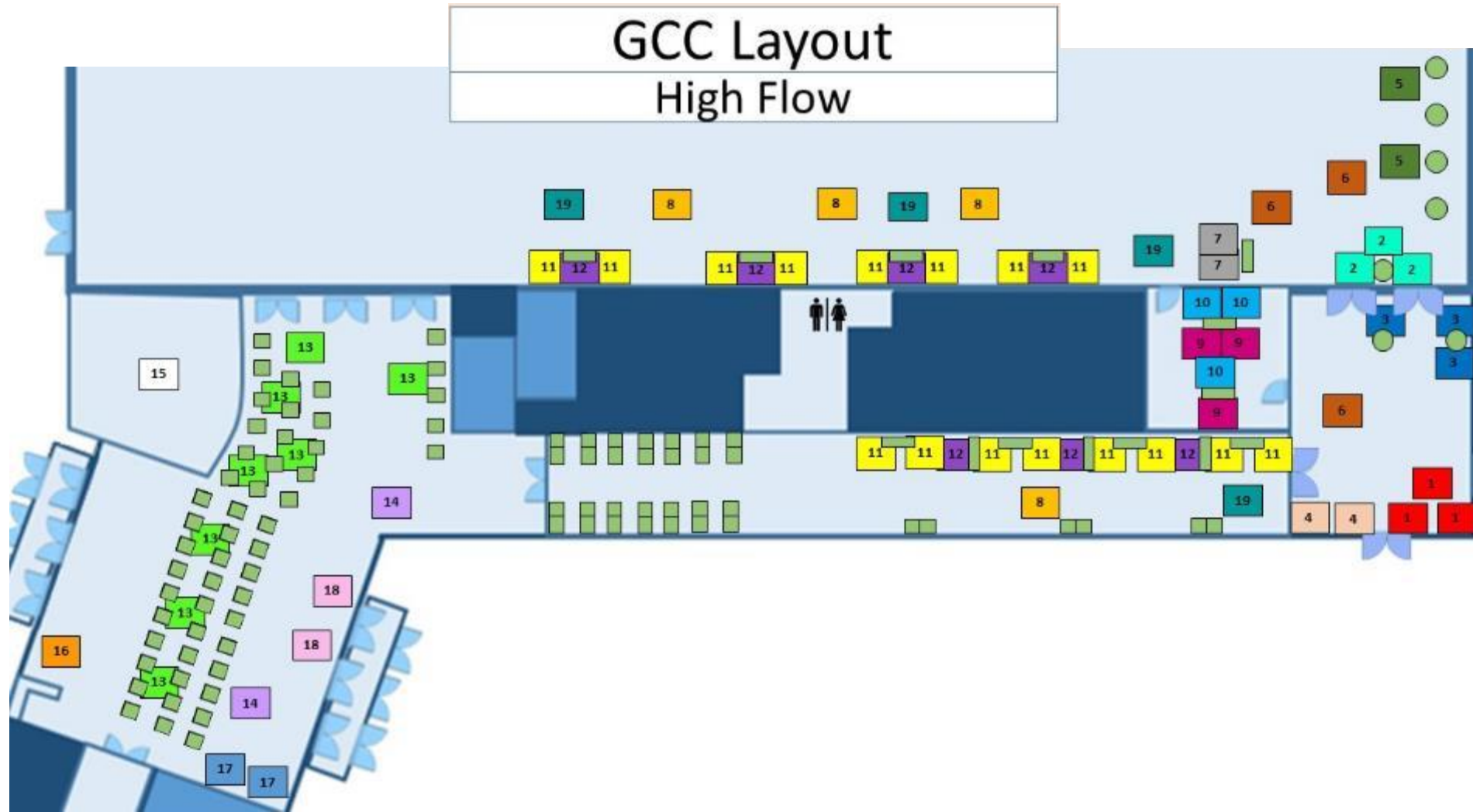
GO Health ICS Response for COVID-19: Our Initial Layouts

Ridgeway
Layout

High
Flow



GO Health ICS Response for COVID-19: Our Initial Layouts



GO Health ICS Response for COVID-19: Positions for Late-Stage Vaccine Clinics

- ▶ Conceptual and Geospatial “Zone” Management
 - ▶ **Front** with Registration Management
 - ▶ **Secondary** with Data Management and Registration Support
 - ▶ **Middle** with Flow and Position Management
 - ▶ **Rear** with Vaccine Management

- ▶ **Oversight (Floating)** for Special Assistance



GO Health ICS Response for COVID-19: Other Response Duties

- ▶ Conceptual and Geospatial “Zone” Management
 - ▶ Vaccine (inventory and information)
 - ▶ Testing (inventory and information)
 - ▶ Volunteers and Personnel (with MRC)
 - ▶ Inventory and PPE distribution

- ▶ Supervision



References

- ▶ https://www.nass.usda.gov/Publications/AgCensus/2017/Online_Resources/County_Profiles/New_York/cp36073.pdf
- ▶ https://www.nass.usda.gov/Publications/AgCensus/2017/Online_Resources/County_Profiles/New_York/cp36037.pdf
- ▶ <https://tonawandareservationhistoricalsociety.wordpress.com/>
- ▶ <https://www.census.gov/programs-surveys/decennial-census/decade/2020/2020-census-main.html>





Thank you

Any short questions for purposes of clarification?

(Please keep longer discussion question for the end)



Presentation #2

Establishing a Wastewater Analysis Program for COVID-19 in the Rural Counties of Genesee and Orleans, NY

By: Emily Nojeim, BS and Brenden Bedard, MPH

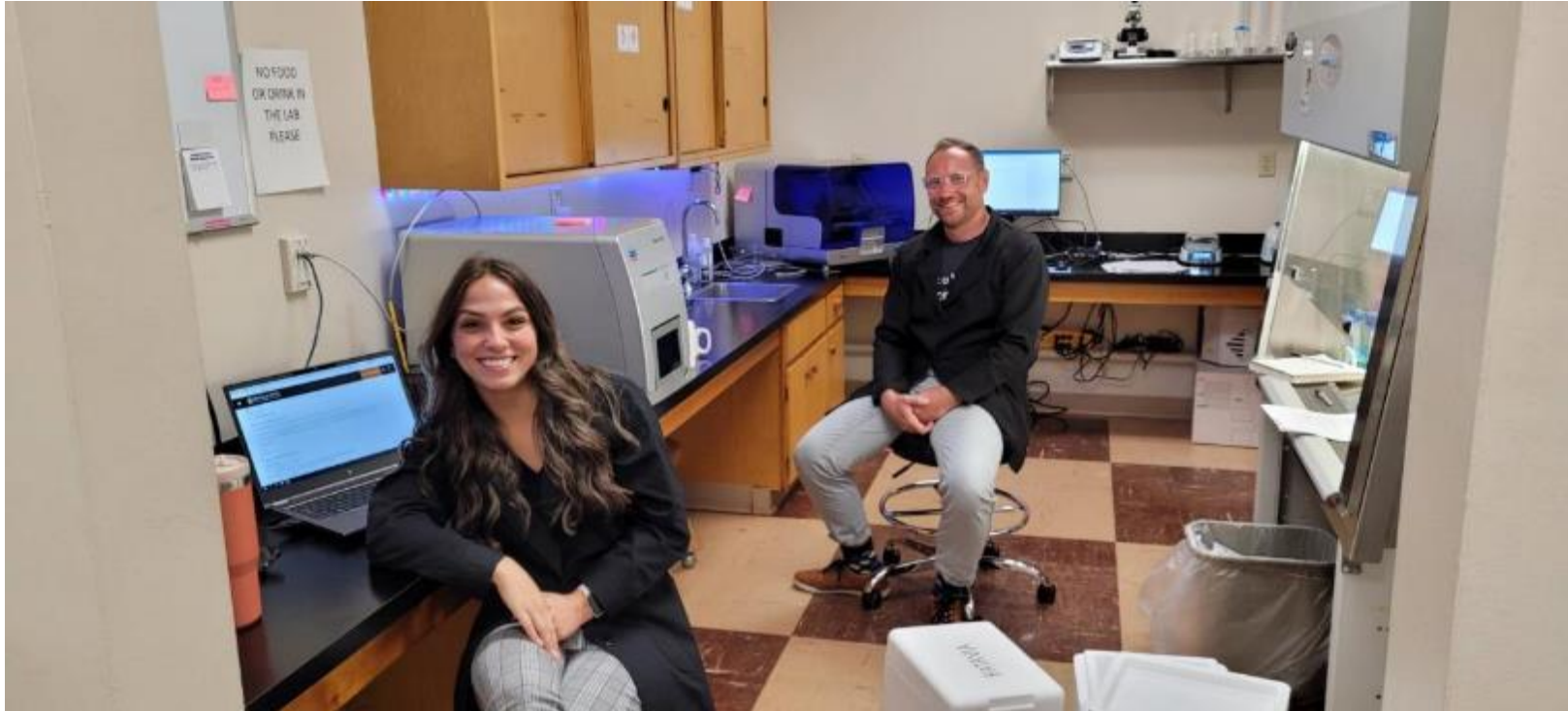


Presentation Objectives

- ❑ What is wastewater analysis?
- ❑ The laboratory process
- ❑ Barriers to wastewater analysis
- ❑ Future of wastewater analysis



Staff



Emily Nojeim – Public Health Fellow

Brenden Bedard, MPH – Director of Community Health Services/ Deputy Public Health Director



What is Wastewater?

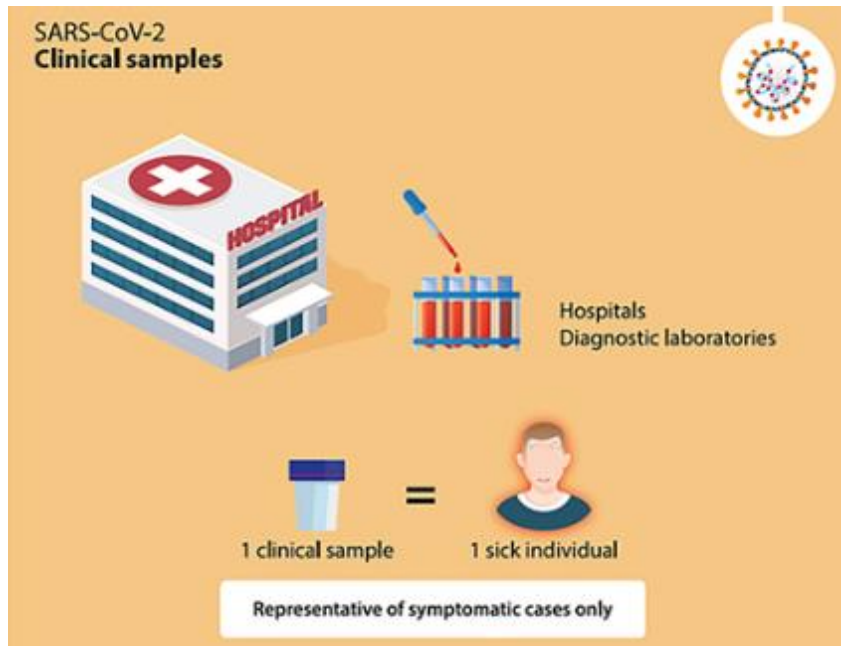
- Wastewater, also known as sewage, includes water from household or building use (such as toilets, showers, and sinks) that can contain human fecal waste, as well as water from non-household sources (such as rain and industrial use)
- Wastewater from a sewer shed is collected as it flows into a treatment plant



Epidemiology vs. Wastewater Analysis

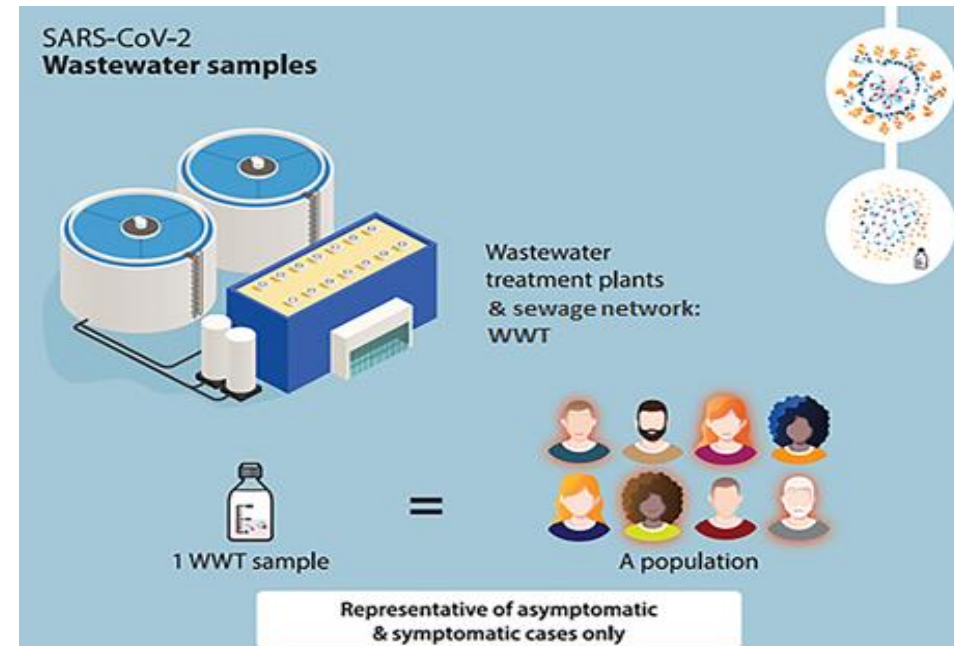
Traditional Epidemiology

- Relying on sick people getting tested
- Laboratory Reporting
- Cost

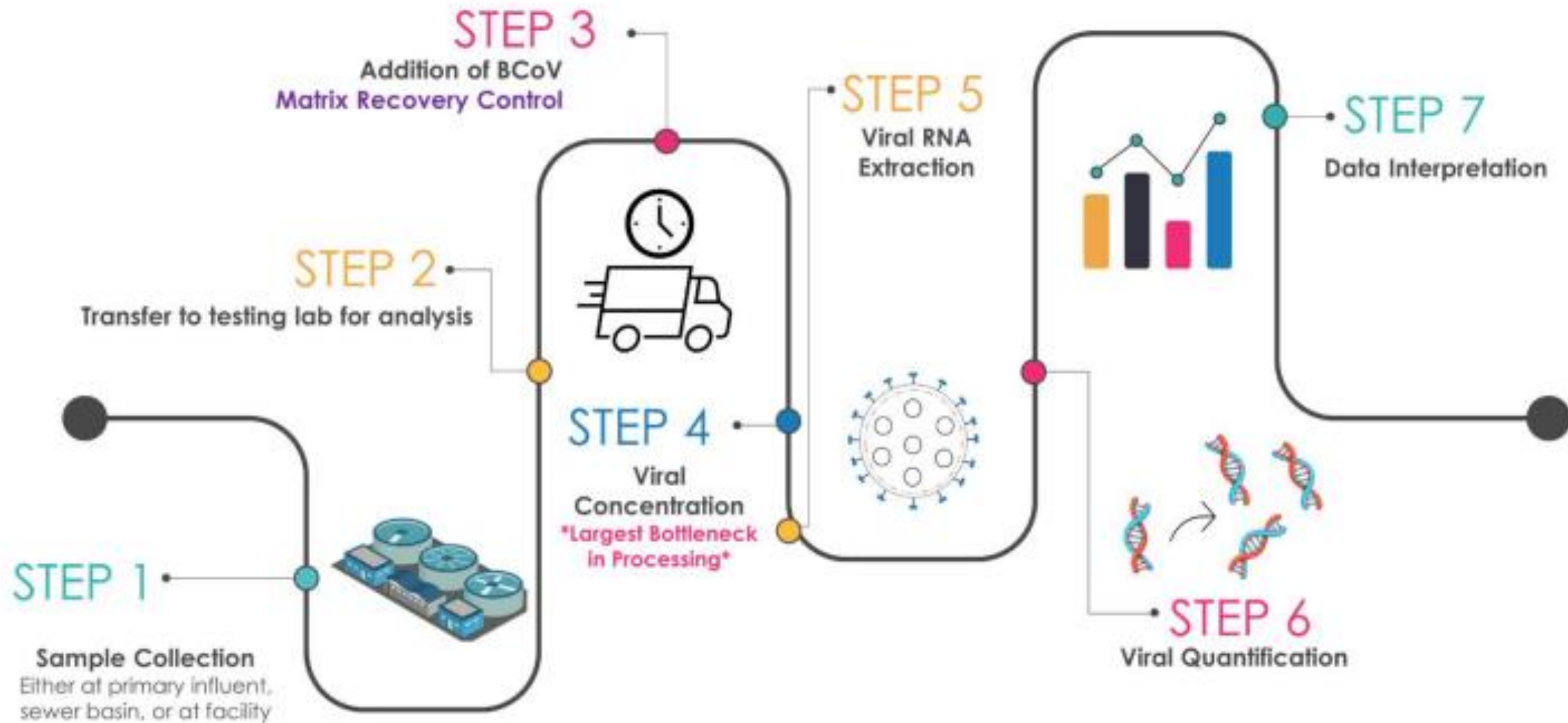


Wastewater Epidemiology

- Captures virus of symptomatic and asymptomatic
- Early indicator
- Does not depend on people having access to care
- Does not depend on availability of COVID-19 testing
- Nearly 80% of US Households are served by municipal wastewater collection systems



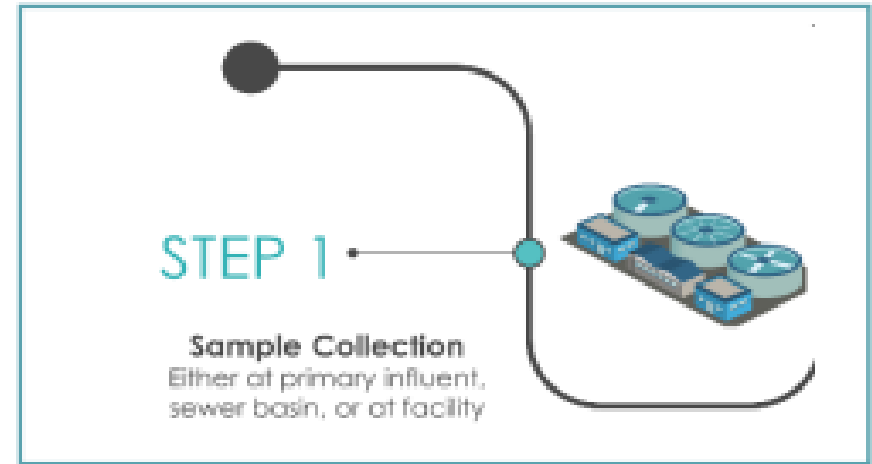
Wastewater Process Overview



Sample Collection

Testing 6 Wastewater Treatment Plants (WWTP) between Genesee and Orleans County.

- Orleans County:
 - Albion, Holley, and Lyndonville
- Genesee County:
 - Batavia, Elba and LeRoy



Sample Collection (Continued)

The samples are collected after the wastewater enters the treatment facility

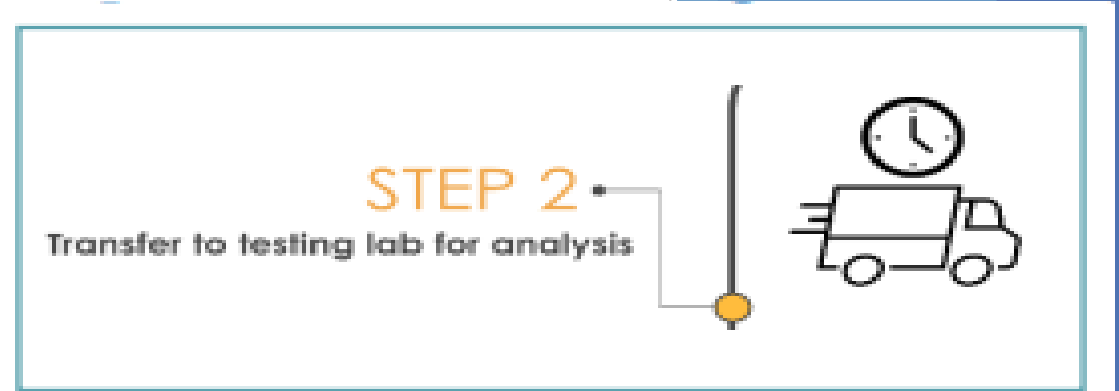
- 24 Hour composite samples are collected by 5 out of the 6 WWTP's
 - Batavia, LeRoy, Albion, Elba, and Holley all collect a 24-hour composite sample
 - Lyndonville collects an 8-hour composite sample



Transporting Samples

Supplies needed for transport:

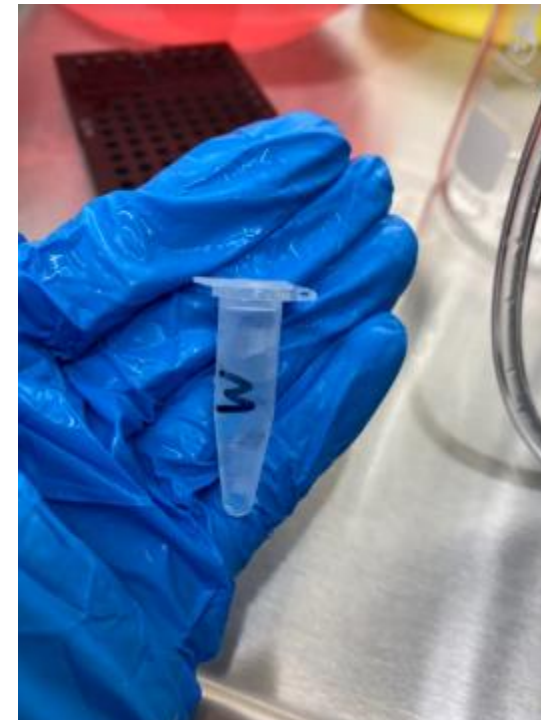
- 50 ml conical tubes
- Plastic bag
- Ice packs



Matrix Recovery Control

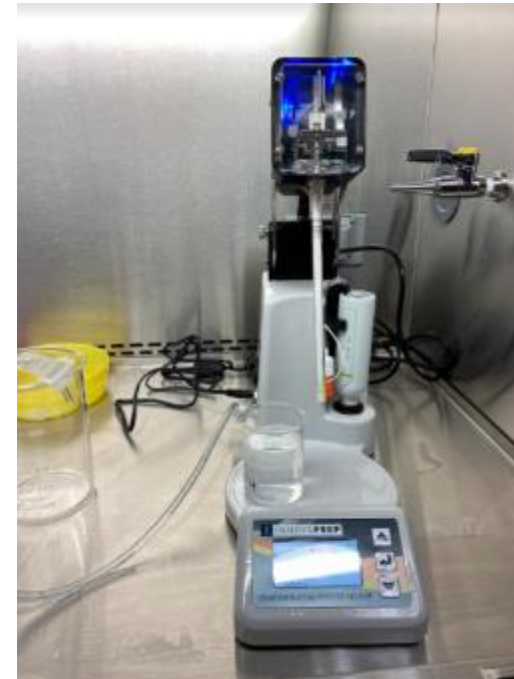
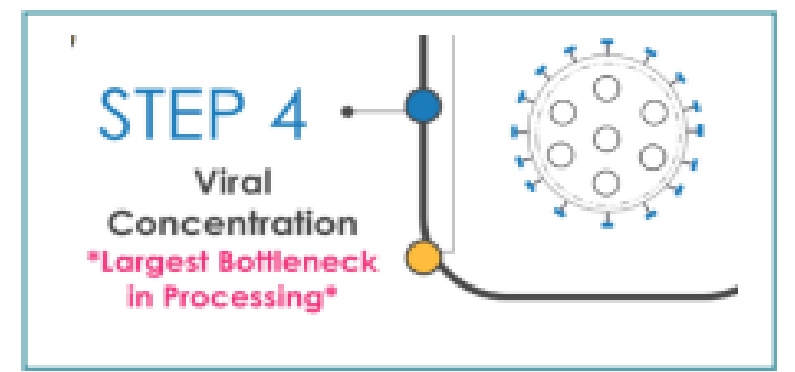
BCoV – Bovine Corona virus

- The process control
- CDC recommends using a matrix recovery control for wastewater analysis for method validation



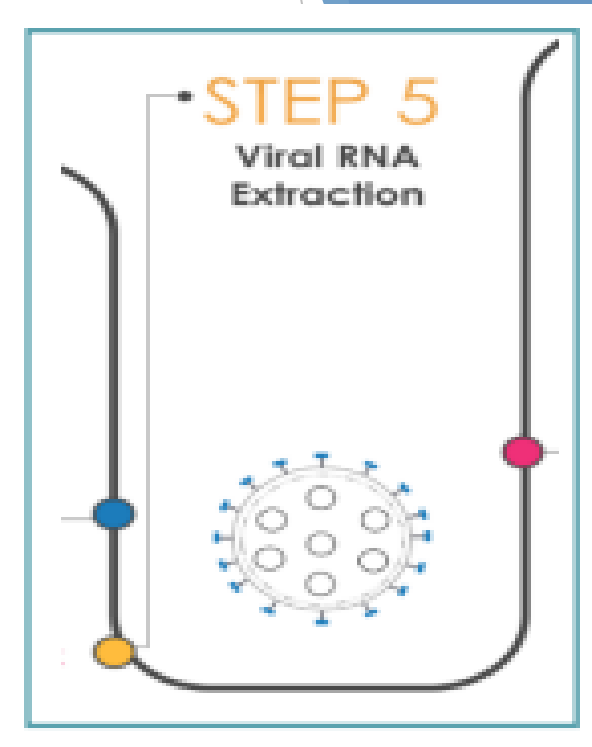
Viral Concentrating

- Concentrating is an extremely important step
- Ultrafiltration
- We use an Innovaprep concentration pipette
- Takes the most time
- The wastewater gets pulled into the concentrating pipette tip (CPT) containing a hollow filter
- Eluted using a wet foam solution



Viral RNA Extraction

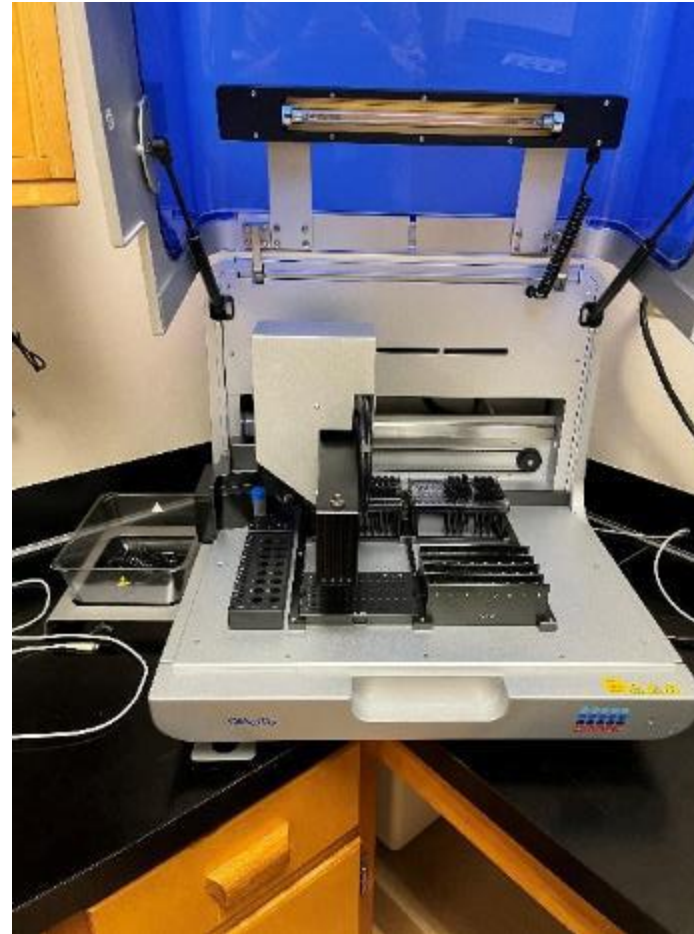
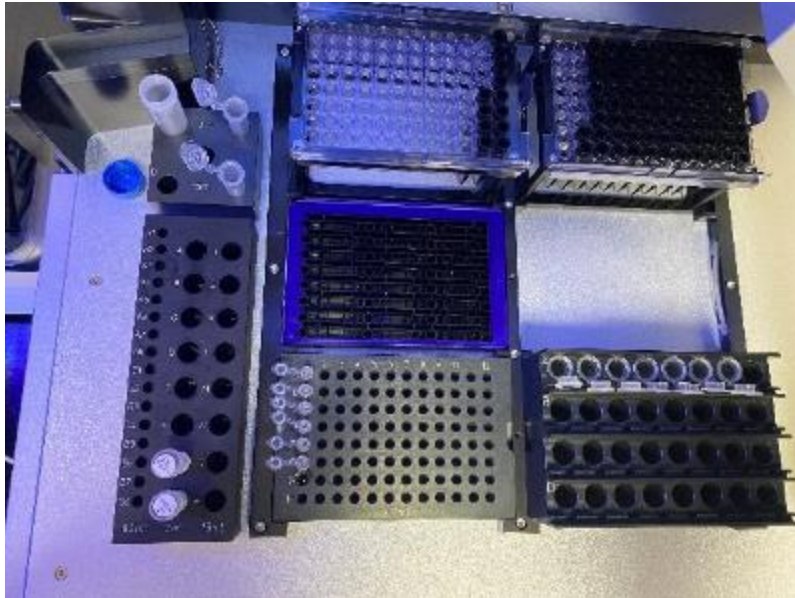
- Extraction is vital to the sample process.
- Qiagen's All prep Powerviral DNA/RNA kit
- Pulls out viral RNA material to quantify for later



QIAgility

Pipetting Robot

- Advances the quantification process for PCR with primers, probes, and controls



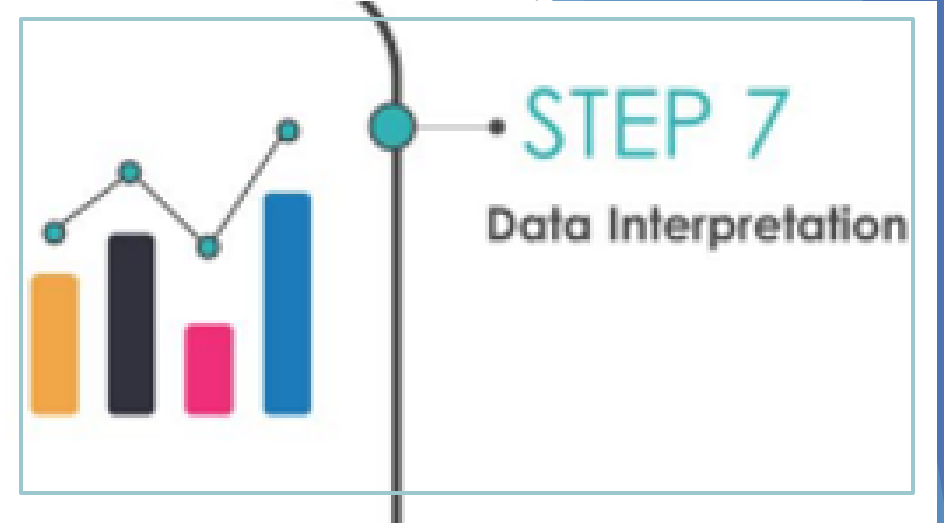
Digital PCR

Digital Polymerase Chain Reaction is a biotechnological refinement of conventional polymerase chain reaction methods that can be used to directly quantify and clonally amplify nucleic acids strands including DNA, cDNA, or RNA

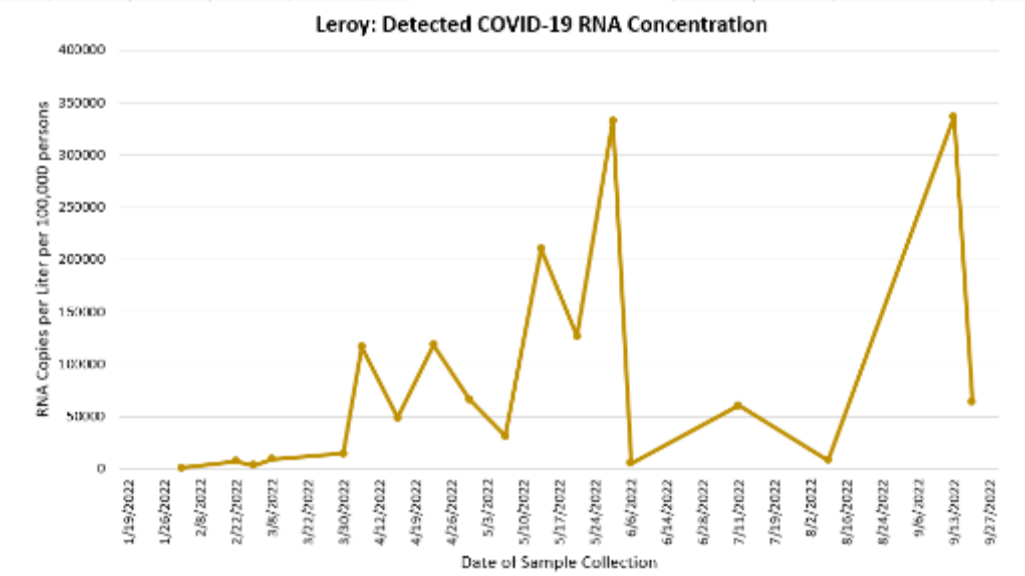
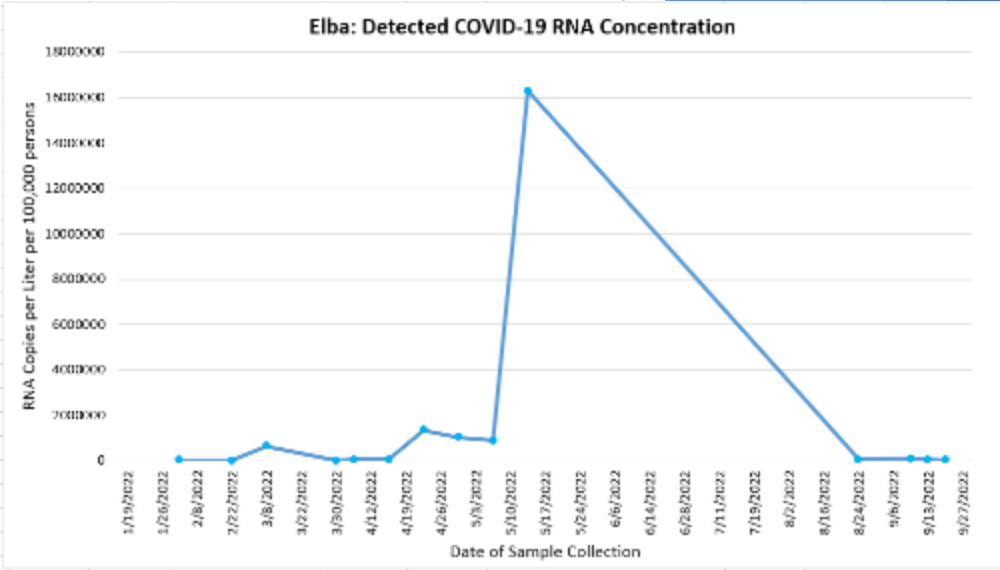
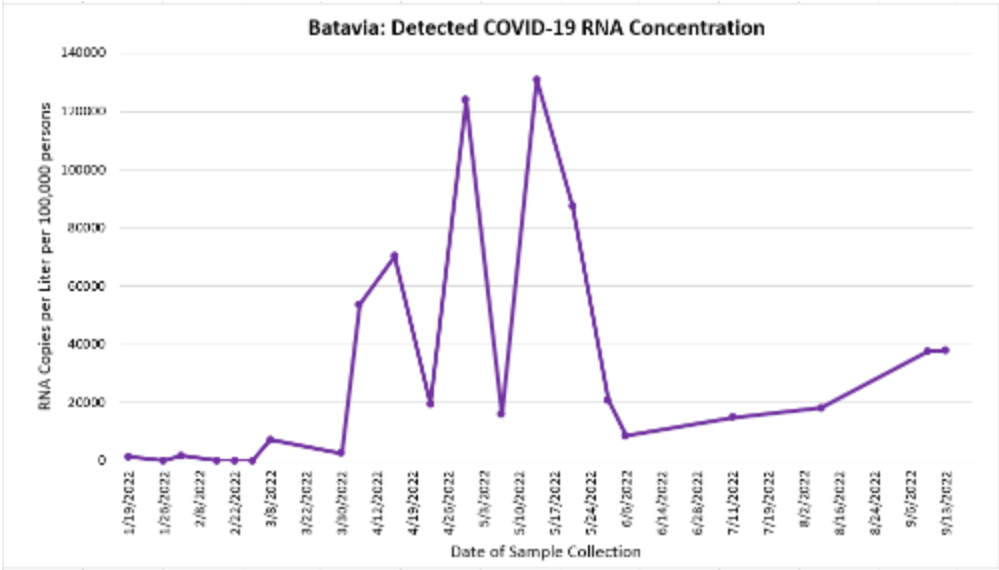


Digital PCR and Data

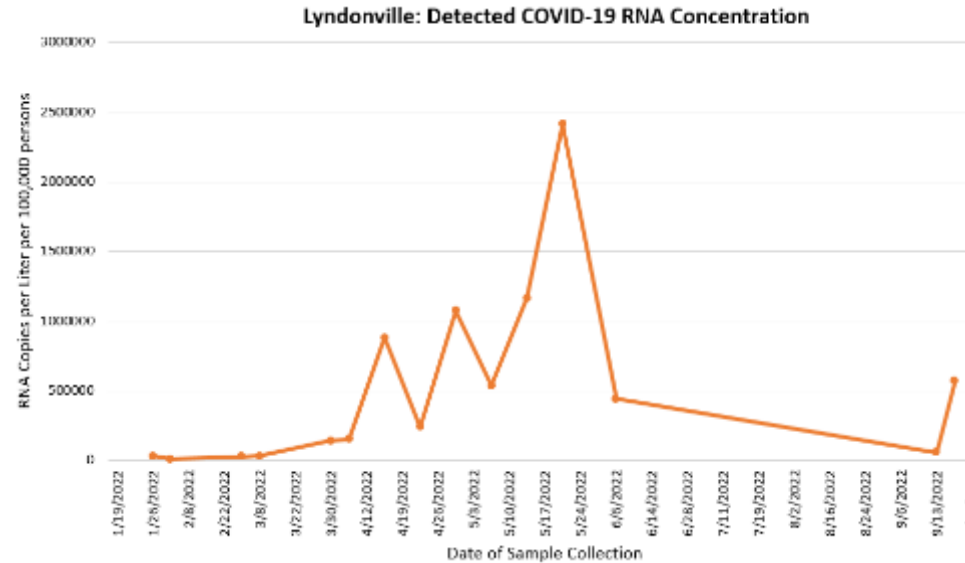
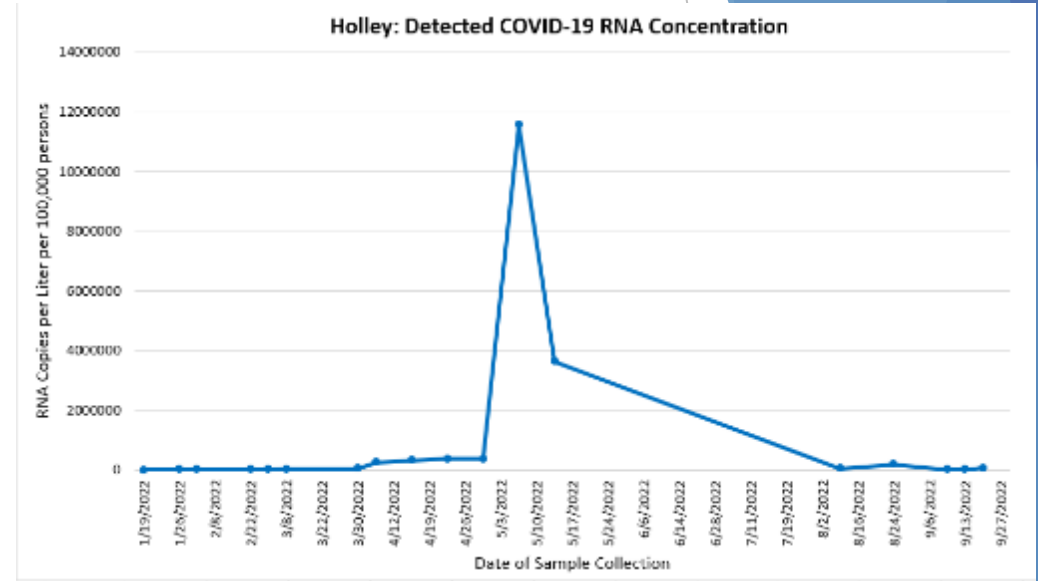
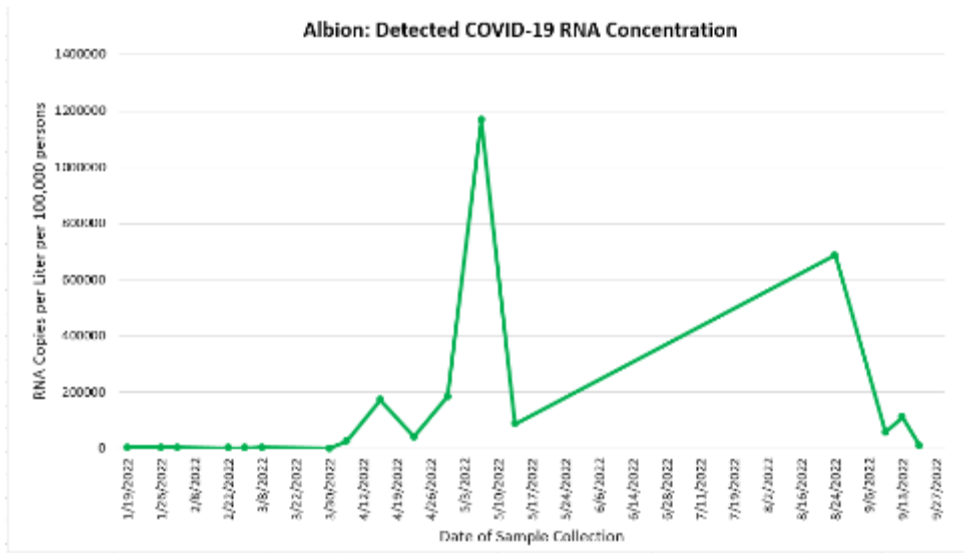
- Digital PCR is shown to have more accurate results
- The QIAcuity machine gives us the RNA viral copies per uL for each sample
- We then use multiple formulas to calculate this before we report it
- Report data to the NYSDOH



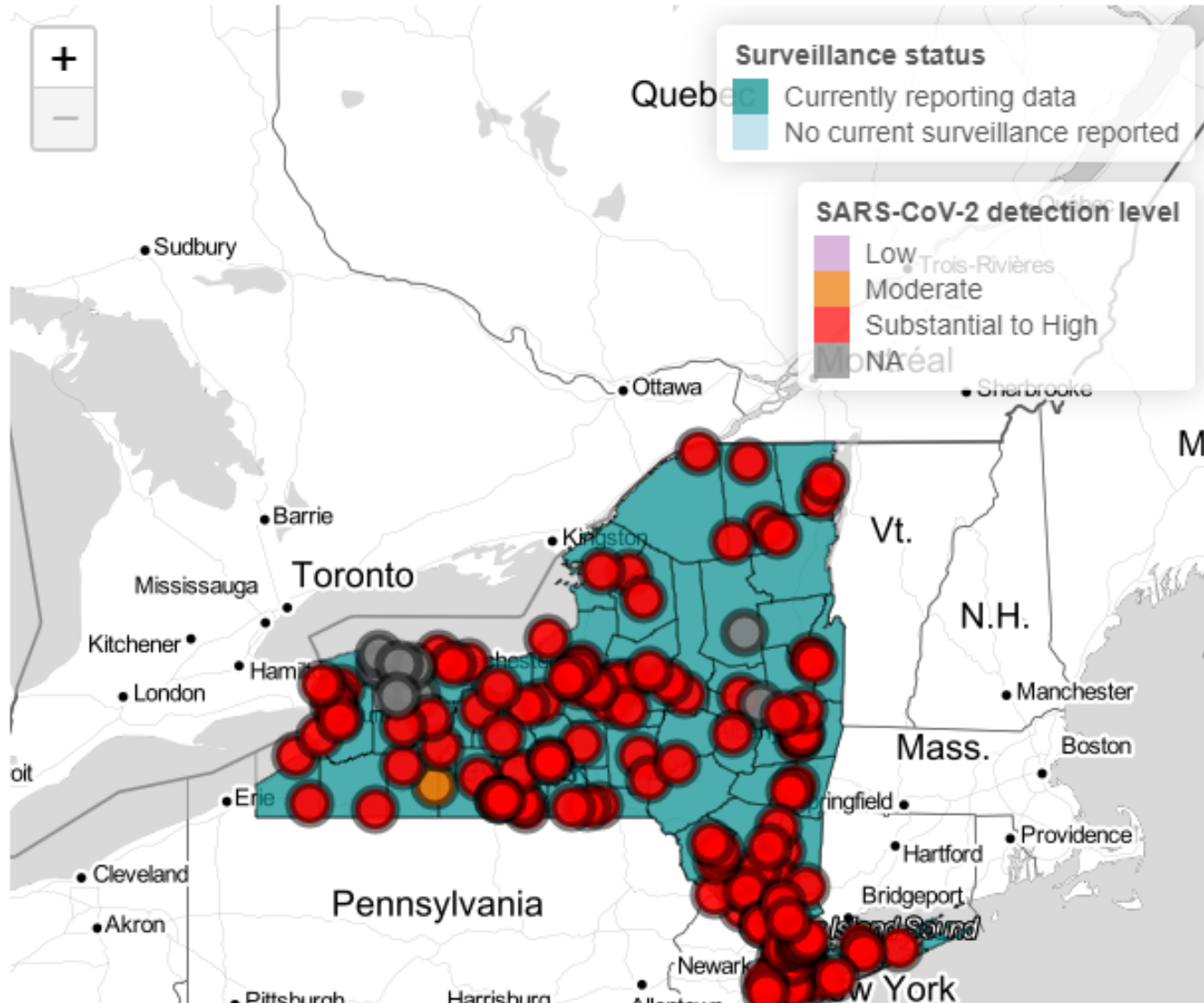
Genesee County



Orleans County



New York State Wastewater Surveillance Network



Wastewater Metric

SARS-CoV-2 detection level

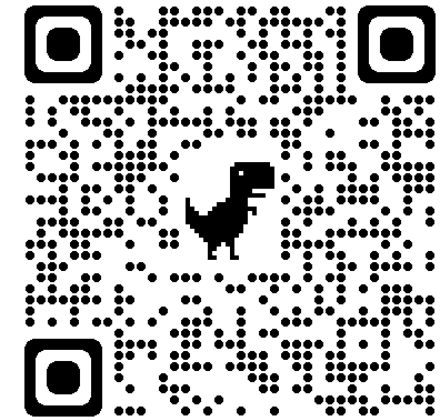
Detection level category	Number of sites	Percent of sites	Category change in the last 15 days
No data	0	0%	NA
Low	0	0%	-100%
Moderate	1	1%	0%
Substantial to High	128	99%	1%

Total sites with current data: 129

Total number of wastewater sampling sites: 130



Wastewater Data on our website



Public health departments are increasingly using wastewater as a public health tool to analyze for overall COVID-19 levels within a community. Research shows that individuals who have COVID-19 can shed viral particles in their stool.



When individuals positive with COVID-19 live in an area served by a sewer system (an area known as a "sewershed"), they flush viral particles in their stool down the toilet which makes its way to the community wastewater treatment plant (WWTP). Then, their wastewater is combined with that of other households. Aggregated (combined) wastewater samples can then be collected at WWTPs, and the samples can be analyzed (inspected) to find out how much virus is being shed by the people in the community.

Our Participating WWTPs:



COVID-19 UPDATES

COVID-19 Vaccine

COVID-19 Testing Information

COVID-19 Isolation

COVID-19 Updates

COVID-19 Wastewater Analysis

PROGRAMS & SERVICES

Administration

Children with Special

<https://gohealthny.org/covid-19-wastewater-analysis/>



Data Usage

Public health messaging with:

- Awareness
- Prevention
- Immunization



Barriers

- ❑ Machine Malfunctions within the lab
- ❑ Malfunctions at treatment plants
- ❑ Supply issues
- ❑ Staffing

Future of Wastewater Analysis

- Can drive diagnostic testing and ensure resources are allocated exactly where they are needed
- Can monitor for many different pathogens and future threats
 - Influenza
 - Monkeypox
 - RSV
 - Polio



References

- ▶ <https://storymaps.arcgis.com/stories/b30ca571e00b42779875e3eaf7577b1b>
- ▶ <https://www.cdc.gov/healthywater/surveillance/wastewater-surveillance/wastewater-surveillance.html>
- ▶ <https://gohealthny.org/emerging-issues/>
- ▶ Kelly Hill, Arash Zamyadi, Dan Deere, Peter A. Vanrolleghem, Nicholas D. Crosbie; SARS-CoV-2 known and unknowns, implications for the water sector and wastewater-based epidemiology to support national responses worldwide: early review of global experiences with the COVID-19 pandemic. *Water Quality Research Journal* 1 May 2021; 56 (2): 57–67.
doi: <https://doi.org/10.2166/wqrj.2020.100>
- ▶ [SARS-CoV-2 known and unknowns, implications for the water sector and wastewater-based epidemiology to support national responses worldwide: early review of global experiences with the COVID-19 pandemic | Water Quality Research Journal | IWA Publishing \(iwaponline.com\)](#)
- ▶ [National Wastewater Surveillance System \(NWSS\) – a new public health tool to understand COVID-19 spread in a community | CDC](#)





Thank you

Any short questions for purposes of clarification?

(Please keep longer discussion question for the end)



Presentation #3

How the COVID-19 Pandemic has Impacted Mental Health Services in Genesee County, NY

By: Lilly LeTourneau, BA



Project Overview

- Review of quantitative data already collected for services conducted by the Genesee County Mental Health Department.
- New qualitative data collection through personal interviews with Genesee County Mental Health Department therapists and support staff.
 - 20 open-ended questions
- Original intent was to assess how the COVID-19 pandemic influenced the demand for mental health services by county residents.
 - Focus on what specific mental health concerns Genesee County residents were struggling with during the pandemic.
- After data was collected, focus shifted towards how the pandemic affected the Genesee County Mental Health Department *as well as* Genesee County residents.

“Not fair to generalize the Genesee County Mental Health Department clients as the whole population for Genesee County.”

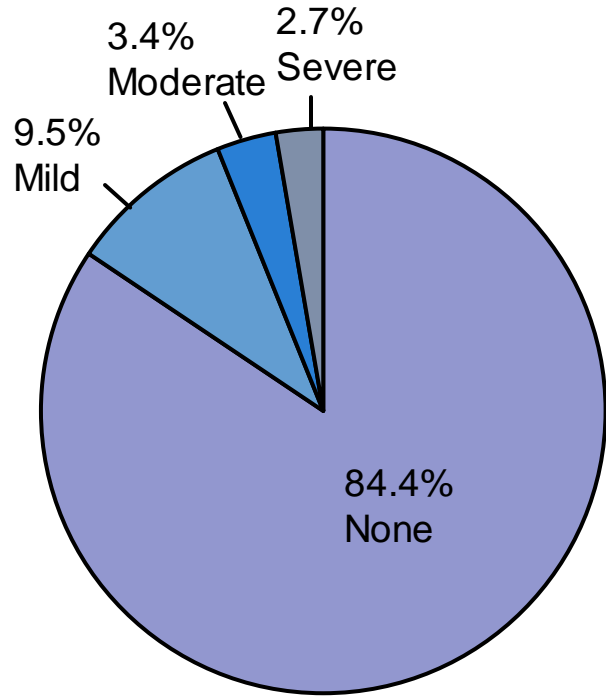


Learning Outcomes:

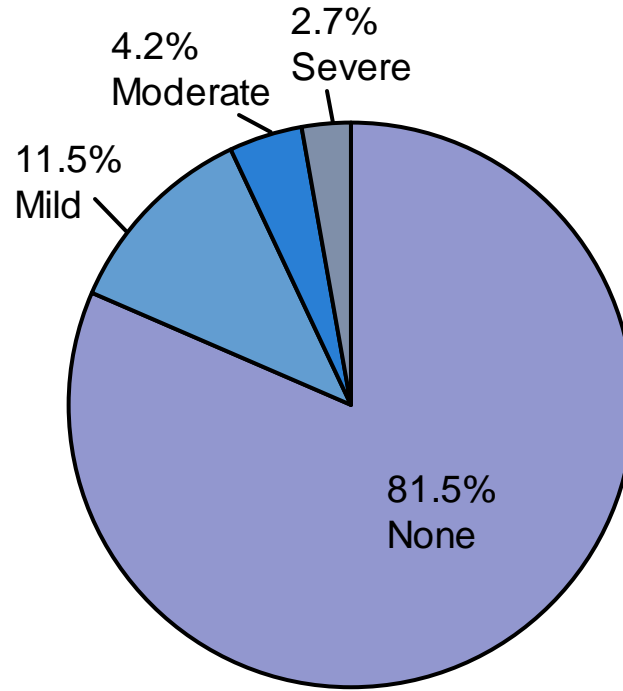
- COVID-19 had a tremendous impact on mental health needs, for existing clients, general county residents, and also service providers.
- The COVID-19 impact on mental health can be measured through quantity by demand and availability of services, and through quality by format and perceived effectiveness of services.
- Although social distancing, facial masking, and restrictions to in-person services were often barriers to effective service, need to overcome these barriers during the pandemic still held opportunities.
 - Telehealth
 - Looking for different and more meaningful connections with people
- Although telehealth is not an effective substitute for in-person mental health treatment, it can help increase access and contribute to the destigmatization of seeking mental health assistance



Mental Health in the United States



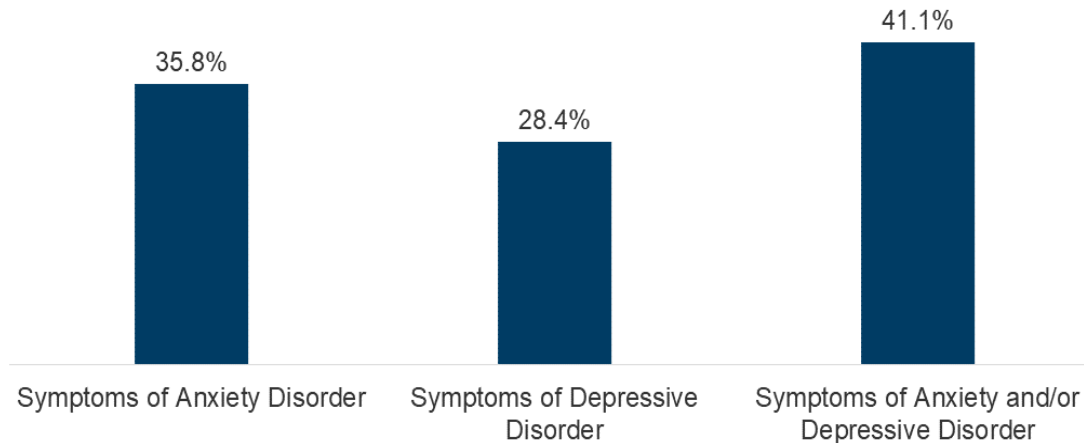
2019
15.6% of adults in the United States reported anxiety symptoms



2019
18.5% of adults in the United States reported depression symptoms

Mental Health in the United States

Share of Adults Reporting Symptoms of Anxiety or Depressive Disorder During the COVID-19 Pandemic



2020

Over 2.5 million mental health screenings for anxiety and depression were completed online, more than double than 2019

2021

35.8% of adults in the United States report symptoms of anxiety

28.4% of adults in the United States report symptoms of depression

<https://www.cdcfoundation.org/blog/covid-19s-impact-mental-health-and-how-communities-can-move-forward>
<https://www.kff.org/coronavirus-covid-19/issue-brief/the-implications-of-covid-19-for-mental-health-and-substance-use/#:~:text=In%20January%202021%2C%2041%25%20of%20adults%20reported%20symptoms>



National Statistics

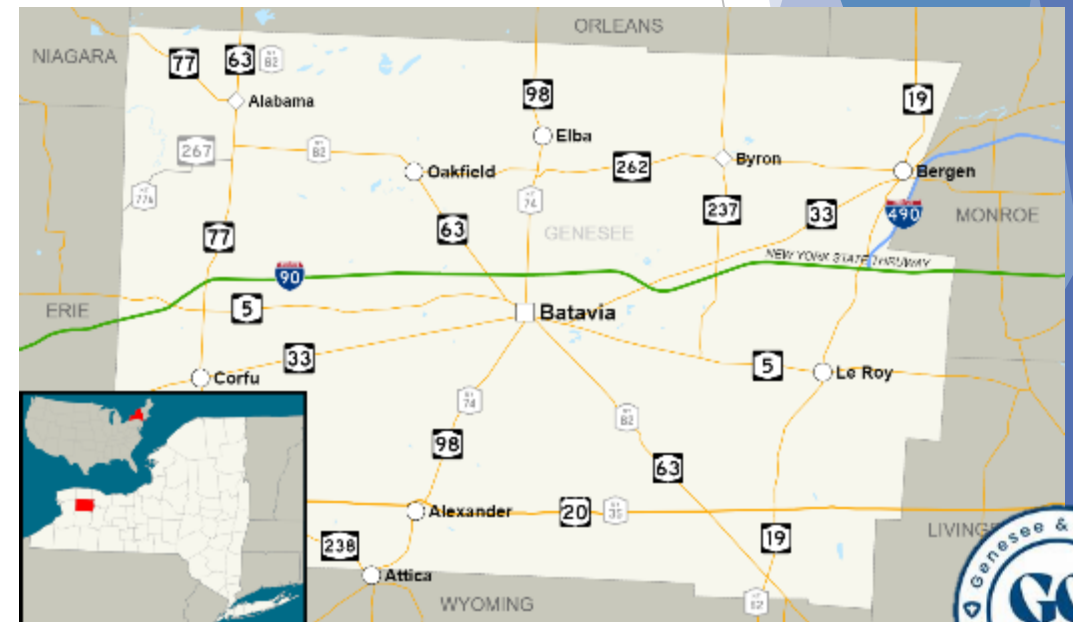
- 30 psychologists per 100,000 people
- 33.2 psychologists per 100,000 people in metropolitan counties in the United States
- 9.1 psychologists per 100,000 people in rural counties in the United States
- Average therapy session in the United States *not* covered by insurance costs between \$100-250

<https://www.goodtherapy.org/for-professionals/personal-development/become-a-therapist/is-there-shortage-of-mental-health-professionals-in-america>
<https://www.forbes.com/health/mind/how-much-does-therapy-cost>



Genesee County, NY

- Population of 58,388 as of 2020 US Census
- Roughly 12 counseling and mental health wellness centers county wide
 - psychotherapy
 - behavioral mental health counseling
 - alcohol and drug rehabilitation centers
 - private practice therapists
 - children and teenager specific counseling
 - veteran specific mental health counseling



Genesee County Mental Health Department

“Our mission is to assist county residents with symptoms of mental illness in achieving and maintaining their highest level of functioning.”

Case Management/Care Management – advocacy, monitoring, linkage to additional services

Community Education – programs and classes open to the public based on perceived need or request

Crisis Services – available throughout the day, after-hours crisis workers are on-call through the Care and Crisis Helpline

Outpatient Clinic – children and adults, individual psychotherapy, marital and family therapy, psychological testing, psychiatric evaluations. Areas of concern may be attention deficit disorder, parent child relationships, depression, anxiety, bipolar disorder, and disturbances of thought and perception.



Genesee County Mental Health Department

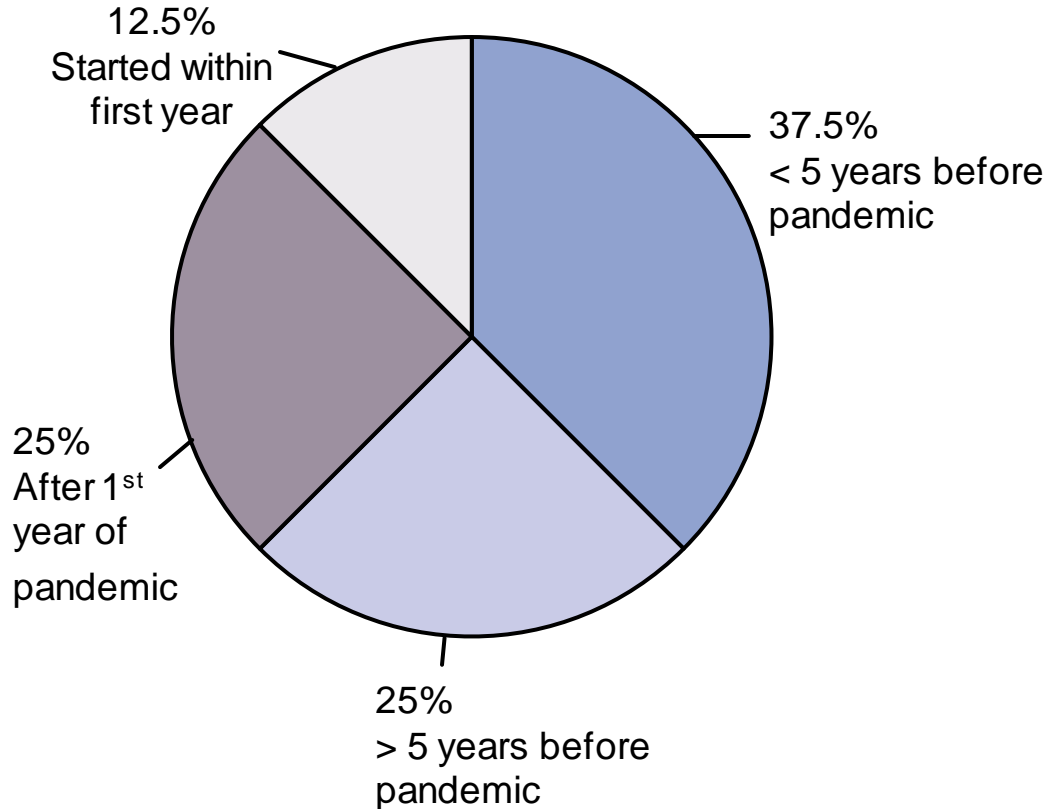
- Currently staffed with 16 therapists, 4 supervisors, 1 part-time therapist
- During pandemic there were 10 therapist vacancies
- Average 80-90 clients each, 110 during staff shortage
- In-person, Telehealth, and telephonic



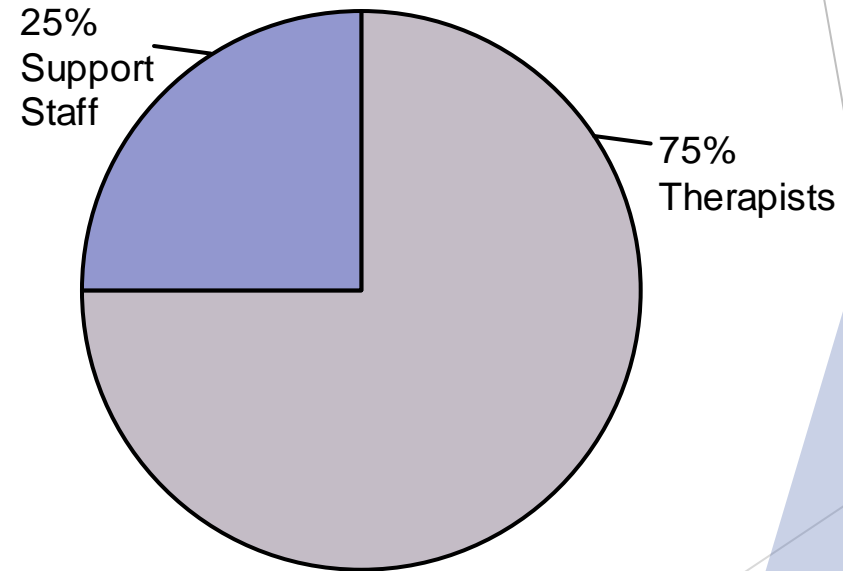
Data on Interviewees

8 employees volunteered to participate in a 30 minute interview

Longevity of Employment at Genesee County Mental Health Department



Position at Genesee County Mental Health Department



Why is experience before COVID relevant?

- Those employed before the pandemic self-reported to fare better with their personal mental health both in and out of the workplace environment during COVID-19
 - Transition to Telehealth was smoother when already familiar with job tasks and resources
 - Higher rates of reported support
 - Employees who started during or after the pandemic reported higher concerns regarding workplace isolation and lack of satisfaction in their careers

“Coming in during COVID hindered my ability to effectively reach people [coworkers].”



May 2020

Genesee County Mental Health Department drafts reopening plan in phases.

- Continuing rotation of clinical staff on site
- Main wait room to have capacity limit of 5
- Non-clinical staff to move in separated work spaces to ensure 6ft distance

February 2021

Genesee County Mental Health starts a waitlist due to high demand

February 2022

Genesee County Mental Health Department stops adding to waitlist due to staff shortages

August 2022

Clients from waitlist are actively being scheduled Genesee County Mental Health starts accepting walk-ins again

March 2020

First confirmed COVID-19 case in NYS
New York declares a state of emergency
Pause Program begins

December 2020

Sandra Lindsay is the first American to get the COVID-19 vaccine

June 2021

Delta variant becomes concern

September 2021

CDC announces plans for booster vaccine

January 2022

Weekly positivity rate hits pandemic high

November 2021

Omicron variant becomes concern

September 2022

Bivalent booster becomes available



Background – What is Telehealth

- Allows for connection with healthcare provider via telecommunications technology
- Done primarily online through your computer, tablet, or smartphone
- Mental health treatment, including online therapy, counseling, and medication management



Pros

- Reduces exposure to COVID-19
- Increases access for rural communities
- Allows for flexibility in schedules

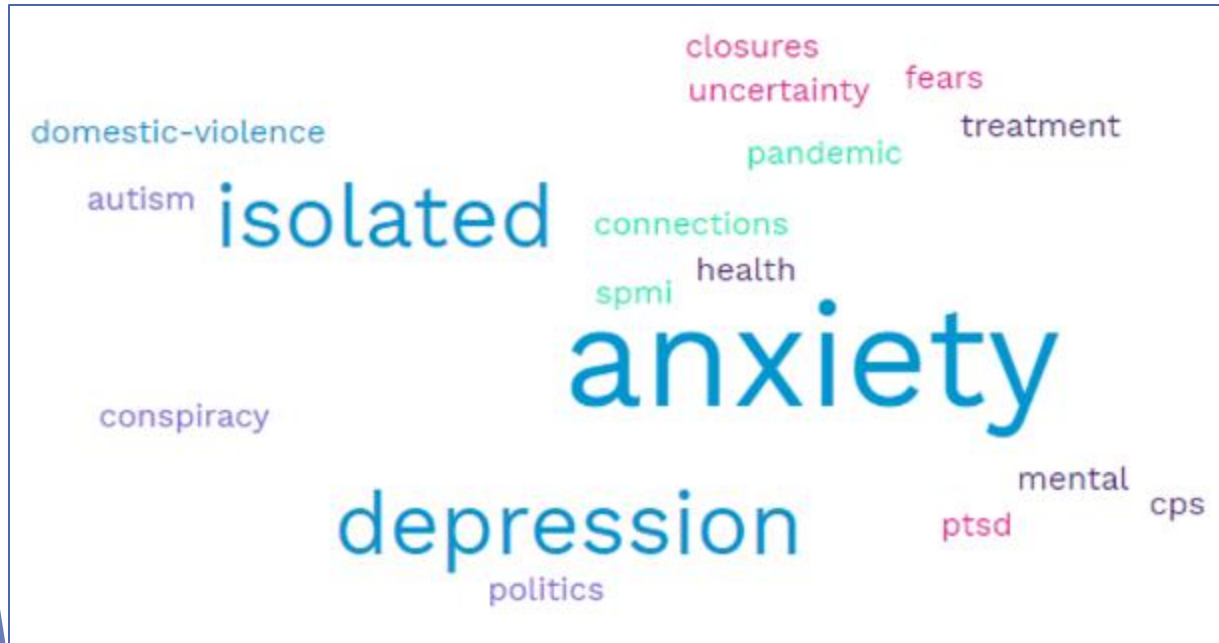
Cons

- Hard to read nonverbal body language
- Sometimes hard for therapist to remain focused
- Clients not as engaged

“Telehealth was good for billing, not good for quality of care.”



Reported concerns noted during COVID-19



- Children being referred by teachers, CPS and domestic violence concerns
- Anxiety and Depression
- Serious and Persistent Mental Illness (SPMI)
- Post Traumatic Stress Disorder (PTSD)
- Not enough therapists to meet demand
- Telehealth

“Since they had to stay home during the pandemic, it gave them a lot of time to think.”



How COVID-19 Hurt Mental Health

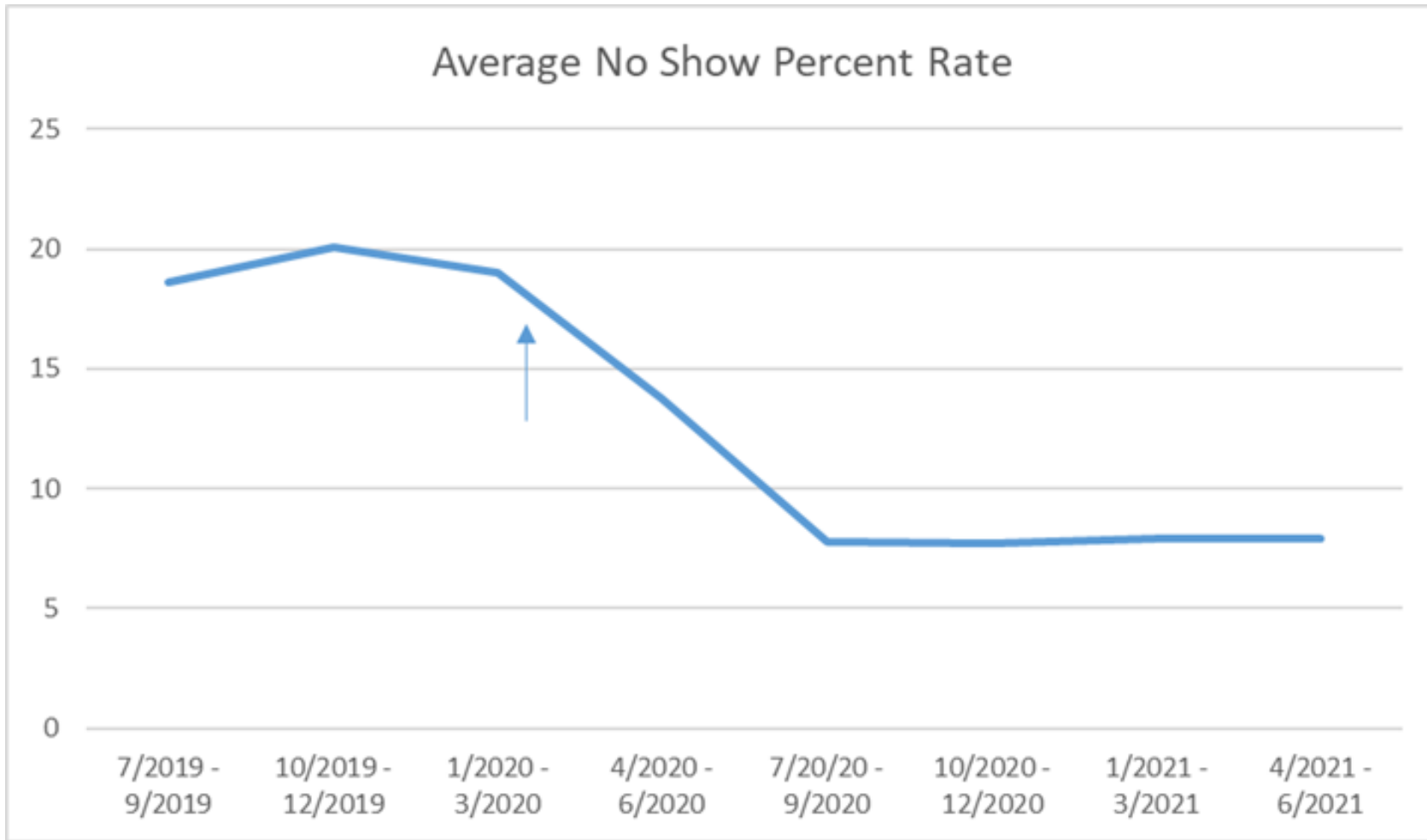
- Fear of passing the virus on to loved ones and the potential of it being fatal
- Isolation from friends and family
- Group-based therapy options shutting down
- Less children were referred for mental health help during online schooling
- Loss of jobs, food insecurities, lack of services available, physical health issues went unchecked or were postponed
- Stress surrounding political climate and COVID-19 regulations



Unexpected Benefits from the COVID-19 Pandemic

- Mental health is less stigmatized – people are seeking help for the first time
- New options for obtaining help for mental health concerns
- Telehealth





As of May 2020, there was a 30% increase in show rates through telephonic sessions



The Therapist Experience

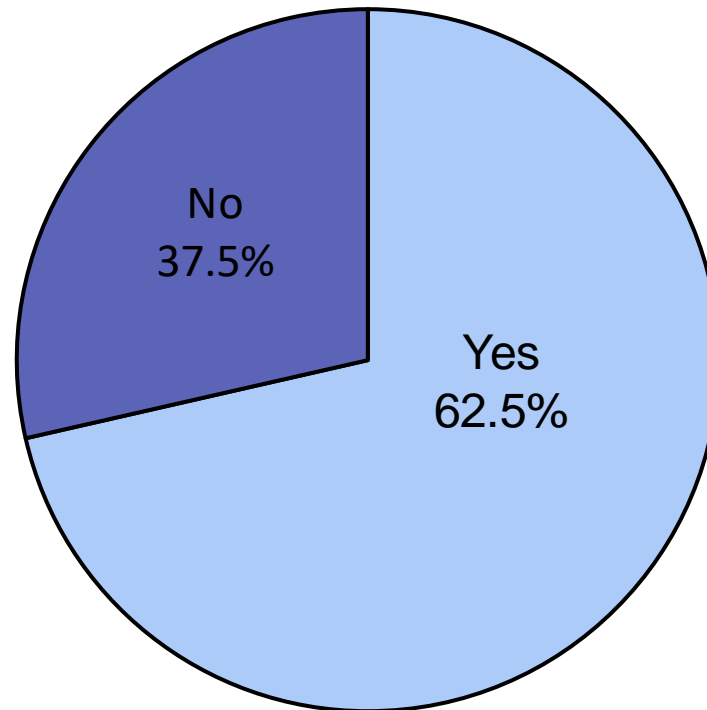
- Felt like the community “hated” them
- 62.5% of interviewees reported encouraging clients to be more involved with their communities, yet 87.5% of employees also reported feelings of isolation while at work
- 25% reported struggling to find therapy for themselves

“It is kind of sad. Before the pandemic, there was a close group where people supported one another. Now doors are closed and there are a bunch of new people.”

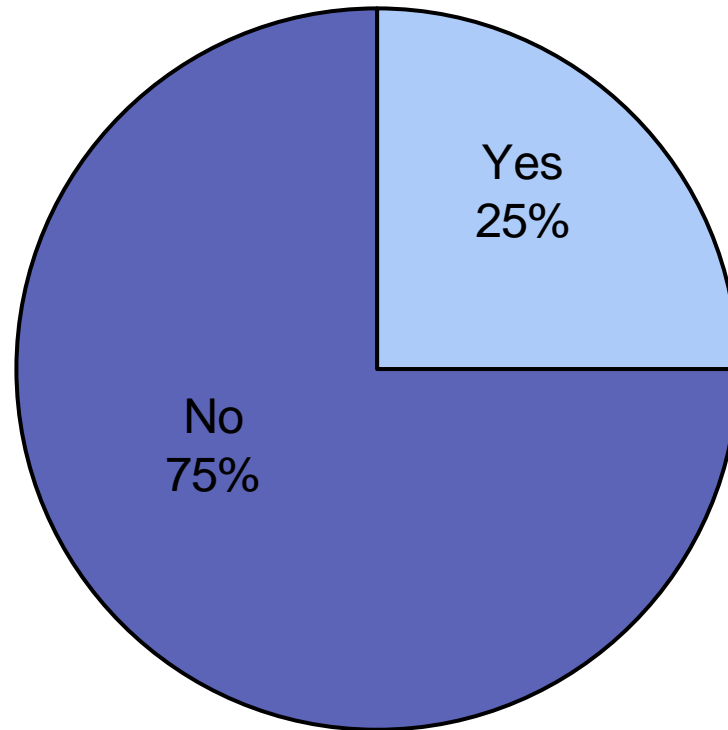
“Really trying to build back community in the department.”



Did the COVID-19 pandemic have a negative effect on personal mental health?



Did working in the mental health field during the COVID-19 pandemic have a negative effect on personal mental health?



So what next?

- More therapists! More students need to be educated on careers in mental health
- Continuing to reduce the stigma surrounding mental health
- Timely, affordable trainings for therapists
- More opportunities to connect with community members (group therapy)
- More opportunities for therapists and support staff to connect with one another

COVID-19 showed “how important a therapist is, especially if they are the only support person in a client’s life.”



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Thank you to Lynda Battaglia, Director of Mental Health and Community Services, and her team at the Genesee County Mental Health Department for the support, participation, and guidance.





Thank you

Any short questions for purposes of clarification?

(Please keep longer discussion question for the end)



Presentation #4



medical
reserve
corps



Building, Branding, and Expanding a Medical Reserve Corps (MRC):

Key roles of NYSPHC Fellows in the Development of the Genesee and Orleans County Health Departments (GO Health) VALOR MRC

David Bell, PhD MPH

Emergency Preparedness Coordinator and NYSPHC Supervisor



Presentation Objectives

- ▶ Identify and evaluate **key functions, needs, and activities** of an MRC program
- ▶ Identify and evaluate **necessary personnel roles** to meet core activities of an MRC program
- ▶ Identify and evaluate both **challenges and successes** of a collaborative program designed to build, brand, and expand an MRC program associated with a county-level health department



GO HEALTH VALOR MRC



- ▶ Welcome and Introductions
- ▶ VALOR MRC: Who We Are (and what is “MRC”)
- ▶ Goals and Objectives of VALOR MRC
- ▶ Why We Have “Refresher/Orientation Sessions”
- ▶ MRC Handbook: Policies, Principles, and Procedures
- ▶ Two Required Trainings (either Online or In-Person)
 - Incident Command System 100 (FEMA training)
 - Psychological First Aid (CDC training through NYS Learning Management System)
- ▶ Record Keeping, Certification, and IDs for Active Membership
- ▶ Successes, Challenges, and Barriers (COVID-19 as Validation!)



WELCOME & INTRODUCTIONS:

Meet the MRC Operational Supervisors

- ▶ **David Bell, MRC Unit Leader**
 - ▶ Emergency Preparedness Coordinator
- ▶ **Cora Young, MRC Deputy Unit Leader and Training Coordinator**
 - ▶ Emergency Preparedness Educator
- ▶ **Emily Nojeim, Membership Coordinator**
 - ▶ NYSPHC Fellow
- ▶ **Lilly LeTourneau, Interagency Coordinator**
 - ▶ NYSPHC Fellow
- ▶ **Bill Mayer, Supply and Equipment Coordinator**
 - ▶ NYSPHC Fellow



WELCOME & INTRODUCTIONS:

What We Do:

- ▶ **David Bell, MRC Unit Leader**
 - ▶ Manages and oversees all activities on the MRC unit
- ▶ **Cora Young, MRC Deputy Unit Leader and Training Coordinator**
 - ▶ Assists in the management of MRC activities, focuses on developing and offering appropriate training curricula
- ▶ **Emily Nojeim, Membership Coordinator**
 - ▶ Manages all record keeping associated with member applications, qualifications, training and service hours, and other information associated with individual membership
- ▶ **Lilly LeTourneau, Service and Interagency Coordinator**
 - ▶ Coordinates service opportunities and assistance to partner agencies with common goals of supporting community welfare and resiliency
- ▶ **Bill Mayer, Supply and Equipment Coordinator**
 - ▶ Assists in the acquisition and maintenance of all equipment and supplies need for the MRC unit, including apparel such as safety vests and identification badge creation



WELCOME & INTRODUCTIONS:

- ▶ MRC Administration
 - ▶ GO Health Leadership Team (Executive Board)
 - ▶ Lead by Public Health Director Paul Pettit
- ▶ MRC Advisory Board
 - ▶ Representation for County Departments in Both Genesee and Orleans as Follows:
 - ▶ Health (lead agency)
 - ▶ Emergency Management
 - ▶ Mental Health
 - ▶ Social Services
 - ▶ Office for the Aging
 - ▶ Other County Representatives
 - ▶ Public Representatives



What is an “MRC”?

- ▶ The Medical Reserve Corps (MRC) is a national network of more than 200,000 volunteers, organized locally to improve the health and safety of their communities. MRC volunteers step up to keep their family, friends, and neighbors safe and healthy.
- ▶ National MRC website: <https://aspr.hhs.gov/MRC/Pages/index.asp>



Improve local emergency response



Reduce vulnerability



Build community preparedness and resilience



The National MRC Network



medical
reserve
corps

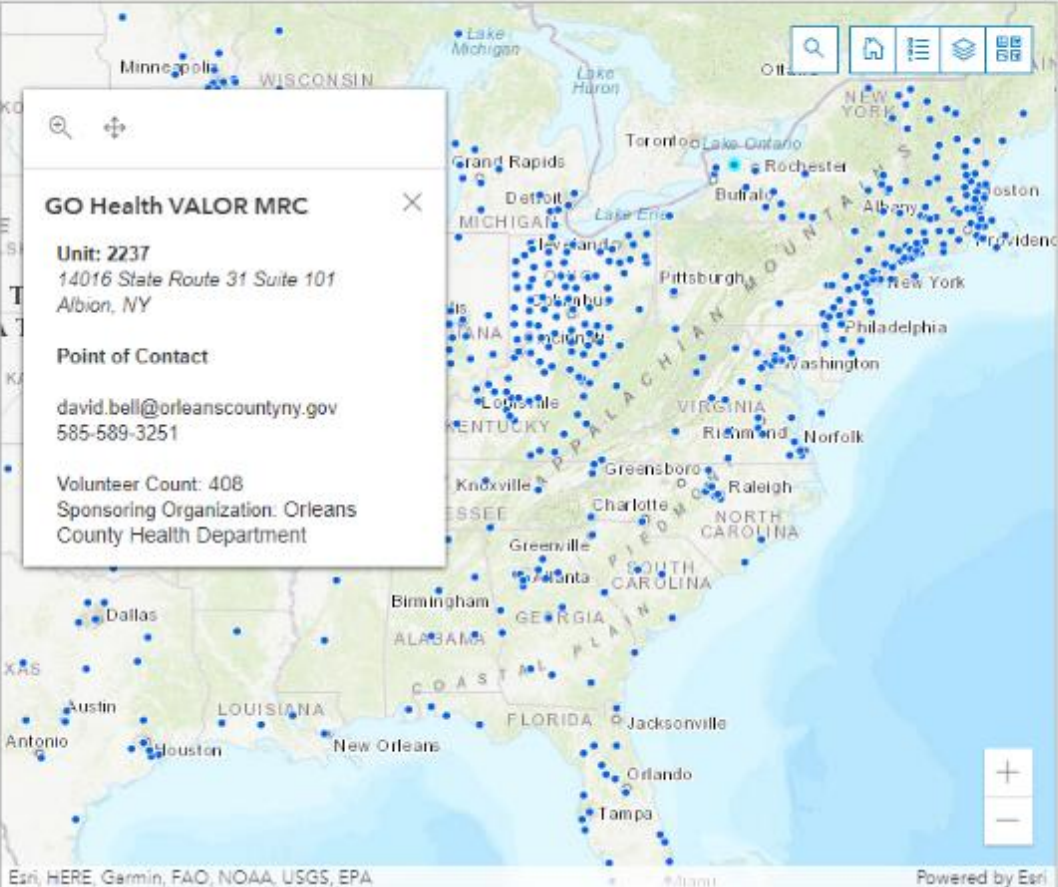
As of 10/15/2022, there are 748 active units, with geolocation kept current here:

<https://geohealth.hhs.gov/arcgis/apps/experiencebuilder/experience/?id=41f40d0211724d76981d28aff047e735>

Number of MRC Units (in current view)

597
748

To find a local MRC unit near you, utilize the two drop-down menus on the left side of your screen or zoom in on a specific location on the map. Once you locate a unit in your area, click on the blue dot to view detailed unit information, including the MRC unit leader's contact information. If you have selected a unit that you wish to



MRC Unit List

- PROJECT H.E.L.P. USA MRC
MRC 290, Birmingham, AL
- Twenty First Century Youth MRC
MRC 1893, Birmingham, AL
- North Alabama Medical Reserve Corps
MRC 1346, Huntsville, AL
- Calhoun-Cleburne MRC
MRC 1466, Jacksonville, AL
- Baldwin County Medical Reserve Corps
MRC 2551, Robertsdale, AL
- Dallas Co. Medical Reserve Unit
MRC 532, Selma, AL
- Black Belt MRC
MRC 2727, Tuskegee, AL
- Benton County Medical Reserve Corps
MRC 2378, Bentonville, AR
- Washington County
MRC 970, Fayetteville, AR
- Marion County Medical Reserve Corps
MRC 2406, Flippin, AR
- North Little Rock High School Medpro MRC
MRC 2340, North Little Rock, AR
- River City Ministry of Pulaski County MRC
MRC 2592, North Little Rock, AR



MRC is part of **ASPR** Administration for Strategic Preparedness & Response

- ▶ ASPR leads the nation's medical and public health preparedness for, response to, and recovery from disasters and public health emergencies. ASPR collaborates with hospitals, healthcare coalitions, biotech firms, community members, state, local, tribal, and territorial governments, and other partners across the country to improve readiness and response capabilities.
- ▶ **ASPR Mission and Key Priorities**
- ▶ In order to ensure ASPR is in a position to meet its mission in the current pandemic and beyond, we are focusing on three key areas: Respond, Restore, and Prepare.

Priority 1	Respond well and quickly emerge from the COVID-19 pandemic	+
Priority 2	Restore resources and capabilities diminished during the pandemic	+
Priority 3	Prepare for future emergencies	+



Goals & Objectives of MRC

- ▶ To engage our communities to improve emergency response capabilities, build community preparedness and resilience, and strengthen public health
- ▶ Bolster local public health and emergency response infrastructures by providing supplemental personnel
- ▶ Enable communities to meet specific health needs
- ▶ Give community members the opportunity to offer their skills and time to make their communities healthier and safer

MRC Volunteer Core Competencies

LEARNING PATHS

Preparedness

- Personal & Family
- Safe Behaviors

Response

- Volunteer Roles
- Communicate Effectively
- Surge Capacity Responses
- Clinical Management

Leadership

- Situational Awareness
- Public Health for All Populations

Community Resilience

- Ethical Principles
- Legal Principles
- Recovery Considerations



Goals & Objectives of GO Health VALOR MRC

- ▶ To engage with Genesee and Orleans communities to improve emergency response capabilities, build community preparedness and resilience, and strengthen public health
- ▶ Bolster GO Health and emergency response infrastructures by providing supplemental personnel
- ▶ Attend to specific health needs:
 - ▶ Animal rabies vaccinations, public health promotion during fairs and other events, nutrition and social determinants of health, training and education
- ▶ Give community members the opportunity to offer their skills and time to make OUR communities healthier and safer

MRC Volunteer Core Competencies

LEARNING PATHS

Preparedness

- Personal & Family
- Safe Behaviors

Response

- Volunteer Roles
- Communicate Effectively
- Surge Capacity Responses
- Clinical Management

Leadership

- Situational Awareness
- Public Health for All Populations

Community Resilience

- Ethical Principles
- Legal Principles
- Recovery Considerations



Why We Have “Refresher/Orientation Sessions”

- ▶ Required at least once every 3 years for “active” MRC membership
- ▶ Multiple or repeat attendances encouraged (hence emphasis to “refreshers”)
- ▶ Opportunity to meet and better get to know all members face to face
- ▶ Allows completion of all necessary paperwork and requirements for active membership
 - ▶ Distribution of GO Health VALOR MRC Policy Handbook
 - ▶ Signing of Policy Agreement and Release (last page of Handbook)
 - ▶ HIPAA, Code of Conduct, Ethics, Commitment to Safety, Confidentiality, Medicaid/Medicare Compliance, Media Release, Background Check
 - ▶ Review of required trainings





GENESEE COUNTY
HEALTH DEPARTMENT
3837 West Main Street Rd.
Batavia, NY 14020
(585) 344-2580 x5555

ORLEANS COUNTY
HEALTH DEPARTMENT
14016 State Route 31, Suite 101
Albion, NY 14411
(585) 589-3278

GO Health VALOR MRC

Genesee and Orleans County Health Departments
Volunteer Alliance Linking Our Resources - Medical Reserve Corps

VOLUNTEER APPLICATION

Thank you for interest in being an ACTIVE MRC member!

If you participated in any MRC activities prior to 3/1/2022, you are a LEGACY MRC member. After this time, ACTIVE membership requires:

- Completion of this application, also found online at https://www.surveymonkey.com/r/MRC_Application or here:
- Creating a ServNY account
- Completing 2 online trainings
- Attending an in-person refresher/orientation session at least once every 3 years.



A GO Health VALOR MRC certificate and photo ID will be issued once you attend your first refresher/orientation session, regardless of any past experience.

Full name:	
Preferred email:	
Preferred phone (Cell? <input type="checkbox"/> yes <input type="checkbox"/> no): ()	Optional alternate phone (Cell? <input type="checkbox"/> yes <input type="checkbox"/> no): ()
Current occupation or title:	Date of birth: (mm/dd/yyyy)
Home address:	
Mailing address (if different from above):	
Which county(ies) would you like to volunteer in? <input type="checkbox"/> Genesee <input type="checkbox"/> Orleans <input type="checkbox"/> Both	

Genesee Email: health@co.genesee.ny.us | GOHealthNY.org | Orleans Email: OCPublicHealth@orleanscountyny.gov

Updated 8.11.2022

Emergency Contact:

In emergency, notify: Name _____

Relationship _____ Phone _____

Volunteer Agreements and Consents:

- I verify that I have not been convicted of a felony. I further verify that within the last 24 months I have not been convicted of a misdemeanor that resulted in imprisonment. If I HAVE, I will submit a separate explanation with this application detailing the circumstances. If these statements are incomplete or untrue, I understand my volunteer assignment will be terminated.
- I understand that GO Health and affiliated agencies reserve the right to perform driver's license, reference, and criminal background checks.
- I understand that photos taken of me while volunteering may be used for publicity purposes.
- I consent to be included on the GO Health VALOR MRC listserve, as well as to receive communications and alerts through other means related to my volunteer interests. I may withdraw my participation at any time.

Your signature (or full name typed): _____

Date: _____

Experience: Please check and give short description as appropriate.		
<input type="checkbox"/> Any past medical, healthcare, public health, or social service experience?		
<input type="checkbox"/> Any past or current licensures related to experience above?		
Professional License Type:	State Issued & Number:	Expiration Date:
<input type="checkbox"/> Any other professional experience of relevance to community service?		
<input type="checkbox"/> Any particular areas of interest related to community service?		

Genesee Email: health@co.genesee.ny.us | GOHealthNY.org | Orleans Email: OCPublicHealth@orleanscountyny.gov



Skills & Training: Please check wherever you have professional skills with training, checking "Yes" or "No" if current.

<input type="checkbox"/> First Aid Current? Yes / No	<input type="checkbox"/> CPR Current? Yes / No	<input type="checkbox"/> AED Current? Yes / No
<input type="checkbox"/> Data Entry	<input type="checkbox"/> CB Radio	<input type="checkbox"/> Ham Radio
<input type="checkbox"/> Traffic Control	<input type="checkbox"/> Search & Rescue	<input type="checkbox"/> Construction
<input type="checkbox"/> Food Preparation	<input type="checkbox"/> Child Care	<input type="checkbox"/> Pastoral Care
<input type="checkbox"/> Firefighting	<input type="checkbox"/> Law Enforcement	<input type="checkbox"/> Mental Health

Potential Interests: Please check the activities for which you would like to receive further information and communication.

- Free preparedness safety trainings (CPR, First-Aid, Narcan, etc.)
- Volunteer service for Health Department rabies clinics (Any of the scheduled 4-5 clinics each year per county for cats, dogs, and ferrets)
- Volunteer service to support emergency response efforts (Such as outreach and clinics for infectious disease testing or immunizations)
- Community service projects coordinated by the Health Department (TBD)
- Other service projects coordinated by established MRC partner agencies (As needed)

Final steps:



- 1) Submit this application in-person or by emailing it to both david.bell@co.genesee.ny.us &
- 2) cora.young@orleanscountyny.gov
- 3) Create a ServNY account at <https://apps.health.ny.gov/pub/servny/> or with this QR code



See more online at our website:

<https://gohealthny.org/public-health-emergency-preparedness/> or with this QR code:



MRC Member ID: _____
(To be completed by administrator)

Date: _____

Your Name (Printed): _____

Active Membership Checklist:

Further information and all websites below can be found linked at <https://gohealthny.org/public-health-emergency-preparedness/> or with QR code:



- Completion and submission of MRC Application
 - o Either in-person, online through SurveyMonkey, or to an MRC Administrator or by email to both david.bell@co.genesee.ny.us and cora.young@orleanscountyny.gov
- Registration through ServNY with affiliation in Genesee and/or Orleans
 - o Online at <https://apps.health.ny.gov/pub/servny/>
- Completion of ICS 100 course:
 - o Can be completed in-person at any refresher/orientation session or online at: <https://training.fema.gov/is/courseoverview.aspx?code=is-100-c> (w/ creation of FEMA ID)
 - o Email certificate to both david.bell@co.genesee.ny.us and cora.young@orleanscountyny.gov
- Completion of Psychological First Aid course:
 - o Can be completed in-person at any refresher/orientation session or online at: <https://nyleamsph.com/Personal/Catalog/Description.aspx?u=km8WW0gCRpm9grRV0BMMI%2f8za3i20s478ONXEICZHF3MwfkhIAGoHFT3oiAGZ9%2HfOzS92Mw84%3d>
 - o To gain certificate, must create NYS Learning Management account (at <https://nyleamsph.com/>) and then certifying completion of the course
 - o Email certificate to both david.bell@co.genesee.ny.us and cora.young@orleanscountyny.gov
- Attend 1 refresher/orientation session every 3 years
 - o Intended to be in-person every quarter (3 months) or as needed
 - o On-site at the Health Department alternating between Batavia and Albion
 - o Typical agenda: review of Policy Handbook and onboarding requirements, summary of recent activities and upcoming volunteer opportunities, educational component, optional training component
- Signing Policy Agreement and Release form at end of Policy Handbook (A separate signed sheet is submitted to MRC administrators during the refresher/orientation session.)
- Receipt of Active Member Certificate and your photo ID for GO Health VALOR MRC (photo to be taken during refresher/orientation session.)



Required Training 1 of 2: **Incident Command System 100 (FEMA)**

- ▶ **The Incident Command System (ICS) is a standardized approach to incident management that:**
 - ▶ Can be used for any size emergency or planned event.
 - ▶ Enables a coordinated response among various jurisdictions and agencies.
 - ▶ Establishes common processes for incident-level planning and resource management.
 - ▶ Allows for the integration of resources (such as facilities, equipment, personnel) within a common organizational structure.
- ▶ **The ICS has positively impacted incident management efforts by:**
 - ▶ Clarifying chain of command and supervision responsibilities to improve accountability.
 - ▶ Leveraging interoperable communications systems and plain language to improve communications.
 - ▶ Providing an orderly, systematic planning process.
 - ▶ Implementing a common, flexible, predesigned management structure.
 - ▶ Fostering cooperation between diverse disciplines and agencies.



Required Training 2 of 2: **Psychological First Aid (CDC)**

- ▶ **Psychological First Aid (PFA) is an evidence-based approach meant to reduce symptoms of stress and assist in healthy resilience and recovery associated with trauma or personal crisis. It is particularly relevant at times of disaster and emergency.**
 - ▶ PFA consists of many different best practices and context-specific approaches
 - ▶ It is a framework for interacting with others at times of potential crisis or trauma
- ▶ **Why PFA is Important? Research shows people recover better after a disaster or emergency if they:**
 - ▶ Feel safe and connect to other people
 - ▶ Have social, physical, and emotional support
 - ▶ Feel like they can help themselves and their community



Other Trainings Offered to our MRC

- ▶ Naloxone Nasal Spray
- ▶ You Are the Help Until Help Arrives
- ▶ Stop-the-Bleed
- ▶ CPR and AED



Active Membership Tracking

Member #	County Employee?	Vetted	First Name	Last Name	Volunteer County	Hours Served	Application	Refresher/Orientation	Badge
2237-25	OC-Office for the Aging		John	Smith	Genesee	3	9/21/2022	9/21/2022	X

Badge	Trainings		Experience			Interest				
	ICS 100	Psychological FA	Medical	IT/Admin	Child Care	Safety Trainings	Rabies	Emerg Res	Service Proj	Partner agency
X	9/21/2022	9/21/2022	EMT		Day Care	X	X	X	X	X

- ▶ **Membership Information** – includes assigned Member Numbers with all information gathered from applications with exceptions as seen below
- ▶ **Contact List** – all relevant contact information including emergency contacts
- ▶ **Skills and Training** – completion of specific training activities maintained or recorded by the MRC unit (CPR, naloxone, etc.)
- ▶ **Hour Tracking** – includes both “service” and “training” hours on an annual basis
- ▶ **Event Summary** – details location, purpose, date, attendance, and any training outcomes for every public-facing MRC event
- ▶ **Degree Information** – maintained for purposes of degree and position-specific MRC activity reports, explaining professional titles with relevance



Badges for Active Membership

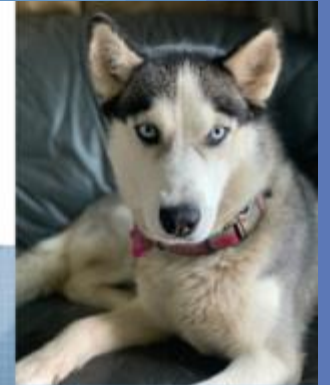


GO Health VALOR MRC

SUPERVISOR

Member ID#: 2237-3

David Bell, PhD MPH



GO Health VALOR MRC

DOG SUPERVISOR

Member ID#: 2237-K9-1

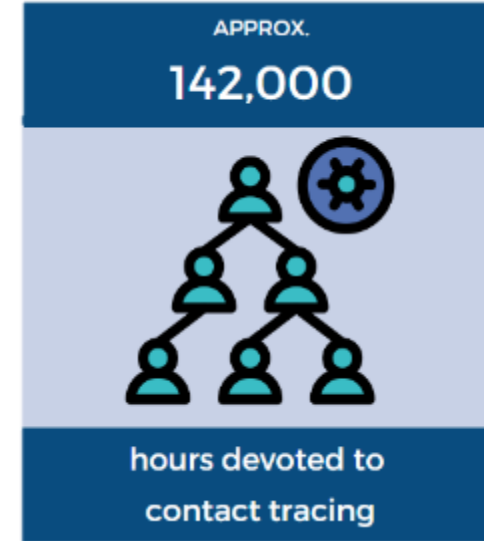
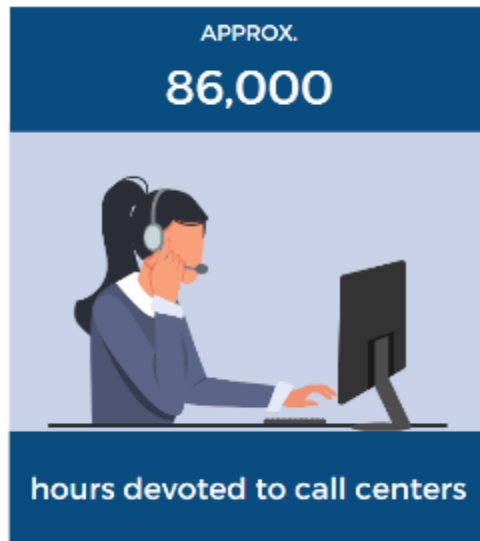
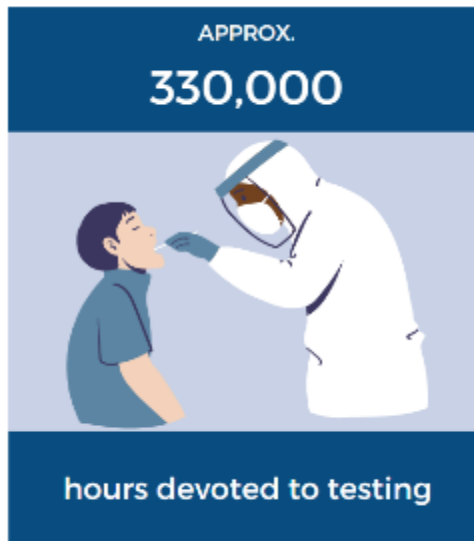
Aurora (Ari)



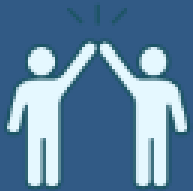
National MRC and Successes of COVID-19 Response

COVID RESPONSE:

84% of units supported COVID-19 response or mitigation efforts in 2020.



GO Health VALOR MRC and Successes of COVID-19 RESPONSE



435

Volunteers, contractual staff, and county staff supported GO Health



Our volunteers contributed

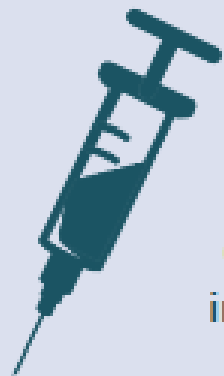


7878
hours



saving

\$244,719



At our clinics we administered over

34,677

COVID-19 vaccine doses including Moderna, Pfizer, and Janssen

We also administered over

7,810

rapid COVID-19 tests



Volunteerism: The Barriers

- ▶ Easy to recruit volunteers during times of national crisis, but very difficult to maintain engagement (i.e., long-term commitments)
- ▶ Training, experience, and maintenance often required to be useful while volunteering
- ▶ Lack of consistent events to keep volunteer interest
- ▶ Increasing economic pressures to not work without pay
- ▶ Time constraints
- ▶ Sometimes need to overcome stigma of being a volunteer within a workplace
- ▶ High potential for “volunteer opportunity/request fatigue”





**Thank you
for joining
our panel**



Discussion Questions???

(For any or all panelists)



Contact Information:



GENESEEE COUNTY

3837 West Main Street Road, Batavia, NY 14020

PHONE: (585) 344-2580 x5555 | Open Monday – Friday, 8:00am – 4:30pm

After Hours Emergency:

PHONE: (585) 343-5000 or 911 | Fax: (585) 344-4713

EMAIL: health@co.genesee.ny.us



ORLEANS COUNTY

14016 State Route 31, Suite 101, Albion, NY 14411

PHONE: (585)-589-3278 | Open Monday – Friday, 8:00am – 4:00pm

After Hours Emergency:

PHONE: (585) 589-5527 or 911 | Fax: (585)589-2873

EMAIL: OCPublicHealth@orleanscountyny.gov



David Bell

- ▶ Office Phone: (585) 589-3251
- ▶ Email: David.Bell@orleanscountyny.gov

Jennifer Rowan

- ▶ Office Phone: (585) 344-2580 ext. 5528
- ▶ Email: Jennifer.Rowan@co.genesee.ny.us

GOHealthNY.org