

Norfolk County-8 Coalition MRC

MA Responds FAQ



To our valued NC-8 MRC volunteers,

Please find below answers to commonly asked questions about joining MA Responds. Additionally, following the FAQ, there are instructions for how to enroll in the system.

If you have further questions please do not hesitate to reach out to Karen Contador, NC-8's MRC Coordinator, at kcontador@bmestrategies.com.

Many thanks, and we look forward to continuing our partnership with you!

Can I specify that I want to volunteer in my own community or outside my community?

Yes. Within your profile on MA Responds you can select the area you are willing to travel to: local, in state, out of state. When events come up they will be shared by your unit leader with all eligible volunteers, though you are never required to volunteer for a particular event. Once you register at <https://maresponds.org>, your local volunteer program will receive your information. You can also contact your local public health agency to find out who is coordinating Massachusetts volunteer efforts in your area.

How far would I have to travel?

When you register, you will have the opportunity to indicate your willingness to travel. You will be asked if you are willing to volunteer locally, within the state, or even outside the state. These preferences will be considered when deployment decisions are being reached. Specific information about the distance you would have to travel will be provided when the request is sent out.

What kinds of local programs will I be able to work with? Do I have a choice as to what types of programs I can participate in?

When you register for MA Responds you may choose from a list of participating programs to volunteer with. As we add more volunteer programs to the MA Responds volunteer management system, more choices will become available. Also, you may choose to volunteer with other programs in your area. Check with local public health, emergency management, and private agencies in your area to see what opportunities are available.

How many people will you need during an incident?

The number of volunteers needed vary depending on the event and the needs of the community. There is also the chance that a number of volunteers will have conflicts at the time they are requested to help that prevent them from volunteering. We would like to register a large number of volunteers in the volunteer management system so each community will have enough when the need arises.

Norfolk County-8 Coalition MRC

MA Responds FAQ



How will I be notified that my services are required?

The MA Responds system may contact you via phone, email, text message or fax. When you register with the volunteer management system you will enter information on the best way to contact you. If a deployment is required, this is the information that the volunteer management system will use to contact you. Therefore, please be sure that the information you give is accurate and up-to-date. Any time you have any change in that information, please log on and update the information.

How much personal information do I have to share with MA Responds?

You will be asked to provide details about your contact information and personal information required for background checks. You will also be asked to provide licensing information, if appropriate. You may choose not to provide some information, but if you do so, the extent of your volunteer participation may be limited. You will also be asked some general questions about your skills, training, and prior commitments that may determine your suitability to volunteer during a particular event.

How do I have my MA Criminal Offender Record Information (CORI) Acknowledgement Form verified before submitting it for processing my background checks?

You must have your photo identification verified and CORI Acknowledgement Form signed indicating photo verification by your local program administrator or by a notary public before sending it in for processing. If you have selected the “State Unaffiliated Volunteers” as your only organization please have your photo identification verified and CORI Acknowledgement Form signed by a notary public. Due to MA CORI regulations, criminal offender record information may not be shared among entities certified to have access to CORIs. For more information, please visit mass.gov. If you have questions, please email maresponds@state.ma.us or phone 617.624.5193.

How often should I update my information?

We request that you update your information any time you have a change in status. In addition, we recommend that you check your profile and update as needed every 6 months. Licensure information must be kept up to date or your volunteer participation may be limited.

Who will have access to my personal data?

You, your local volunteer program administrator and specified staff at the Emergency Preparedness Bureau at DPH will have access to the data you provide to the volunteer management system. Anyone with access to the data will be trained in proper security and privacy procedures. Your information will be contained within a central, secure database administered by local volunteer groups and DPH. Your information will ONLY be used to engage

Norfolk County-8 Coalition MRC

MA Responds FAQ



you in activities related to your local volunteer program or MA Responds, including recruitment for participation in a drill or exercise, to provide you with program information or to request your assistance at the time of a public health event. DPH will not sell or otherwise provide information to anyone else without your consent.

Step 1. Arrive at MA Responds' home page and click "Register Now".

<https://www.maresponds.org/index.php>

MA Responds Ready-Set-Respond

Welcome to MA Responds, the online registration system for public health, health care, and emergency response volunteers.

If you would like to be a volunteer responder during a Massachusetts health-related emergency or event, you have come to the right place!

MA Responds needs volunteers of all skill levels and backgrounds from both medical and non-medical professions. If you are a licensed or certified health care provider, a public health professional, a retiree, or are an individual with an interest in helping the community, we invite you to [complete the secure, online registration process](#).

Ready to volunteer for MA Responds? Please click on the [Register Now](#) button to begin.

[Register Now >>](#)

MA Responds is administered by the Commonwealth of Massachusetts Department of Public Health and is a partnership that integrates local, regional, and statewide volunteer resources to identify, credential, train, and mobilize volunteers during a health-related emergency or event.

Participating Organizations

SMART

Step 2. Find NC-8 in the "Add Organizations Region Map" by clicking on the orange plus sign.

Organizations

Organizations represent official groups that you have affiliation with as a MA Responds user. C

* [Add Organizations Region Map](#)

Organization Selection

- COVID-19 Response Team
- MRC
 - Region 1 - Western MA
 - Region 2 - Central MA
 - Region 3 - Northeastern MA
 - Region 4A - Metrowest
 - Region 4B - Greater Boston
 - Region 4C - Boston
 - Region 5 - Southeastern MA
- State of Massachusetts Animal Response Team(SMART)


Norfolk County-8 Coalition MRC

MA Responds FAQ



Step 3. Once you select NC-8, you will be directed to the account information page to create a username and password, agree to the terms of service and privacy policy, input your name and address, select contact method, occupation information, driver's license endorsements, and registration feedback. Following completion of this page, a pop-up box will appear asking for authorization to perform the necessary background checks.

Account Information

 Creating an account is the first step in the MA Responds registration process. You will use your account username and password.

* Username:

The username must be at least six (6) characters long and cannot contain spaces. Acceptable characters include alphanumeric (A-Z, 0-9) and the symbols @, ., -, and _ . Usernames are not case sensitive.

* Password:

* Confirm Password:


* Secret Question:


* Secret Answer:

Step 4. After completing the initial registration, you will be directed to your individualized "home page". Please continue to complete your profile. When completing your profile, you will be able to elect your deployment preferences.

Home **My Profile** Missions Messages Organizations

Home



Your profile is:
 50 % Complete

Other
Account Status: **Active**
[Edit Account Status](#)

Organizations:

Last Logged In:
7/14/2020

Announcements

IMPORTANT BACKGROUND CHECK INFORMATION - [Click Here](#)

Updates

You don't have any updates.

Recent Messages

You don't have any messages.

Norfolk County-8 Coalition MRC

MA Responds FAQ



Home My Profile Missions Messages Organizations

Summary Identity Deployment Prefs Contact Occupations Training Skills & Ce

Summary

50 % Complete

In order to make you eligible for potential deployments, all profile information must be complete. Please take the time

- ✔ **Identity (complete)**
Your name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
- ✘ **Deployment Preferences (incomplete - required fields missing)**
Your availability for deployments, activity preferences for deployments, and existing emergency response commitments.
- ✘ **Contact (incomplete - required fields missing)**
Your contact information and emergency contacts for use during a deployment.
- ✘ **Occupations (incomplete - must complete occupations)**
Your professional experience.
 - ⚠ **Other (needs attention - page not visited)**
Credentials are the formal qualifications you possess and are verified by the system.
- ✘ **Training (incomplete - page not visited)**
Your completed training courses.
- ✘ **Skills and Certifications (incomplete - page not visited)**
Your expertise to be considered for deployment eligibility and prior deployment history.
- ✔ **Background Check (complete)**
Your background check may affect deployment eligibility.

Step 5. Once you complete your profile, please head over to the “Background Check”

Home My Profile Missions Messages Organizations

Summary Identity Deployment Prefs Contact Occupations Training Skills & Certifications **Background Check** Settings

Summary

100 % Complete

- ✔ **Identity (complete)**
Your name, current address, physical characteristics, and ability to operate a licensed motor vehicle.
- ✔ **Deployment Preferences (complete)**
Your availability for deployments, activity preferences for deployments, and existing emergency response commitments.
- ✔ **Contact (complete)**
Your contact information and emergency contacts for use during a deployment.
- ✔ **Occupations (complete)**
Your professional experience.
 - ✔ **Other (complete)**
Credentials are the formal qualifications you possess and are verified by the system.
- ✔ **Training (complete)**
Your completed training courses.
- ✔ **Skills and Certifications (complete)**
Your expertise to be considered for deployment eligibility and prior deployment history.
- ✔ **Background Check (complete)**
Your background check may affect deployment eligibility.

Norfolk County-8 Coalition MRC

MA Responds FAQ



Step 6. Since VSOS checks can be done directly through MA Responds, no further action is needed. To complete a CORI check, additional action must be taken by the volunteer. Please click on “View Details” in the CORI row.

Background Check

Check Type	Check Status	Last Updated	
CORI	Unknown		View Details
VSOS	Ready to Submit	07/14/2020	View Details

Step 7. Upon clicking “View Details” you will be brought to the following page:

MANUAL CORI ACKNOWLEDGEMENT FORM SUBMISSION

*CORIs cannot be accepted without photo ID verification. Follow all instructions:

- (1) Fill in any missing information on your MA Responds CORI Acknowledgement Form by clicking on "Edit Background Check Form" and then clicking on "Save" at the bottom of the page.
- (2) Click on "Open Pre-Populated CORI Acknowledgement Form" to access and print your MA Responds CORI Acknowledgement Form.
- (3) **Have your photo identification verified** and CORI Acknowledgement Form signed indicating photo verification by your **local program administrator** or by a **notary public** before sending it in for processing. If you have selected the "State Unaffiliated Volunteers" as your only organization please have your photo identification verified and CORI Acknowledgement Form signed by a **notary public**. If you have questions please email maresponds@state.ma.us or phone 617.624.5193.
- (4) Sign the form before returning.
- (5) Return your MA Responds CORI Acknowledgement Form to your **local program administrator** or by mail to: MA Responds, MA Department of Public Health, Office of Preparedness and Emergency Management, 250 Washington Street, Boston, MA 02108.

[Open Pre-Populated CORI Form](#) [Open Empty CORI Form](#)

If your personal details are correct, please select “Open Pre-Populated CORI Form,” print the page, and have your photo identification verified and CORI Acknowledgement Form signed indicating photo verification by your local program administrator (NC-8 MRC Coordinator, Karen Contador) or by a notary public before sending it in for processing.

Step 8. In order to be eligible for deployment, return your MA Responds CORI Acknowledgement Form to your local program administrator or

MA Responds
MA Department of Public Health
Office of Preparedness and Emergency Management
250 Washington St., Boston, MA 02108

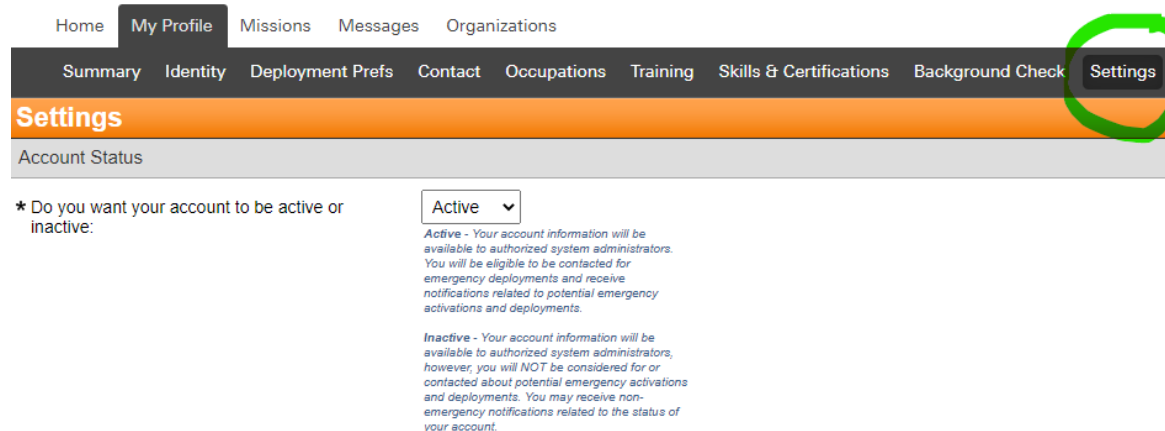
Please sign the form before returning.

Norfolk County-8 Coalition MRC

MA Responds FAQ



Step 9. If you would like to change your account status (from active to inactive), upload a photo, change your username, password, or secret question and answer, please click on the “Settings” section.



Step 10. Once your CORI has been confirmed as complete in a few weeks, your local program administrator will be in touch to confirm your enrollment in MA Responds allowing you to be eligible for activation and deployment!

If you have any questions about this process, please reach out to NC-8’s MRC Coordinator, Karen Contador, at kcontador@bmestrategies.com or maresponds@state.ma.us