

State of Kansas



Kansas System for the Early Registration of Volunteers
(K-SERV)
Standard Operating Procedures

Kansas System for the Early Registration of Volunteers (K-SERV) Standard Operating Procedures (SOPs) Overall Guide

PURPOSE: To provide an overview of the K-SERV Standard Operating Procedures and to explain the overall process of volunteer request and coordination using the ESAR-VHP system within the State of Kansas.

CONTENTS: This Standard Operating Procedures (SOP) overall guide is divided into several sections, each discussing different topics related to volunteer coordination. The sections and attachments are as follows:

- Section I: K-SERV SOP Guide
- Section II: Summary of K-SERV SOPs
- Attachment A: Volunteer Request Flow-Chart
- Attachment B: Out-of-State Volunteer Coordination Flow-Chart

I. K-SERV STANDARD OPERATING PROCEDURES GUIDE

The State of Kansas maintains an ESAR-VHP system overseen by the Center for Public Health Preparedness (CPHP) within the Kansas Department of Health and Environment (KDHE). The ESAR-VHP system (renamed as K-SERV) is a web-based database used for the registration, verification, and credentialing of volunteer health professionals. It serves to meet the registration and credentialing needs of the federally-mandated ESAR-VHP program and additional volunteer programs, such as the Medical Reserve Corps (MRC). The State of Kansas rarely directly activates the volunteers, but works with Local Volunteer Coordinators to coordinate requests. This document outlines the basics of the K-SERV SOPs. There are six overall parts to the K-SERV SOPs. They are as follows:

- Part 1:** K-SERV SOPs Overall Guide
- Part 2:** Local Volunteer Coordinator SOP
- Part 3:** Local Emergency Operations Center SOP
- Part 4:** Hospital SOP
- Part 5:** Local Health Department SOP
- Part 6:** State SOP

II. SUMMARY OF K-SERV STANDARD OPERATING PROCEDURES

The initial request process for volunteers will very much mirror the request process for other state resources (such as SNS) in that requests will go to the Local Emergency Operations Center first, where information will be provided via a "Volunteer Request Form." This form includes information on the contact person at the requesting facility (who the volunteers report to on-site), the types and numbers of volunteers needed, how long they will be needed, items they may need to bring with them, conditions they will be living/working in, etc.

Upon submitting the volunteer request to the LEOC, the LEOC would contact an agreed upon local volunteer coordinator using the contact information maintained in the LEOP. The local volunteer coordinator would be given a copy of the volunteer request form so that they can specifically fulfill the request. They would then use K-SERV (in which they will have limited administrative rights over their own affiliated volunteers) to search for volunteers to fulfill the request.

Volunteers who indicate an ability to respond will be given a situational briefing and the necessary information from the volunteer request form. The local volunteer coordinator will then compile a list of the responding volunteers (complete with identification information, verified licensure information, length of deployment, etc.) and return that to the LEOC. At that point the LEOC will provide the compiled information to the on-site contact who initially requested the volunteers.

Regular contact will be maintained between the on-site (requesting facility) contact, the LEOC and the local volunteer coordinator. The local volunteer coordinator will mark volunteers as deployed or undeployed in K-SERV as their status changes to assist in volunteer tracking.

As for the state's role - if volunteers are activated, the state volunteer coordinator(s) will receive notification through K-SERV that volunteers have been deployed in X county. The state volunteer coordinator will primarily monitor the situation as long as it is local in scope (following tiered response). When it is apparent that the situation will exhaust local volunteer resources, the state will be contacted and additional volunteer resources will be requested. At this point, a volunteer request form will be sent to the state and the state volunteer coordinator will take a more active role - activating volunteer groups from other regions in the state.

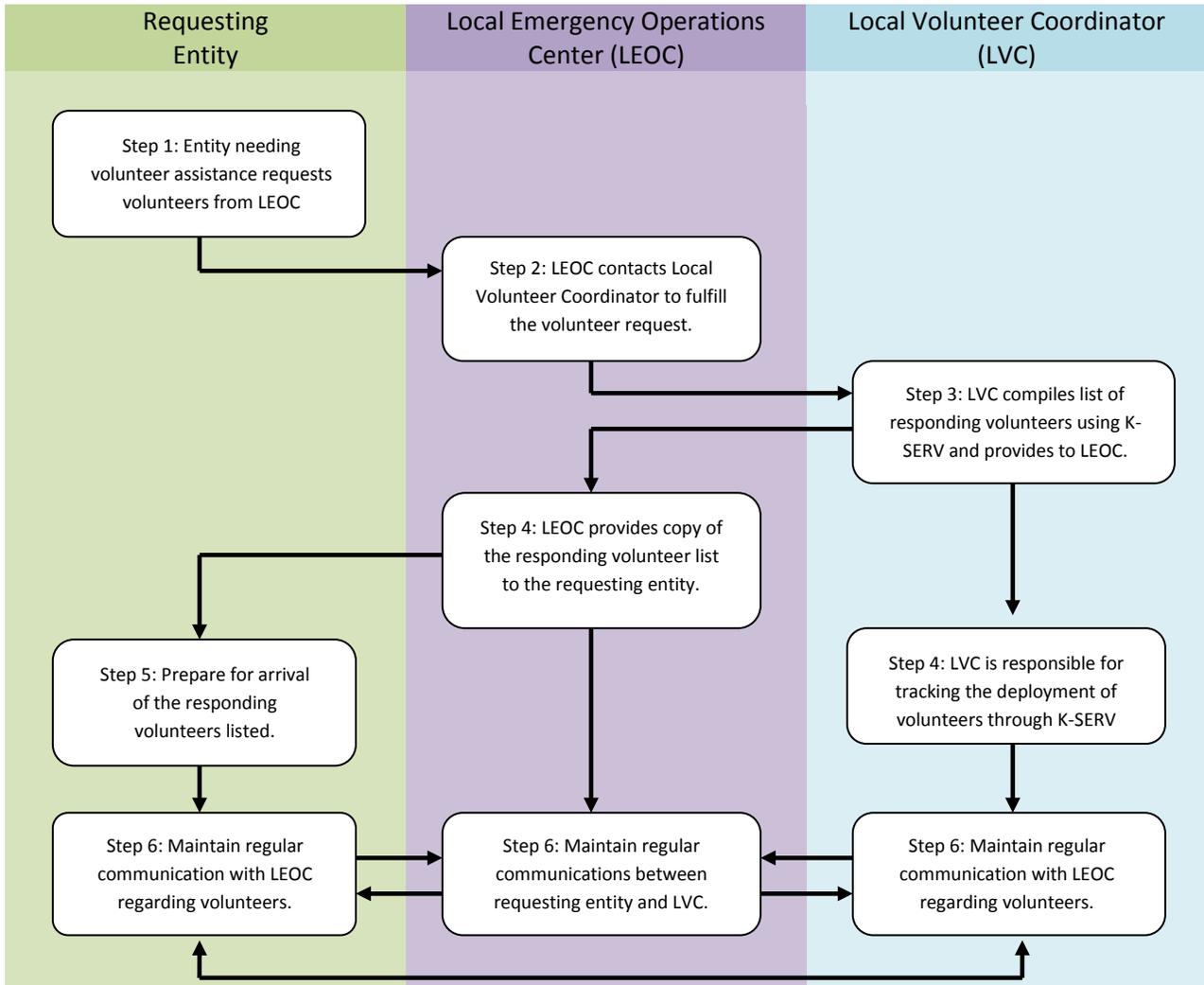
Should an incident elevate so that State of Kansas volunteers are not sufficient in covering Kansas needs, the state volunteer coordinator will request volunteers from an out-of-state ESAR-VHP registry. The state volunteer coordinator will use the Volunteer Request Form (filled out by the local requesting entity) as a guide for sending necessary information to the responding state. When deployment of out-of-state volunteers to Kansas has been confirmed, the state volunteer coordinator will be in communication with the requesting local entity about the arrival of volunteers. There will be constant communication between the local volunteer coordinator, the State of Kansas volunteer coordinator, and the responding state volunteer coordinator.

Similarly, another state may be in a position that requires aid from State of Kansas volunteers. The requesting state volunteer coordinator may be contacted to send Kansas volunteers out-of-state. The Kansas volunteer coordinator will use K-SERV to query available volunteers willing to deploy out-of-state. The Kansas volunteer coordinator will then contact the local volunteer coordinator, who will, in turn, contact volunteers to check for willingness to deploy out-of-state.

If Kansas volunteers are needed for federal deployment, a federal request for volunteer health professionals, along with relevant deployment information, will be sent to ESF-8 from the HHS Civilian Deployment Liaison (CDL). The State Volunteer Coordinator will query K-SERV and work with Local Volunteer Coordinators to identify potential volunteers. The State Volunteer Coordinator will work with Local Volunteer Coordinators and the volunteers to make the volunteers Unpaid Temporary Federal Employees (which is required for Federal deployment). The State Volunteer Coordinator is responsible for creating the incident in K-SERV and for tracking the deployment of Kansas volunteers.

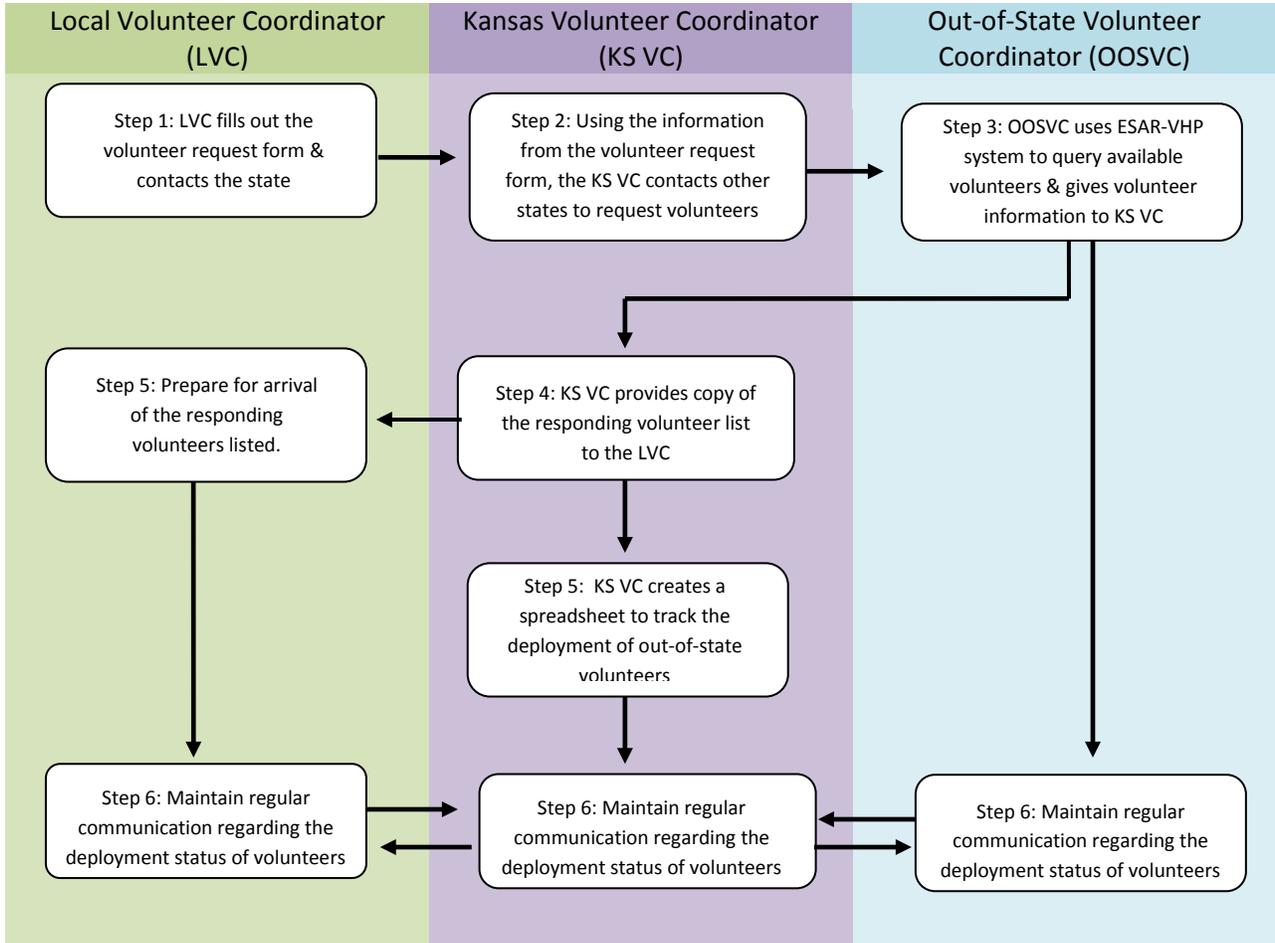
Should Kansas require federal volunteers, an Action Request Form should be submitted to the Federal Emergency Management Agency (FEMA) indicating a need for Federal medical and public health assistance.

ATTACHMENT A: VOLUNTEER REQUEST FLOW-CHART



ATTACHMENT B: OUT-OF-STATE VOLUNTEER COORDINATION

FLOW-CHART for RECEIPT OF OUT-OF-STATE VOLUNTEERS:



FLOW-CHART for DEPLOYMENT OF KANSAS VOLUNTEERS OUT-OF-STATE:

