

Illinois Helps Administrator Management Guide



Updated: November 5, 2020

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Purpose

The Illinois Helps Administrator Management Guide is intended to provide organizations in the system with the ability to effectively manage their individual portals.

Overview

What is Illinois Helps?

- Illinois Helps is a state registry of volunteers from both medical and non-medical occupations who can be activated in a disaster or public health emergency.
- This registry is based on the federal Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) standards.
- The system is not an event-based system, but rather a holistic volunteer management system that allows volunteers to pick organizations to work with.
- Medical and non-medical professionals in more than 500 occupations register themselves with Illinois Helps to make themselves available in emergencies. They complete a profile that includes their occupation, licensure, training, and skills. They choose up to 15 organizations registered in the system with which they would be willing to work.
- There are currently about 270 health care organizations in the system, including local health departments, Medical Reserve Corps, hospitals, and long-term care facilities.
- Volunteers who register in Illinois Helps are under NO OBLIGATION to respond to an event.
- Illinoishelps.net is the website specific to Illinois as owned by the vendor Juvare, who also oversees 38 state volunteer registry systems, as contracted by the Illinois Department of Public Health (IDPH).

Goals and Objectives

Illinois Helps Goals

- Establish a network to coordinate all health care facilities, health departments, and Medical Reserve Corps (MRC) units and assist them in gaining the knowledge and capabilities needed to access the Illinois Helps system.
- Enlist health care institutions, local health departments, and MRC units to continue to recruit and to retain volunteers in order to create a robust Illinois Helps system that is ready to respond to local, regional, interstate and federal disasters, public health emergencies, and community public health events.
- Develop and implement notification tests, drills, and exercises that will assess the ability of Illinois Helps administrators to simultaneously access the system during full-scale events. Additional testing of the system will be communicated on an ongoing basis.
- Provide best practices in training to enhance user capabilities.

- Apply ESAR-VHP emergency credentialing standards to registered volunteers.
- Allow for the verification of the identity, credentials, qualifications, and criminal history of registered volunteers prior to being assigned to work at an emergency or disaster site.
- Automatically notify and confirm the availability of registered health care professionals and volunteers at the beginning of an emergency/disaster event.
- Provide deployment information to responding volunteers and track/document their service from deployment through demobilization.

Types of Volunteers in System

Medical Volunteers

The Illinois Helps volunteer database will include, at a minimum, the following priority occupations and professionals, as identified in the ESAR-VHP standards. These medical occupations will also have their licensure automatically checked in the system to be verified by the Illinois Department of Financial and Professional Regulation (IDFPR). This list is accurate as of September 15, 2020.

Athletic Trainer	Optometrist
Audiologist	Orthotist or Prosthetist
Audiologist Assistant	Perfusionist
Certified Massage Technician	Pharmacist
Chiropractor	Pharmacy Aide
Clinical Nurse Specialist	Pharmacy Technician
Counselor, Genetic	Physical Therapist
Counselor, Marriage and Family Child	Physician
Counselor, Mental Health	Physician Assistant
Counselor, Nutrition	
Counselor, Rehabilitation	Podiatrist
Counselor, Substance Abuse and Behavioral Disorder	Psychiatric/Mental Health Nurse
Dental Assistant	Psychologist
Dental Hygienist	Public Health Nurse
Dentist	Registered Nurse
Dietitian	Respiratory Therapist
Environmental Health Inspector / Regulator	Respiratory Therapy Technician
Licensed Practical Nurse	Sex Offender Therapist, Associate
Marriage & Family Therapist	Sex Offender Therapist, Clinical
Massage Therapist	Social Worker
Medical Equipment Preparer	Social Worker, Associate Clinical
Nurse Anesthetist	Social Worker, Clinical
Nurse Midwife FN	Social Worker, Mental Health and Substance Abuse
Nurse Practitioner	Social Worker, Public Health
Nurse Practitioner FN	Speech Language Pathologist
Nursing Home Administrator	Speech Language Pathologist Assistant
Occupational Therapist	Surgical Technologist
Occupational Therapist Aide	Veterinarian
Occupational Therapist Assistant	Veterinary Technologist / Technician

There are other licensed occupations in the system that do not have their licensure automatically checked, such as certified nurse assistants (CNA), but they can be checked with IDPH databases (<https://ilesonline.idfpr.illinois.gov/DFPR/Lookup/LicenseLookup.aspx>). The Illinois Helps team is continually looking to add more medical occupations to the system for automatic licensure checks. Manual checks on licenses can always be conducted by the organization receiving the volunteer.

Non-medical Volunteers

In addition to licensed health care volunteers, Illinois Helps will also accept volunteers with various other desirable skills and experience. For example, volunteers who are not able to provide direct patient care may be called upon to assist with mass immunization centers, participate in emergency preparedness exercises, assist at community health fairs, support sheltering operations, or provide administrative services critical to a quick and effective response during an emergency.

Non-medical volunteers from the following occupational groups (but not limited to) are encouraged to register with Illinois Helps.

Types of Non-Medical Volunteers

Administration/Management	Agriculture
Armed Forces/Military	Aviation
Banking and Finance	CDL License
Communications (Amateur Radio)	Computer Specialist
Construction	Education (K-12/College/University)
Facility Support or Management	Firefighter
Food Service	Government Services
Insurance	Interpretive Services
Language Services	Law Enforcement
Logistics	Manufacturing
Media/Advertising/Public Relations	Mortuary Services
News	Non-Profit
Pharmaceuticals	Publication
Restaurant/Catering	Retired (please list former occupation)
Sales - Wholesale	Sales- Retail
Sciences (Earth)	Sciences (Life)
Sciences (Physics)	Security
Student	Translators
Transportation (bus driver, taxi driver)	Warehouse Services/Support

Credentialing Policy and Levels

This section describes the required ESAR-VHP emergency credentialing standards that have been incorporated into Illinois Helps.

Overview of Emergency Credentialing Standards

Illinois Helps adheres to the standards established by the federal ESAR-VHP program. Emergency credentialing standards will be continually updated, revised, and expanded as per the federal ESAR-VHP oversight agency.

Illinois Helps classifies each health care and non-medical volunteer in accordance with federal emergency credentialing standards. Juvare, the system vendor for Illinois Helps, ensures volunteer credentialing within the system is fully and automatically compliant with federal ESAR-VHP guidelines.

This credentialing status is important because an individual organization and administrator knowing an individual's credentialing level may aid in deciding what type of mission is appropriate for that volunteer. Administrators may query the organization's volunteer pool based on these standards as a result.

ESAR-VHP Health Care Volunteer Emergency Credentialing Standards

Emergency credentialing standards establish common personnel resource definitions that assist in the efficient ordering and dispatching of personnel during an incident and ensures that requesting authorities receive the personnel needed during an emergency or disaster. A limited set of basic credentials is utilized under the emergency credentialing standards. Additionally, Illinois Helps collects a limited amount of information, such as whether volunteers have the appropriate disaster preparedness training or specialized professional experience. This information is used to help determine the volunteer's ability to provide health services in a disaster or public health emergency. Each volunteer registered in Illinois Helps will be classified according to emergency credentialing levels (ECL) in accordance with ESAR-VHP emergency credentialing standards.

ESAR-VHP Credential Level 1

Credential Level 1 designates hospital qualified health care professionals currently employed at a hospital. Hospital qualified health professionals are distinguished from other health care professionals by the rigorous and constant review of credentials and performance. The standards for assignment to Credential Level 1 were developed in consultation with the hospital industry and reflect the level of review hospitals would require before accepting a volunteer into their facility. Assignment to Credential Level 1 requires confirmation that the volunteer is actively employed in a hospital or has hospital privileges.

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meet other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 2

Credential Level 2 indicates highly qualified individuals who may deliver services in a wide variety of settings, such as clinics, nursing homes, and shelters. Typically, these health care professionals possess the credentials and qualifications of a Credential Level 1 health professional, except that they are not employed in a hospital nor have hospital privileges. Assignment to Credential Level 2 requires confirmation that the volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, or nursing home).

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meet other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 3

Credential Level 3 classifies individuals who meet the basic qualifications necessary to practice in the state in which they are registered. Assignment to Credential Level 3 usually requires verification of a volunteer's license or a certification. Where state law does not govern the practice of a particular profession, Illinois Helps has identified requirements deemed usual and customary for employment in such professions, which must also be verified.

Implicit in this requirement is the ability to practice in a full and unrestricted manner within the state and meet other occupational specific qualifications identified in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions: System Development Tools (June 2007).

ESAR-VHP Credential Level 4

Credential Level 4 classifies individuals who have health care experience or education in an area that would be useful in providing basic health care not controlled by a state's scope of practice laws and otherwise assist clinicians. Assignment to Credential Level 4 requires that the volunteer possess verified documentation of health care education or experience. This classification may include, but is not limited to, health care students or retired health care professionals who no longer hold a license.

Implicit in this requirement is the ability provide basic health care, as outlined in the ESAR-VHP Interim Technical and Policy Guidelines, Standards, and Definitions: System Development Tools (June 2007).

No ESAR-VHP Credential Level

Illinois Helps designates an additional fifth category, not specified by federal guidelines, that classifies individuals who do not have clinical health care experience or education in an area that would be useful in providing basic health care not controlled by a state's scope of practice laws and to otherwise assist clinicians. However, these individuals, known as non-medical volunteers, may possess a wide range of skills and experience that are essential during an emergency response.

Non-medical volunteers will be classified in this fifth category without a federal credentialing level designation. These volunteers may be called upon to assist with mass immunization centers, participate in emergency preparedness exercises, assist at community health fairs, support sheltering operations, and provide other administrative services that are critical to an efficient and effective response during an emergency, disaster, or public health emergency.

Assignment to this category is not as stringent as the ESAR-VHP credential levels. Prior to being deployed as a non-medical volunteer, a background check should be

conducted and additional information on available skills, training, and willingness to serve will be obtained from such volunteers. 'No ECL' is a designation exclusively in Illinois Helps for categorizing non-medical volunteers and is not an ESAR- VHP requirement.

System Roles

Illinois Helps Volunteer Registration

To register with Illinois Helps, volunteers will be asked to enter information regarding professional license(s) (if applicable), contact information, and other relevant background information. Once registration is complete, the volunteer's professional licenses, credentials, and background information will be validated by an *Illinois Helps* representative or organization administrator.

Additionally, ESAR-VHP requires volunteers at all credential levels to be checked against the *Office of Inspector General's List of Excluded Individuals/Entities* (LEIE) database (<http://oig.hhs.gov/>). Any individual whose name appears on the list of excluded individuals/entities will be excluded from volunteering with Illinois Helps. Volunteer information will only be viewed by authorized Illinois Helps representatives.

Prior to beginning the Illinois Helps registration process, volunteers should have their credentials, professional license, and all other necessary personal information available to reference during the application process. If these documents are not immediately available, the volunteer may still begin the application process, but they will need to save the application and return to the Illinois Helps website to enter this information once it becomes available. Having these documents ready prior to beginning the Illinois Helps application will speed up the registration process. Registration should take around 30-45 minutes with the necessary documents. Information can be saved should a volunteer need to return to the site at a later time to register.

Each individual registering with Illinois Helps is required to read and to accept the Illinois Helps Registry for Health Care Professionals Terms and Conditions, which is available online during the registration process.

By accepting the Illinois Helps Registry for Health Care Professionals Terms and Conditions, volunteers agree they are solely responsible for the information provided on the application. Volunteers agree to provide complete, accurate, and non-misleading information in all areas of the Illinois Helps website and update such information to maintain its accuracy and completeness. Volunteers may update their profile by visiting the Illinois Helps website, www.illinoishelps.net. Volunteers are requested to review registration information periodically. Every three months is ideal.

There is a separate Illinois Helps *Volunteer Guide* to assist volunteers with registering in the system.

Note: Volunteers who register in Illinois Helps are under NO OBLIGATION to respond to an event.

Illinois Helps System Organization Registration

As of September 15, 2020, there are more than 270 health care organizations in the Illinois Helps system. They include local health departments, Medical Reserve Corps, hospitals, and long-term care facilities, among other organizations. These organizations must operate under the tenets of this manual and, in the future, may need to have written agreements with IDPH regarding system usage. Any health care organization can join the system to be available to receive volunteers.

If your organization is NOT currently a registered organization in the system with a identified administrator, contact illinois.helps@illinois.gov to initiate the process of adding your organization to the list. The type of information needed includes:

NAME OF ORGANIZATION	Type of Organization: Long-term care facility, rehabilitation facility, dialysis clinic, etc.	Address including county	Name of administrator(s)	E-mail address

Local health departments and Medical Reserve Corps are required to participate in the Illinois Helps system and must maintain administrators for their individual portals. All other organizations may deactivate their portal in the system if they no longer wish to utilize volunteers. Administrators of the organization should contact illinois.helps@illinois.gov to begin this process.

Illinois Helps System Administrator Registration

- Each organization must identify representatives (a primary and secondary designee) who will be provided access to Illinois Helps and act as local administrator for the organization.
- After registering at www.illinoishelps.net first as a volunteer, prospective administrators must email illinois.helps@illinois.gov with a request to become an administrator for an organization. The system administrator will process the request and notify the requestor via email when complete.
- Local administrators will be responsible for the management of volunteers affiliated with their organizations, as well as managing live events and communications when applicable.
- Once volunteers have accepted the Illinois Helps Registry for Health Care Professionals *Terms and Conditions* and completed registration, the organization's local administrator selected for membership is notified a volunteer is pending membership for their organization. Administrators must log onto the system, perform necessary checks and verifications, and accept the volunteer into the organization. Once accepted, the volunteer is notified via email.
- Local receiving volunteers will verify credentials prior to deployment and accurately deploy volunteers according to the clinical knowledge indicated by their professional education and/or experience listed in their volunteer profile.
- Local administrators should update their contact information in the system every three months and contact illinois.helps@illinois.gov immediately if there are changes in the primary or secondary local administrators.

See Appendix A: How to Be an Illinois Helps Administrator for details regarding actions in the system.

Response to an Emergency Activation

Requesting Illinois Helps Volunteer Assistance Within Organization

During a medical surge, internal infrastructural incidents (e.g., water loss/damages, heat loss), or regional disasters (e.g., flooding, tornado, or manmade events), health care facilities will be required to provide care.

The purpose of each organization having its own portal in the Illinois Helps system is to allow them to directly work with an interested pool of volunteers. All preparedness and response functions should be done first within your own organization or area.

Requesting Illinois Helps Volunteer Assistance Once Local Resources Are Exhausted

The following protocol must be followed in order to receive assistance through Illinois Helps once local volunteer resources have been exhausted.

Within City of Chicago

All Requesting Organizations

- Requesting health care facilities, local health departments, and Medical Reserve Corps administrators will request volunteers following the Resource Request Process via one the following two steps. If unable to complete this step, continue to the next step.
 1. Submit a pdf 213RR form via email to CDPHPHEOC@cityofchicago.org
 2. Submit request to CDPH PHEOC via fax (312-742-3580)

Outside City of Chicago

Note this process is specific to COVID-19 response.

- The State created a special organization in the system for state-level missions called Statewide COVID-19 Responders.
- The State can also provide technical support in getting local organizations volunteers from this group.
- The resources could be accessed from the State after local resources are exhausted. Coordination with LHD will be necessary.
- Those volunteers in the state group that will be queried have had their credentials checked but not necessarily been background checked.

See Appendix B: Illinois Helps State Request COVID-19 Staffing Request Process for additional

details.

Security and Privacy

Juvaré is the vendor that developed and maintains the Illinois Helps System.

Juvaré provides a documented and detailed description of the security of the Illinois Helps System. Included in the documents are explanations of the basic security system, physical system, back-up and security of the system source code/applications, backup and security of the data bases, emergency and incident response for restoration of services, contingency for continued operations without access to the system, best practices security, and performance.

Glossary for Illinois Helps Database

Account Status:	This indicates a volunteer's status within an organization in the system.
Pending/ Researching:	Organization administrator is processing volunteer's application; applicants waiting to be processed.
Accepted:	Volunteers who are active members of an organization.
Rejected:	Volunteers who are not accepted into membership by the organization. Contact the organization for specific details.
Inactive Volunteer:	Volunteers who are temporarily unable to participate in any emergency response or drill.
Advanced Search:	A tool that allows HD/MRC administrators to search their databases. Administrators can also search for volunteers based on many criteria, such as taxonomy type, record status, questions, and other criteria.
Amateur Radio Operators:	An FCC license is required to operate a HAM Radio.
Certification:	Formal documentation that shows an applicant has successfully completed the education, training, and experience needed to specialize in a certain area of health care. The terms <i>registration</i> and <i>certification</i> are sometimes synonymous; both often require education, training, and passing an examination. Registration or certification is sometimes a prerequisite for taking a state licensure examination, or sometimes accepted in lieu of taking a licensure examination.
CDL:	Commercial Driver's License
Credential:	License, diploma, or other documented evidence of, or testimony to, a person's education, training, or other abilities.
Credential Level:	1 of 5 categories in which volunteers are assigned based on the number of credentials and other qualifications that can be verified. Each level helps identify how volunteers might best be used.
Database:	Collection of data stored in an electronic system that can be arranged, displayed, and printed in various forms without affecting data integrity
Deployment:	Activation of volunteers due to an event or drill.
Disaster:	As referenced in the Homeland Security Act of 2002, includes natural disasters and severe fires, floods, and explosions, regardless of cause.
EMAC Status:	The Emergency Management Assistance Compact (EMAC) is an

interstate agreement that enables entities to provide mutual assistance during times of need. EMAC is composed of 13 Articles of Agreement that have been enacted into law by each of the member states.

ESAR-VHP: Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program set forth by the Assistant Secretary for Preparedness and Response (ASPR) within the U.S. Department of Health and Human Services (HHS). It began in 2002 and is designed to allow states and local jurisdiction to establish standardized volunteer registration programs for disasters and public health emergencies.

**ESAR-VHP
Credential Levels**

- No ECL:** All volunteers without medical licensing or training are Level 5.
- Level 1:** Volunteer is actively employed at a hospital or has hospital privileges.
- Level 2:** Volunteer is clinically active in any setting other than a hospital (e.g., clinic, private practice, nursing home, etc.).
- Level 3:** Requires verification of a volunteer's license or sometimes certification to practice in the state in which they are registered.
- Level 4:** Individuals who have health care experience and/or education in an area that would be useful in aiding clinicians and/or basic health care not controlled by scope of practice laws.

Events: Illinois Helps coordinators will create an event when there is a need for volunteers. The event name will be relevant to the occurrence. Requests for volunteers could be to multiple event sites, HD/ MRCs, or hospitals.

Fire Service: Volunteer with firefighting training and experience.

Food Service: Volunteer who has background and experience in food preparation.

Housekeeping: Volunteer who will maintain sanitation and cleanliness of work area.

IMERT: Illinois Medical Emergency Response Team

Inspector General: The Office of the Inspector General (OIG) in the [U.S. Department of Justice](#) (DOJ) is a statutorily created independent entity whose mission is to detect and to deter waste, fraud, abuse, and misconduct in DOJ programs and personnel, and to promote economy and efficiency in those programs.

Just-In-Time Training: Specialized training that volunteers will receive if they arrive at an event without having already received the appropriate training through a hospital or HD/MRC. An example would be HIPPA training for nonmedical volunteers.

Help Center:	Section found on Illinois Helps web page for administrators. This is found in the upper right corner of the website once a volunteer is logged in. Current user guides, quick references, and video tutorials are available.
LHD/MRC:	Local health department/Medical Reserve Corps
Licensure:	Affirmation by a duly constituted government, usually the state, that a specific individual has met certain prescribed qualifications and is therefore recognized under law to engage in certain activities.
Logistics:	A volunteer who has experience in the planning and control of the flow of goods and materials through an organization during an emergency response.
Non-Deployable:	A volunteer who has just completed deployment and needs to be debriefed. A volunteer that has been contacted and is unable to respond would also be designated as Non-Deployable.
Organization Status:	The HD/MRC's specific status for each volunteer. This is searchable using the Advanced Search function. Examples are amateur radio operator, computer specialists, security etc.
Patient Registration:	Volunteer who will be responsible for tracking and recording patients and people in need of food, shelter, and other assistance.
PDF:	Portable document format. Any of the reports generated will be in PDF format, which cannot be altered or changed.
Primary Organization:	The primary HD/MRC chosen by the volunteer. Each volunteer may choose to be affiliated with one primary organization (health department, MRC) that manages the volunteer's record.
Privileges:	Authorization from an employer, such as a hospital, entitling licensed health care professionals, such as advanced practice registered nurses, dentists, physicians, physician assistants, etc., to provide patient care, treatment, and services at that hospital.
Responder:	Another name for a volunteer in the system.
Security:	Volunteer with police or security background.
Situational Orientation:	An impromptu explanation of a specific event, relayed to emergency responders, to help them provide an appropriate and efficient response.
Specialty Certification:	Recognition by an accepted national certifying organization of a health care professional's education, training, and skills in a specialty practice area of his or her profession.
Spontaneous Volunteer:	A volunteer who is not preregistered in Illinois Helps. This volunteer will likely need background check and licensure verification if they are a licensed health

care provider. Organizations should establish criteria for accepting or rejecting volunteers.

Taxonomy: A system used to classify health care professionals. Illinois Helps uses taxonomy codes to search for specific provider types.

Translators: Organization will identify and validate volunteer's competency to serve as a translator.

Transportation: A volunteer who has experience in transportation.

User Roles:

Data Entry: Users assigned to perform primary source verifications for spontaneous volunteers. Data entry users do not have access to pre-registered volunteer records.

Local Administrator: A local health department or Medical Reserve Corps administrator who manages volunteer records.

System Administrator: Representatives from the Illinois Department of Public Health (IDPH) or their designees who have been tasked with the administration of the Illinois Helps program.

Volunteer Designations:

Demobilized: A volunteer who is no longer actively on an assignment.

In Transit: A volunteer who is en route to assignment.

Mobilized: A volunteer who has accepted an assignment, been given instructions, directions to the site, and directions about personal protective equipment (PPE).

Off Duty: A volunteer who is on an assignment but not currently working.

On Duty: A volunteer who is on assignment and currently working on a designated job.

Volunteer Reception Center: The designated location at the site of an emergency where deployed and spontaneous volunteers will report and receive further instructions before responding to the emergency location.

Appendix A

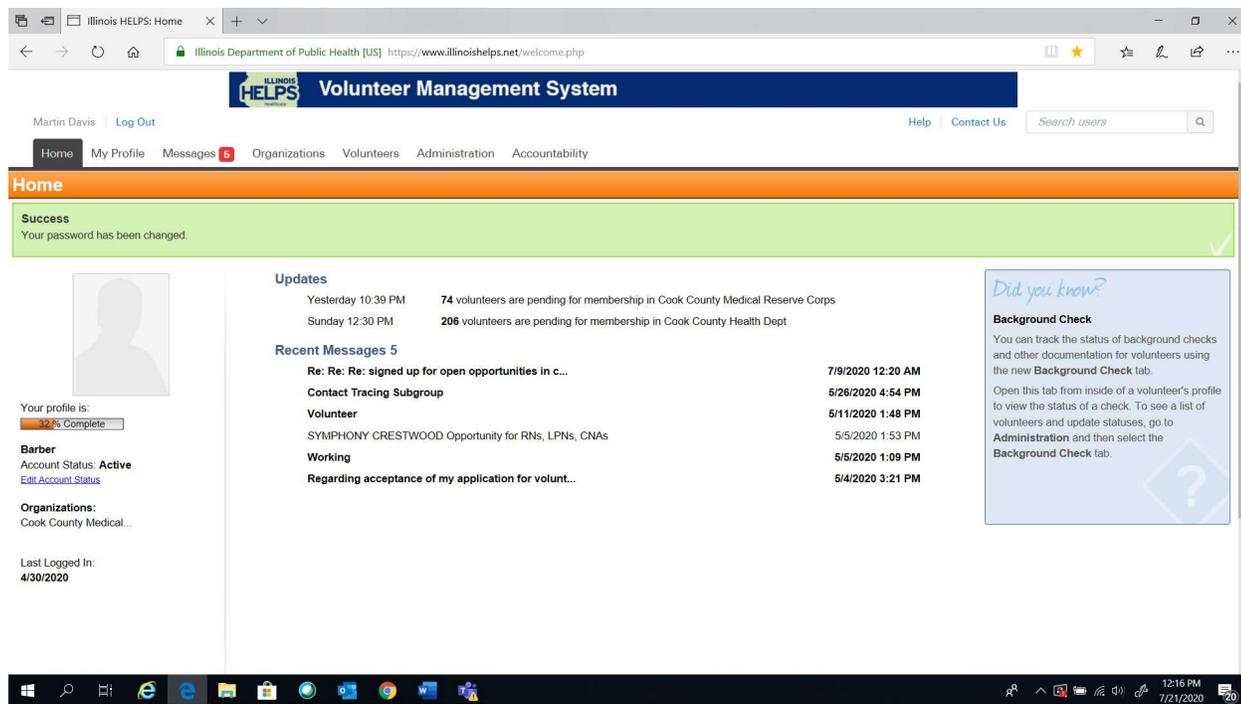
How to Be an Illinois Helps Administrator

The information below is meant to be a quick guide for Illinois Helps administrators in order to walk them through the responsibilities of being an organization administrator. There are numerous other guides on the website itself that go into detail regarding each of these functions.

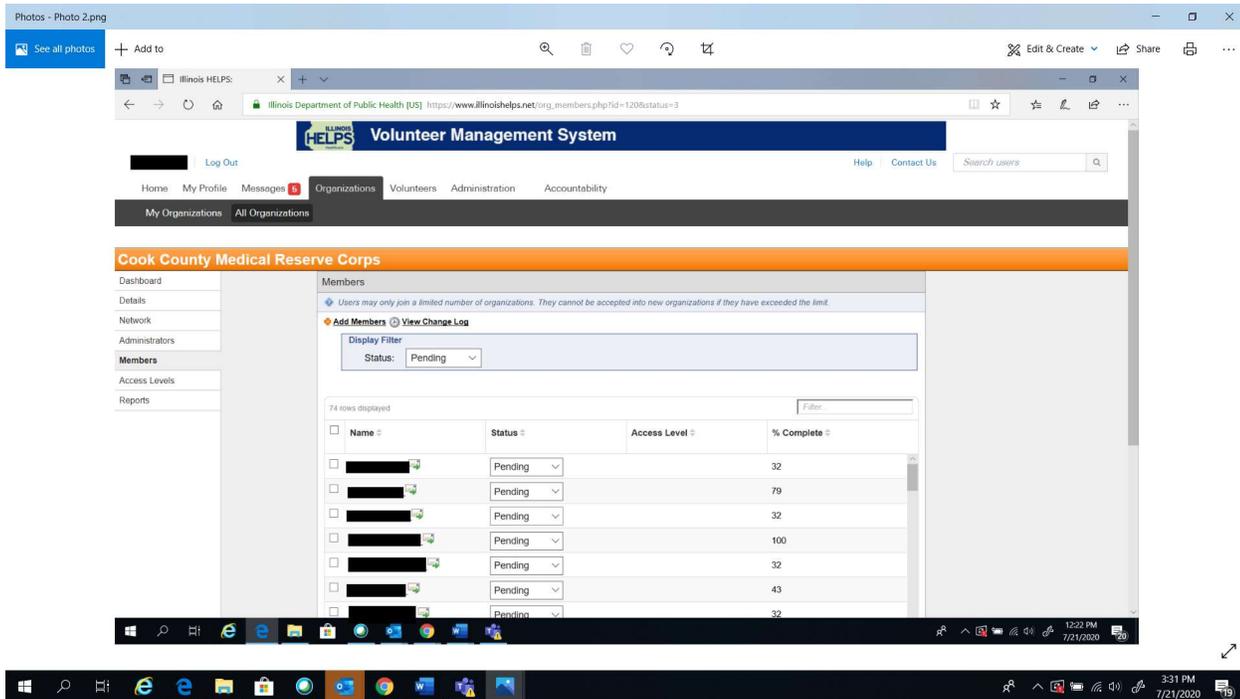
1. Processing volunteers in the organization queue.

As an administrator you have the capability to accept, reject, research, or withdraw volunteers that assign themselves to your organization. **It is important for administrators to process volunteers in a timely manner.**

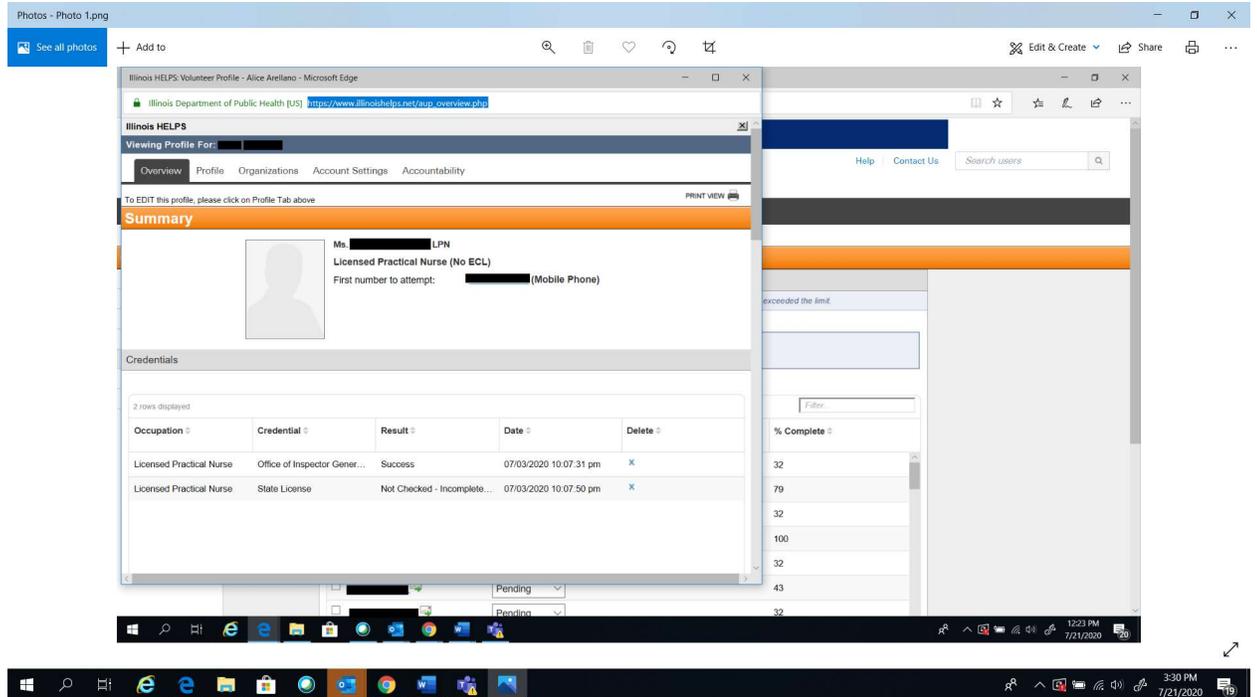
- When you log in to Illinois Helps, the first page will let you know if volunteers have chosen your organization to affiliate with. Their status will read the date and how many volunteers are pending for membership in your organization.
 - Highlight the area that displays the date and the number of volunteers and right click.



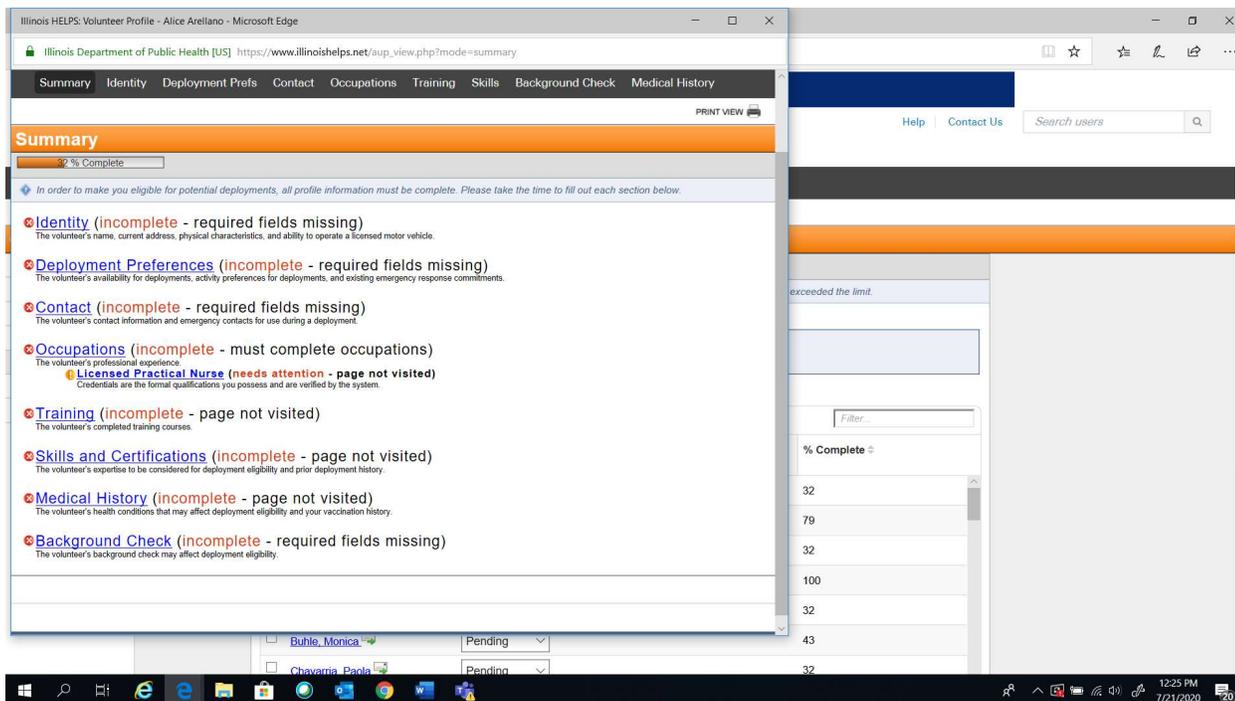
- If you have volunteers waiting for acceptance, the system will notify you via email that you have a list of pending volunteers.



- Click on a name and that pending volunteer's profile will open and provide you with the specific profile information.



- The profile will provide you with the below information:



*In order to make a volunteer eligible for potential deployments, all profile information must be complete.
A message should be sent to the potential volunteer to fill out each section within their profile.*

Click on each category listed above and review. If you would like to accept that person within your organization, click the arrow down button next to the person's name and four choices will appear (accept, reject, research, or withdraw). Choose to accept if you want to admit them or chose the selection that will fit your need.

2. Volunteer license certification and verification

As an organization administrator, you will want to verify volunteer medical credentials as it is important based on the different type of activities that your organization will want a volunteer to perform. If there are medical credentials involved, this is important since they cannot perform work outside their scope. **You would not want to deploy medical volunteers who are practicing for your organization in a volunteer capacity without checking their licenses.**

To view and manage credential verification requests, go to **Administration: Credential Verification**. The following page opens.

Home My Profile Missions Messages Organizations Documents Responders Administration Configurations Accountability

Accounts Reports Export **Credential Verification** Integrations Background Check Badging

PRINT VIEW

Credential Verification

Verification Requests Hospital Verifications Failed Verifications

Credential verification requests are created automatically when responders register with CORES Development (lab). You may create additional credential verification requests by clicking Create Verification Request. Failed verifications may be viewed and re-verified from the Failed Verifications tab.

Create Verification Request

Display Filter

Completed From: February 2015 To: February 2015 Show: My Requests

1 - 3 of 3 rows displayed

Verification Name	Created By	Date	Status
Occupation	Diering, Reed	02/05/2015 01:44:04 pm	0% <input type="radio"/>
Individual Credential Element	Diering, Reed	02/05/2015 01:43:53 pm	0% <input type="radio"/>
Occupation	Diering, Reed	02/05/2015 01:43:43 pm	0% <input type="radio"/>

From the *Credential Verification* page, you can [create a verification request](#) and [reverify failed verifications](#).

NOTE: The list of occupations with credentials that will automatically verify with the IDFPR system are currently listed beginning on page 4. All other occupations will not automatically verify within in the system. As an administrator, you will have to check outside the system based on where the credential is from. You can go back into the system and manually verify the credential within the volunteer's profile.

Use the **Display Filter** to view credential verifications within a certain time period and specify whether you want to view only requests you have initiated or all requests. Sorting the list by date displays the checks in the order the system performed them.

To reverify a responder's credentials

1. Go to **Administration: Credential Verification**.
2. Click the *Failed Verifications* tab. The following page opens.

Home My Profile Missions Messages Organizations Documents Responders Administration Configurations Accountability

Accounts Reports Export **Credential Verification** Integrations Background Check Badging

PRINT VIEW

Credential Verification

Verification Requests Hospital Verifications **Failed Verifications**

This page contains a list of all failed credential verifications. To re-verify credentials, check the appropriate failed verification(s), select the Verify Credentials action at the bottom of the page, and click Submit Action. [Verification Status List](#)

Display Filter

Completed From: February 2015 To: February 2015

1 - 8 of 9 rows displayed

Name	Discipline	Credential	Rank	Request Date	Result
Disbacoon, Cheryl	Administrative Assistant	Office of Inspector Ge...	1	2015-02-05 13:46:24	Failed
Ferrans, Mike	Administrative Assistant	Office of Inspector Ge...	1	2015-02-05 13:46:23	Failed
Ferrans, Mike	Registered Nurse	Office of Inspector Ge...	1	2015-02-05 13:46:22	Failed
Hughes, Mary	Administrative Assistant	Office of Inspector Ge...	1	2015-02-05 13:46:19	Failed
Hughes, Mary	Statistician	Office of Inspector Ge...	1	2015-02-05 13:46:20	Failed
Mihalick, Debbie	Administrative Assistant	Office of Inspector Ge...	1	2015-02-05 13:46:20	Failed
Mihalick, Debbie	Hydrologist	Office of Inspector Ge...	1	2015-02-05 13:46:21	Failed

3. Select the responders you want to reverify credentials for.
4. Select **Verify Credentials** from the **Action** drop-down list.
5. Click **Submit Action**.

***You can also review these procedures under the HELP tab after you login to Illinois Helps.*

3. Volunteer background check options

All volunteers registering in Illinois Helps should receive a criminal background check at the time of deployment by the organization deploying them. This is necessary in order to protect you as an organization and those you are serving. There are a variety of ways that organizations can conduct criminal background checks.

Should organizations in the system wish to run criminal background checks on volunteers in the Illinois Helps system, they can reach out directly to Juvare, the system vendor, for an agreement to do so at support@juvare.com. As of September 15, 2020, this cost is \$16.11 per background check and is the cost of the requesting organization, not the State. Once this agreement is executed, provide a copy to the state at illinois.helps@illinois.gov and system administrators will enable the ability for your organization to run background checks in the system. This process is called Integrated Background Checks and will only work if enabled.

To initiate [integrated background checks \(if enabled\)](#)

1. Search for the responder and open their [profile window](#).
2. Open **Profile: Background Check** to view a list of all available background checks.
3. Click the name of the appropriate background check.
4. Click the **Form** button in the header. The **Form** page appears.
5. Click **Edit Background Check Form** and complete the fields. Some fields may already contain profile information.
6. Click the **Results** button in the header.
7. Click **Submit Background Check**.

When the background check is complete, the status automatically changes so that you know whether the check passed or failed. The time it takes to complete integrated checks varies. You can still [manually change a status](#) for an integrated background check.

Note: You will **not** receive a notification when background checks are complete for your responders or when they expire. You should check the page periodically for updates.

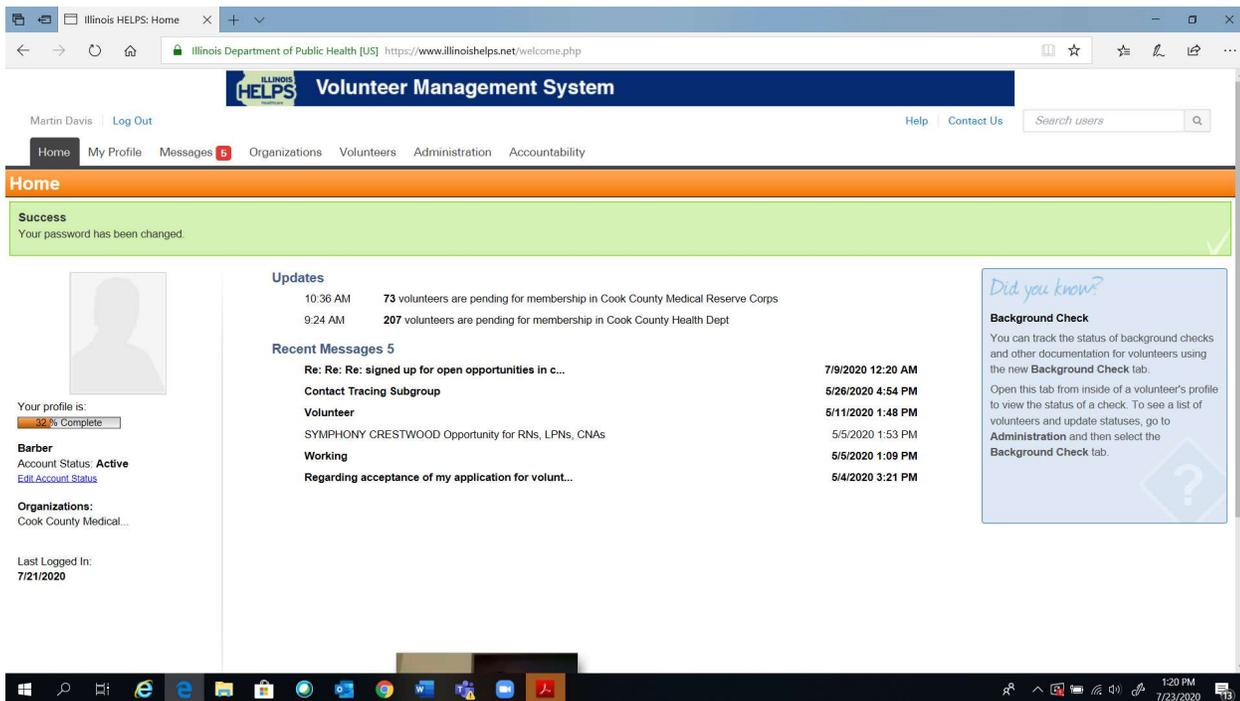
You can track the status of background checks and other documentation for volunteers using the **Background Check** tab. Open this tab from inside of a volunteer's profile to view the status of a check. To see a list of volunteers and update statuses, go to **Administration** and then select the **Background Check** tab.

Manual Background Checks

The default basic background checks, labeled **Manual Background Check** in the table, allow you to follow an internal background check process and integrate it with your system by [changing a responder's status](#) manually. This process makes the current status of the internal background check available within the system. This would basically be beneficial if your organization chooses not to use the system to run the background checks but you would like to be able to keep track of those background checks run outside of the system and associate them with a particular volunteer's profile.

4. Activating or deploying volunteers.

- Each organization manages their own portal and potential volunteers.
- The portal will be the pool of volunteers the organizations can utilize.
- Use the Illinois Helps system to query among accepted volunteers for specific opportunities based on the organization's events, whether they are training, exercises, or actual disaster response.
- Messages can be sent in the system to volunteers. The vendor has a specific guide on just messaging. You can also find these directions and other resources to help you navigate Illinois Helps. After you login as an administrator to Illinois Helps you will see the "HELP" tab on the top right side of the HOME page next to Contact Us(see picture below).



QRG_Messaging (1).pdf

As an administrator, you should provide as much information about the mission request as possible to your pool of volunteers so they can decide if they want to volunteer based on the specific information about the assignment.

5. How administrators deploy volunteers to events outside their primary organization

If there has been a request for your organization to message your volunteers for a specific deployment/mission for a response or event not sponsored by your organization, you as an organization can message your volunteers via Illinois Helps as well.

- After you send the request to the volunteers and receive responses, you should communicate with the requesting organization on how many volunteers stated that they are willing to assist.

- Administrators should then communicate with the interested volunteers and instruct them to assign themselves to the requesting organization within Illinois Helps. The requesting organization can then review their profile and decide if they want to utilize the volunteer.
- As a courtesy, you could ask the requesting organization to communicate with you if your volunteers assist them and any other details you might want to track on your volunteers.

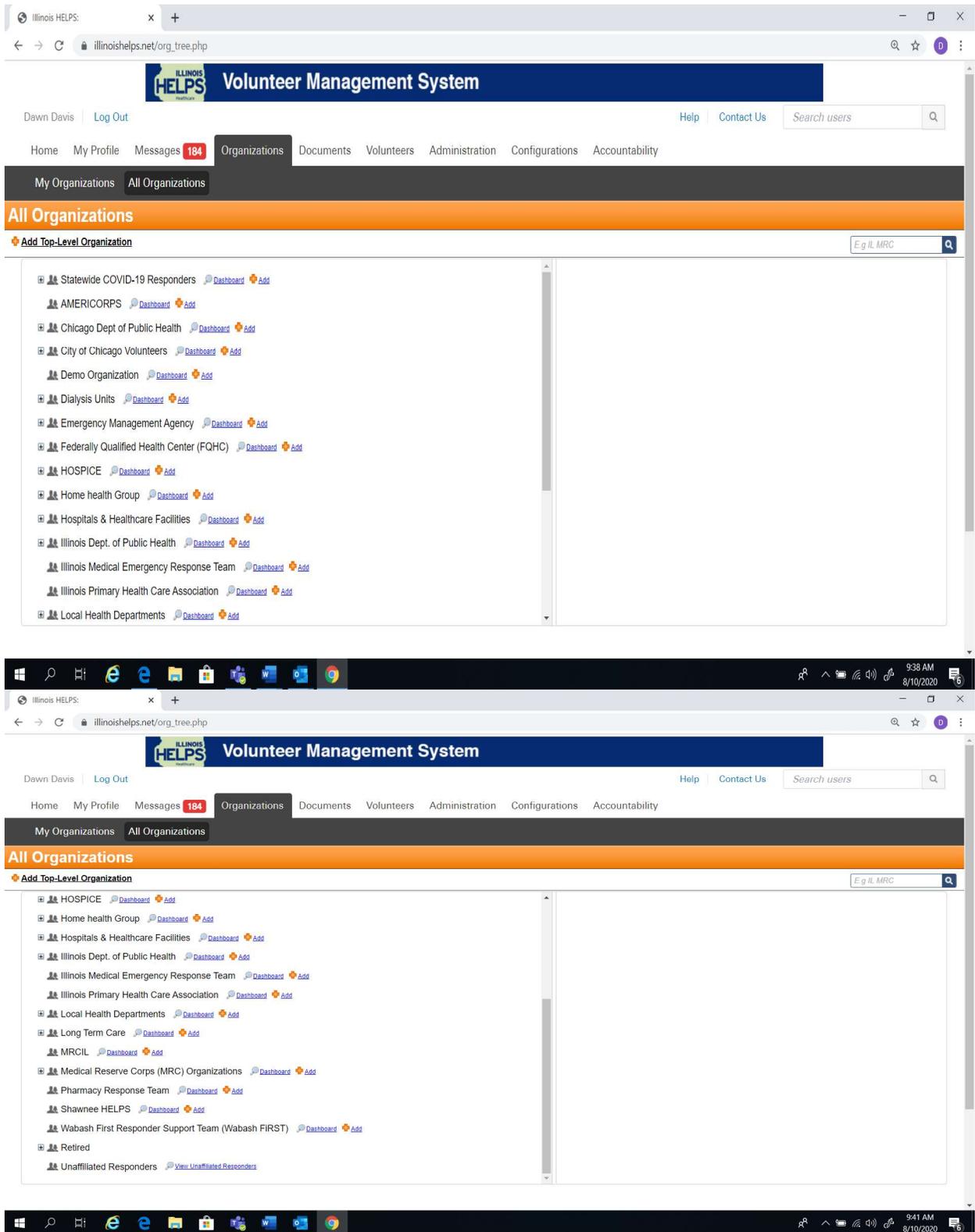
6. Other organizations in the system

Volunteers can choose up to 15 organizations in the system to work with. It is important to be aware that your volunteer can be potentially needed or used for multiple places. It is up to the individual volunteer to determine what their priority relationships are or where they wish to deploy. The information below is to give you, as an organization administrator, a better understanding of what other organizations may be in the system. As of September 15, 2020, there are about 270 organizations in the system.

Users can belong as members of multiple organizations; membership in every organization has one of the following statuses.

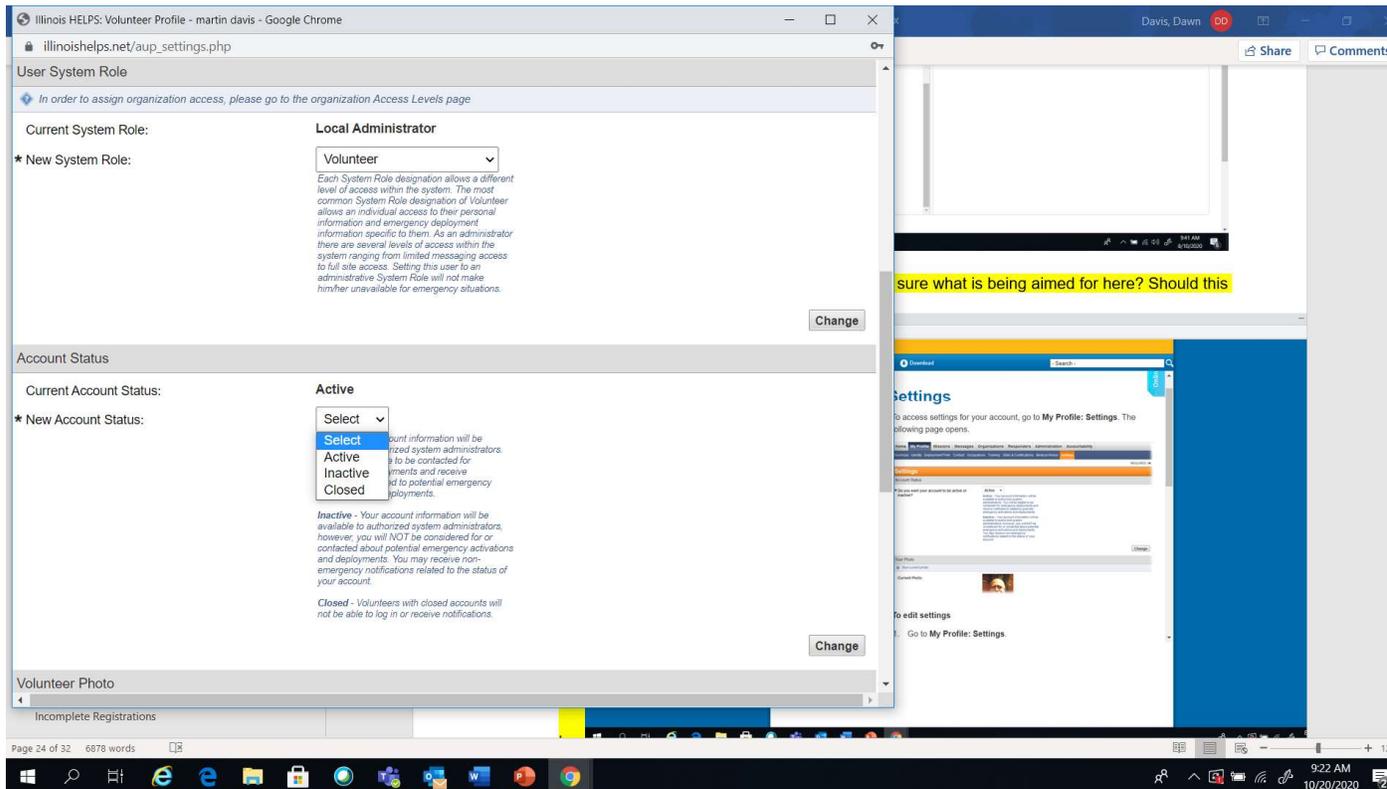
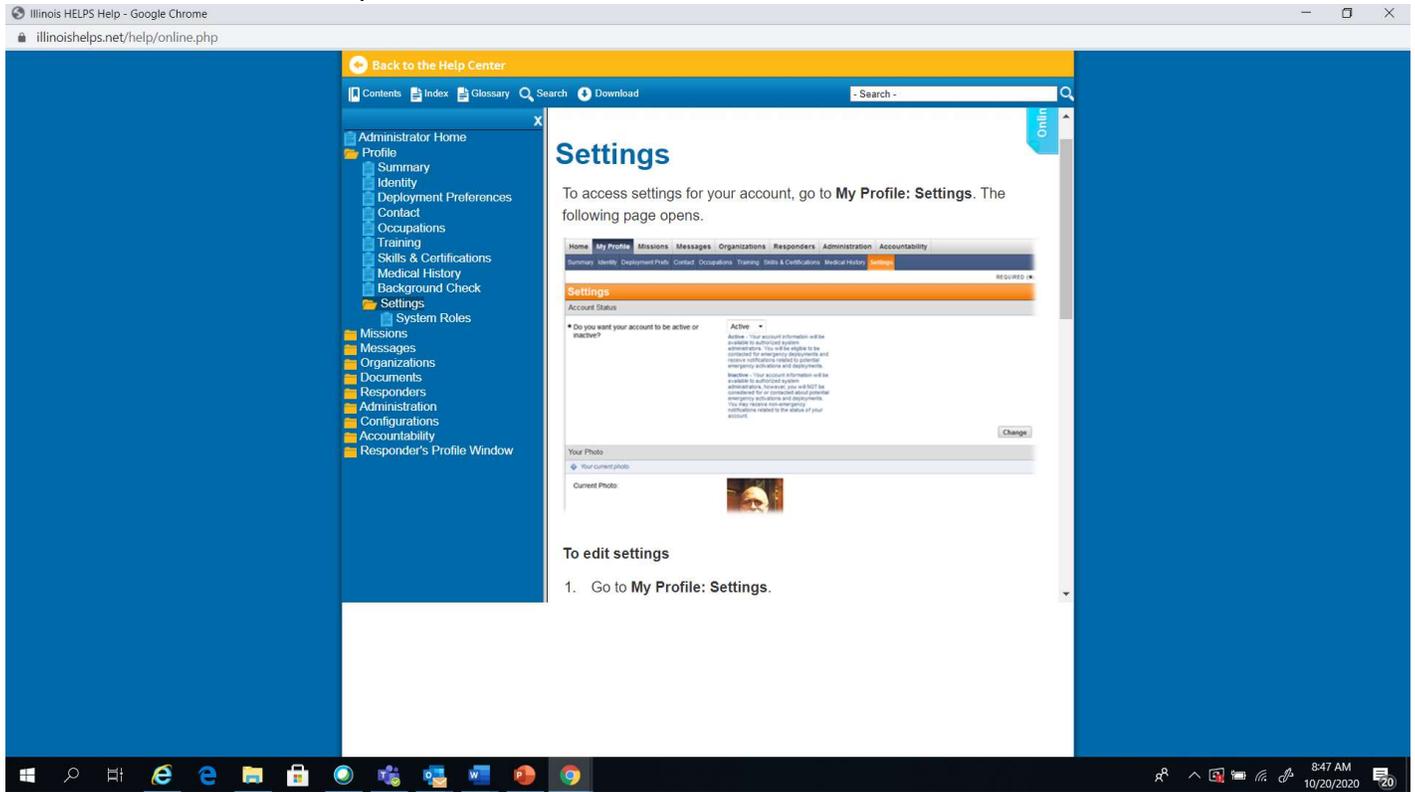
- Accepted – Approved member of the organization.
- Pending – User has not yet been accepted or rejected.
- Rejected – User has been denied membership in the organization.
- Researching – A process is in motion to determine whether the user can be accepted into the organization

Below is a list of organizations within the Illinois Helps system. The organizations that have a plus(+) sign next to it has a list of “children organizations” that fall under that category; e.g., Long-term Care Facility has a list of long term care facilities within the State that have requested to have their organization in the system. If your organization is not listed in the system, refer to the Illinois Helps Organization Registration information on page 9.



7. How to inactivate or close an account

A volunteer may request to be removed from the Illinois Helps system. Below is the information an administrator can provide for this individual to remove themselves. This information is also provided to volunteers in the *Illinois Helps Volunteer Manual*.



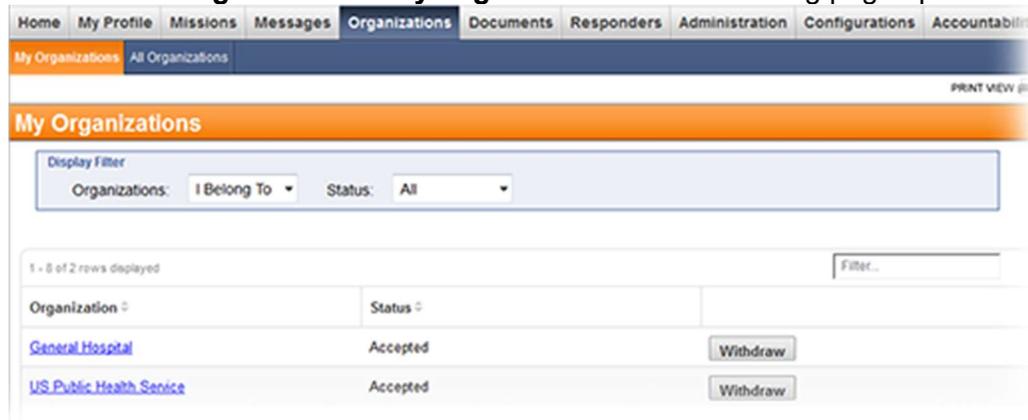
After you make your selection (Active, Inactive, or Closed) click “Change” so the system can be updated with your desired request.

8. How to withdraw a volunteer from an organization

A volunteer may inquire of your organization the ability to remove themselves from your organization. Below is the information that an administrator can provide to individuals to remove themselves from a specific organization. This information is also provided to volunteers in the *Illinois Helps Volunteer Manual*.

To withdraw membership from an organization:

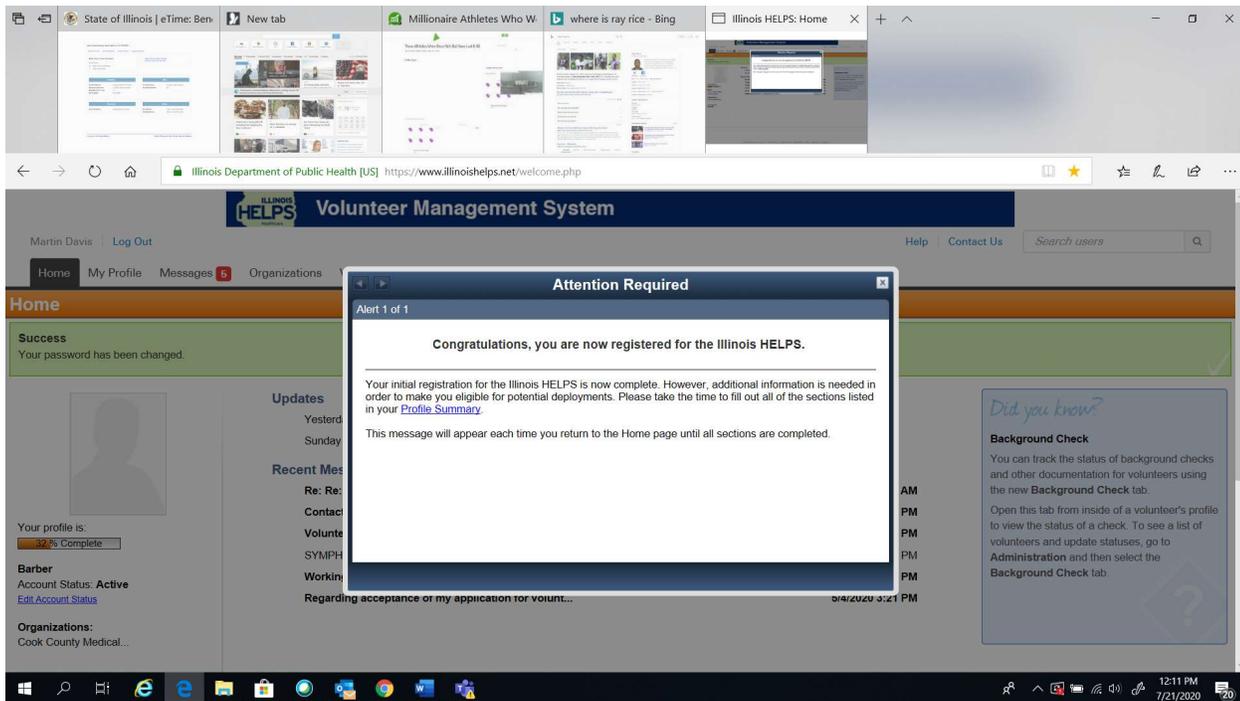
1. Go to **Organizations: My Organizations**. The following page opens.



2. Select **Belong To** from the **Display Filter**.
3. Click the **Withdraw** button next to the organization you would like to withdraw from.

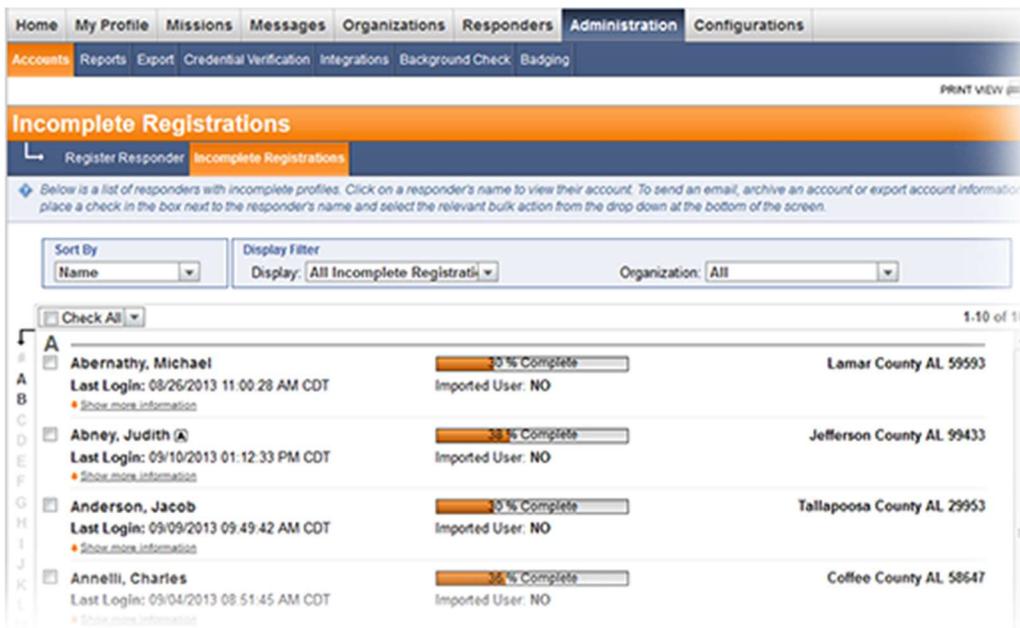
9. Incomplete registrations of volunteers

As an administrator, there will be volunteers that apply to your organization with incomplete profiles. As a rule of thumb, you would not want to deploy a volunteer if their profile is incomplete. The below screenshots can assist in running reports for you as an administrator regarding incomplete registrations and how to reach out to those who do not have their profiles completed.



Incomplete Registrations

The *Incomplete Registrations* page displays all responders with incomplete profiles.



Use the **Sort By**, **Display Filter**, and **Organization** options to determine which responders appear in the list.

To remind a responder to complete registration

1. Go to **Administration: Accounts: Incomplete Registrations**.

2. Select the appropriate responders from the list.
3. Select **Send Email** from the **Action** drop-down list.
4. Click the **Submit Action** button.
5. Enter a subject and your message.
6. Click **Send Email**.

Appendix B

Illinois Helps State Request COVID-19 Staffing Request Process

- The State created a special organization in the system for state-level missions called Statewide COVID-19 Responders.
- The State can also provide technical support in getting local organizations' volunteers from this group.
 - The resources could be accessed from the State after local resources are exhausted. Coordination with LHD will be necessary.
 - Those volunteers in the state group that will be queried have had their credentials checked, but not necessarily been background checked.
- While the system was designed to be for volunteers, the State can help recruit for paid opportunities based on how the requesting organization plans to handle outside the system.
- Approved volunteers whose licenses have been checked in the occupational categories from that organization's request are notified of the volunteer opportunity. Potential volunteers have 48 hours to respond to the request and have the option of whether to accept or decline.
- Complete the Illinois Helps State Request COVID-19 Staffing Request Form if local options cannot fulfill the needs (this is Appendix C in the Illinois Helps Administrator Management Guide).
 - If not already an organization in the system, the point of contact must first register as a volunteer. Refer to page 9 of the Illinois Helps Administrator Management Guide.
- If an organization has a quick need for staffing, it is important to note the Illinois Helps State Request COVID-19 Staffing Request process takes at least a few days.
- The individuals in the system are intended to be volunteers so there are no guarantees of how many may respond to a specific request.
- Your organization will need to vet the volunteers per your normal process (e.g., background checks, etc.).

Illinois Helps Local Request Management Process



Appendix C: Illinois Helps State Request COVID-19 Staffing Request Form

Illinois Helps State Request COVID-19 STAFFING REQUEST FORM UPDATED OCTOBER 2020		
Date of Request	Time of Request	Email Reply to (fax or phone if necessary)

Purpose and Use of Illinois Helps State Request COVID-19 Staffing Request Form

Review the *Illinois Helps Information and Request Process 100220* document before starting this process.

Directions for Requesting Organization

Fill out this form and submit it to illinois.helps@illinois.gov. Your organization will need an Illinois Helps portal if it does not already have one and an individual to manage it. Please have that individual register as a volunteer in the system before submission of this form and they will be promoted to administrator of that portal. This person should be someone within your organization who can manage the volunteers in the system who wish to affiliate with your organization. The request put out by the State in the Statewide COVID-19 Responders organization will ask volunteers who wish to affiliate with your organization to do so with the information provided below. The organization should be prepared to answer questions from the volunteers, including rate of pay, reimbursement of expenses, location, and duration among other things. Do not request assistance to message volunteers until these questions have been addressed locally to maximize effectiveness of this process. The requesting organization point of contact should be prepared to then work with the volunteers directly.

Requesting Organization			
Organization Name	Contact Name and Title Submitting Request		
Portal Organization Name (identify if this organization is in the Illinois Helps system already)	Contact Person for Organization in the Illinois Helps System (person must first register as a volunteer)		
Physical Address of Response Site	Phone Numbers	Email/fax	
Description of Volunteer Opportunity (be specific-what work will people be doing?)			
Staffing Resources Requested			
Resource Description (using occupation names from Illinois Helps like RN, CNA, LPN, etc.)	Quantity	Time/Date needed by	Duration
Additional considerations or requests (will volunteers be paid and/or reimbursed for expenses? Liability coverage provided?)	What counties would you like volunteers queried based on the request? Example: contiguous counties, certain counties in an IDPH region, statewide.		

Who are the 24/7 contact people from your organization for this request?				
Name	Phone	Phone	Email	Fax