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PROCESS UPDATE – March 25, 2021

To: All Covid-19 Vaccination Clinics  
Re: Updated Staffing and Resource Request Process

Maine's Department of Health and Human Services (DHHS) recognizes the effort required for health care organizations to operationalize vaccination clinics accessible to all Mainers, and specifically the need to acquire additional staffing beyond what is currently available within an organization or geographic region. In an effort to support vaccination sites, this document outlines the available resources and the process to request those resources.

Clinics may also want to consider the staffing opportunities available pursuant to An Act to Establish the COVID-19 Bill of Rights, Part D, passed to be enacted on March 12, 2021 (LD 1) or the Public Readiness and Emergency Preparedness Act (PREP Act) and any subsequent declarations. Below are links to the FAQs for LD 1 and the PREP Act.

[LD 1 FAQs](#)

[PREP Act](#)

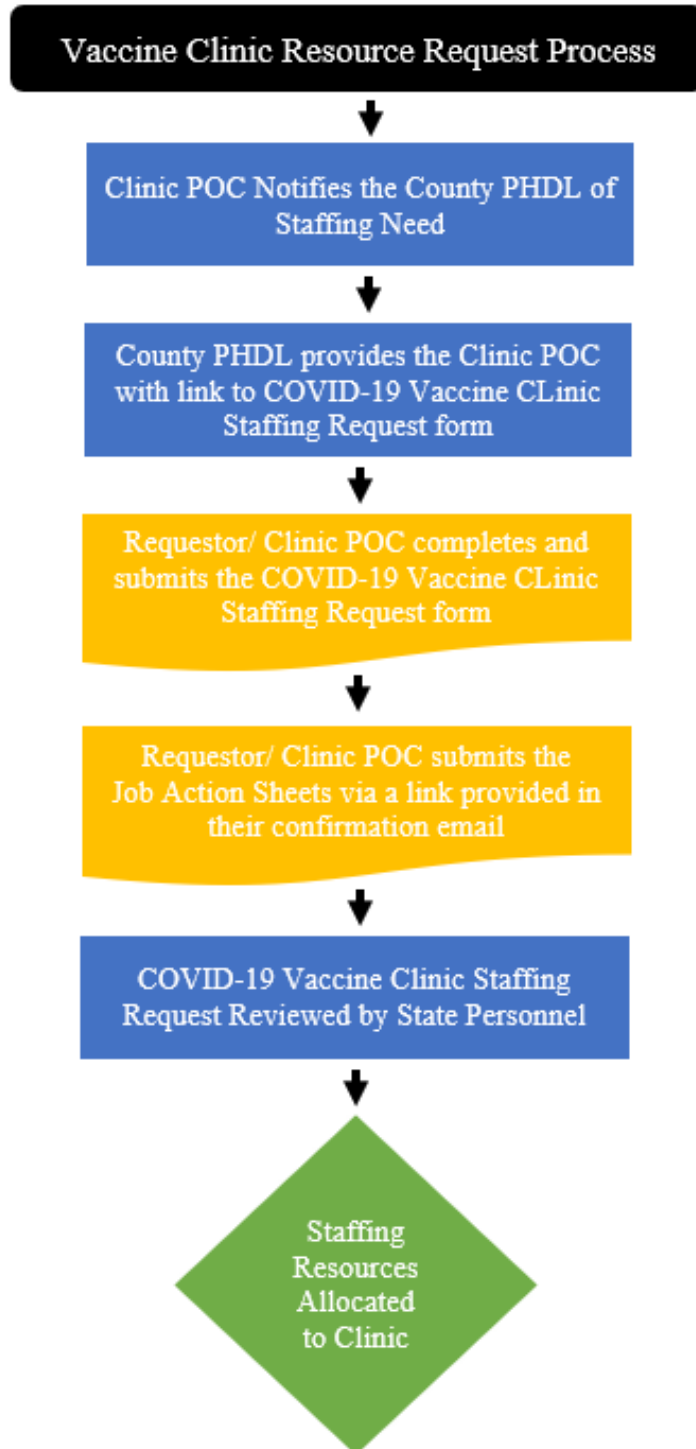
**PRIOR TO REQUESTING THE RESOURCES OUTLINED BELOW, WE ASK THAT ORGANIZATIONS EXHAUST ALL AVAILABLE INTERNAL RESOURCES INCLUDING THE AVAILABILITY TO CONTRACT WITH STATE IDENTIFIED PREQUALIFIED VENDORS.** The list of State Identified Prequalified Vendors can be found in [Appendix A](#) of this document. Please note, this list may have additional vendors added. The most up to date list can be found here [State Identified Prequalified Vendors](#).

Additional steps include:

1. Contact your county level Public Health District Liaison (PHDL) and advise them of your specific staffing needs. (See Appendix B for list of PHDLs by county). Their role will be specific to ensuring you have the support needed and they will provide you with the link to the COVID-19 Vaccine Clinic Staffing Request form.
2. Complete the COVID-19 Vaccine Clinic Staffing Request form. Be prepared to provide the following details when submitting a request via the COVID-19 Vaccine Clinic Staffing Request form: types of roles needed by clinical and/or non-clinical, including job descriptions, location(s), work hours, number of volunteers needed and length of assignment. When considering volunteers for specific positions, consider certification, experience, training that will be needed, as well as previous profession, if considering retirees.
3. Provide Job Action Sheets for each position requested via the COVID-19 Vaccine Clinic Staffing Request form.

**Staffing requests must be made within 14 days prior to identified need.** Staffing requests that have been received will be reviewed within 5 business days and a determination will be communicated to the Point of Contact within 7 business days of submission.

Please follow the process below to request resources for your clinic:



A list of the Public Health District Liaisons (PHDLs) can be found in Appendix B of this document.

Submission of the COVID-19 Vaccine Clinic Staffing Request form will allow resources to be identified, approved and deployed to vaccination sites as needed.

Instructions for submitting the required Job Action Sheets will be included in your COVID-19 Clinic Staffing Request confirmation email.

### **Supplemental Staffing Available Resources**

*Please note, access to Maine Emergency Management Agency (MEMA) and Federal Emergency Management Agency (FEMA) resources, including the National Guard (NG), are only considered once all local resources have been exhausted and the required supplemental staff cannot be secured through local channels.*

- **State Provided Pre-Qualified Staffing Vendors:**

The state has procured a list of pre-qualified staffing vendors through a formal RFA process, these vendors will be made available to organizations seeking more permanent staffing solutions. Providers may contract directly with vendors on this list at the agreed to rate posted. This option creates a level of cost transparency and consistency across all vaccination clinics. The expectation is that requesting entity will contract directly with the vendor when possible and seek FEMA reimbursement. Under extraordinary circumstances the state will allocate a state funded resource. The list of State Identified Prequalified Vendors can be found in Appendix A of this document or by visiting here [www.maine.gov/dafs/bbm/procurementservices/vendors/pqvl](http://www.maine.gov/dafs/bbm/procurementservices/vendors/pqvl).

- **Maine Ready** - <https://www.maineready.org/>

Maine Ready is a joint effort of the Maine Emergency Management Agency (MEMA), Maine CDC - Public Health Emergency Preparedness (PHEP), and Volunteer Maine, the state service commission. Along with their partners, these agencies have a role in volunteer and donations management during a declared emergency.

This site provides state, county, and other emergency response and management organizations a virtual way to coordinate offers of help with on-the-ground needs for assistance. It will be used, to the extent practical, during emergencies and disasters in place of physical volunteer and donation centers.

- a. It is encouraged that organizations are thoughtful in creating and maintaining the agency presence on the site. Some examples of successful pages include the [Red Cross Agency](#) (RC) page and [Good Shepherd](#) (GSFB) page: Both have meaningful descriptions. RC has great added images to capture interest. GSFB uses the option for a video link to good advantage. Also, notice how they have used the hours of operation in a customized way.

- b. Maine Ready does not provide background checks or training verification; therefore, each organization will need to determine training needs and background check requirements and facilitate that process internally.
- **Student Volunteers:**

Student and faculty volunteer roles may vary by university/college. Some healthcare student volunteers with appropriate training and oversight may be utilized in clinical roles. Non-healthcare students may be able to assist in roles such as data entry, registration, and greeting. Please contact the educational institution directly for these resource requests.
- **Maine Responds:**

Maine Responds has a variety of clinical and non-clinical volunteers with a wide range of backgrounds. Maine Responds has the largest state resource pool for clinical roles and verifies licensure and eligibility prior to deployment.

  - a. Volunteers are asked for a minimum commitment of one shift a week within a two-week deployment; however, many may be able to help for longer and deploy for longer than two weeks. Applicable days are dependent on the volunteer's availability and **cannot exceed 40 hours a week**. Volunteers can work up to 5 days a week with 8-hour shifts. If the shifts are longer than 8 hours, then volunteers are deployed up to 4 days each week. Maine Responds will work to place volunteers to cover all applicable shifts with proper breaks and rotations.
  - b. Liability coverage for volunteers is provided by the state. Most of the volunteers through Maine Responds are trained on Incident Command System. All volunteers will have appropriate state training completed before deployment. Some volunteers are trained on Points of Distribution and other skills. Any additional onsite training required, must be provided by the requesting clinic.
- **County EMA:**

If the Department's internal review team determines the requesting clinic has explored all of their available resources and the Department determines that staffing shortages exist, despite the use of the above listed resources, then an EMA request may be considered. If the Department determines an EMA request is needed, one will be submitted on the requesting clinic's behalf. From there, the County EMA will begin fulfillment of the request, to the extent possible, using their available resources such as volunteer teams, local organizations, Medical Reserve Corps Units, etc. The County EMA will utilize WebEOC, an emergency management software, to submit additional needs to the State Emergency Operations Center (SEOC). For any remaining needs, the State EMA will coordinate with partners such as the National Guard or FEMA.

***Please note:** All internal, local, and County resources need to be explored and exhausted before National Guard or federally supported resources can be allocated. This includes internal staff, volunteers, utilization of the Maine Ready platform to solicit unaffiliated volunteers, and any system partners.*

APPENDIX A: State Provided Pre-Qualified Staffing Vendor List

RFP 202102019 PQVL for Vaccine Site Support - Rate Sheet					
Maxim Healthcare Staffing Services, Inc. 1685 Congress Street, Ste 201 Portland, ME 04102			James Ingalls, Business Development Manager 207-560-2614 jaingall@maxhealth.com		
Ability to Serve all Maine Counties					
Non-Medical Resources	All-Inclusive Pay Range		Medical Resources	All-Inclusive Pay Range	
	State Identified	Provider Identified		State Identified	Provider Identified
<b>Category I - Administrative Support</b> Greeter Clinical Flow Assistant Forms Assistant Orientation Assistant Medical Records Data Entry Translator IT Support	\$23 - \$35	\$26 - \$38	<b>Category III - Clinical Resources</b> Medical Screener Vaccinators Vaccine Preparer/Supplies EMT Pharmacy Technician	\$37 - \$57	\$40 - \$60
<b>Category II - Administrative Support</b> Site Manager/Supervisor Staff Resources Supervisor Clinical Manager Supply Manager	\$33 - \$55	\$36 - \$57	<b>Category IV - High Level Clinical Resources</b> Clinical Site Manager/Supervisor Exit Reviewer (RN/Public Health) Pharmacist	\$53 - \$87	\$56 - \$90

RFP 202102019 PQVL for Vaccine Site Support - Rate Sheet					
ProLink Healthcare LLC 46 Montgomery Road, Ste 300 Cincinnati, OH 45212			Tiffany Dykstra 937-554-5272 tdykstra@prolinkstaff.com		
Ability to Serve all Maine Counties					
Non-Medical Resources	State Identified Resource (Payroll) Mark Up %	Provider Identified All Inclusive Bill Rate	Medical Resources	State Identified Resource (Payroll) Mark Up %	Provider Identified All Inclusive Bill Rate
	<b>Category I - Administrative Support</b> Greeter Clinical Flow Assistant Forms Assistant Orientation Assistant Medical Records Data Entry IT Support	1.45%		\$34.50	<b>Category III - Clinical Resources</b> Medical Screener Vaccinators Vaccine Preparer/Supplies EMT Pharmacy Technician
<b>Category II - Administrative Support</b> Site Manager/Supervisor Staff Resources Supervisor Clinical Manager Supply Manager	1.45%	\$50.00	<b>Category IV - High Level Clinical Resources</b> Clinical Site Manager/Supervisor Exit Reviewer (RN/Public Health) Pharmacist	1.45%	\$90.00

**RFP 202102019 PQL for Vaccine Site Support - Rate Sheet**

Wynden Stark LLC	Jamie Park, SVP - Healthcare
dba GQR Global Markets	M:949-390-0024
1038 Princeton Drive	O: 512-212-7458
Marina del Rey, CA 90291	jamie.park@GQRGM.com

**Ability to Serve all Maine Counties**

Medical Resources	State Identified Resource (Payroll) Mark Up %	Provider Identified All Inclusive Bill Rate
<b>Category III - Clinical Resources</b>	35%	LVN \$75-90/hr
Vaccinators		RN \$90-110/hr
Vaccine Preparer/Supplies		\$75-90/hr
EMT		\$75-90/hr
Pharmacy Technician		75/hr
<b>Category IV - High Level Clinical Resources</b>	35%	\$100-150/hr
Clinical Site Manager/Supervisor Exit Reviewer (RN/Public Health Pharmacist)		

## APPENDIX B: County Public Health District Liaison (PHDL) Information

### **District 1 – York**

Adam Hartwig, MH  
York District Public Health Liaison  
Maine CDC  
890 Main Street, Suite 208  
Sanford, ME 04073  
Office: 490-4625  
Cell: 592-6243  
Fax: 490-5463  
[Adam.Hartwig@maine.gov](mailto:Adam.Hartwig@maine.gov)

### **District 2 – Cumberland**

Kristine Jenkins, MA  
Cumberland District Public Health Liaison  
Maine CDC  
151 Jetport Boulevard  
Portland, ME 04102  
Office: 822-2352  
Cell: 485-0541  
Fax: 822-1023  
[Kristine.L.Jenkins@maine.gov](mailto:Kristine.L.Jenkins@maine.gov)

### **District 3 – Western**

Jamie L. Paul  
Western District Public Health Liaison  
Maine CDC  
200 Main Street  
Lewiston, ME 04240  
Office: 795-4302  
Cell: 215-6812  
Fax: 795-4536  
[Jamie.L.Paul@maine.gov](mailto:Jamie.L.Paul@maine.gov)

### **District 4 – Midcoast**

Drexell White  
Midcoast District Public Health Liaison  
Maine CDC  
91 Camden Street, Suite 103  
Rockland, ME 04841  
Office: 596-4278  
Cell: 441-2890  
Fax: 596-4370  
[Drexell.R.White@maine.gov](mailto:Drexell.R.White@maine.gov)

### **District 5 – Central**

Paula Thomson  
Central District Public Health Liaison  
Maine CDC  
35 Anthony Avenue  
Augusta, ME 04333  
Office: 287-2613  
Cell: 592-3516  
Fax: 624-5548

[Paula.Thomson@maine.gov](mailto:Paula.Thomson@maine.gov)

### **District 6 – Penquis**

Jessica Fogg, MPA  
Penquis District Public Health Liaison  
Maine CDC  
19 Maine Avenue  
Bangor, ME 04401  
Office: 561-4421  
Cell: 592-5633  
Fax: 561-4467  
[Jessica.Fogg@maine.gov](mailto:Jessica.Fogg@maine.gov)

### **District 7 – Downeast**

Alfred May, Jr., MPH  
Downeast District Public Health Liaison  
Maine CDC  
38 Prescott Drive  
Machias, ME 04654  
Office: 255-2017  
Cell: 263-4975  
Fax: 255-2022  
[Alfred.May@maine.gov](mailto:Alfred.May@maine.gov)

### **District 8 – Aroostook**

Stacy Boucher, MSHS  
Aroostook District Public Health Liaison  
Maine CDC  
30 Skyway Drive, Unit 100  
Caribou, ME 04736  
Office: 493-4087  
Cell: 592-5632  
Fax: 493-4045  
[Stacy.Boucher@maine.gov](mailto:Stacy.Boucher@maine.gov)

### **District 9 - Tribal**

Currently Vacant—Please contact if assistance is needed:

Stacy Boucher, MSHS  
Aroostook District Public Health Liaison  
Maine CDC  
30 Skyway Drive, Unit 100  
Caribou, ME 04736  
Office: 493-4087  
Cell: 592-5632  
Fax: 493-4045  
[Stacy.Boucher@maine.gov](mailto:Stacy.Boucher@maine.gov)