Unit Activity Reporting (UAR) Introduction
Guidance and Instructions

Please provide information about your unit's activities. We want to hear about everything - from how you develop and administer your unit, to how it is involved in public health and preparedness initiatives, and what your volunteers did in response to an emergency event. Information about the five most recent activities will be visible to current and prospective volunteers and partners on your MRC unit profile. Additionally, the Medical Reserve Corps Program uses activity information in reports, newsletters, briefings and presentations to inform senior leaders and stakeholders about the breadth and scope of MRC unit activities. By providing meaningful and detailed reports of your activities, you help to increase the strength of the entire MRC network.

The Unit Activity Module differentiates between emergency response incidents and non-emergency/public health events. The module's report builder format asks you to answer one question at a time; your answers are in "draft" until you submit it at the very end of the activity reporting process. It asks for the date(s) of the activity, a description/impact of the activity, the mission or impact (depending on whether the activity is an emergency response incident or a non-emergency public health event), and information related to the number of hours of volunteers' service to the community. Some additional subjective questions are asked at the end of the emergency response incident module.

If you have any questions while completing the activity reporting module, assistance is available by clicking on the information icon (a blue button with a white "I"). For additional assistance, please contact your MRC Regional Liaison or send a message to the MRC Program at MRCContact@hhs.gov.

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UAR Module: Emergency Response Module

Was this activity an Emergency Response Incident or a Non-Emergency /Public Health Event?

The unit activity reporting (UAR) module is separated into two sections depending on whether the reported activity is an Emergency Response Incident or a Non-Emergency /Public Health Event. The Emergency Response side of the reporting module will require you to report different data and information specifically related to the incident.

For the purposes of the UAR module, an activity should be considered an Emergency Response Incident if MRC volunteers were activated to respond to an all-hazards emergency (i.e. public health, biological, or natural event). Exercises, trainings, community events, and planned activations, even those related to preparedness and response, should be considered a Non-Emergency /Public Health Event.

Examples:
1. MRC volunteers were activated to work in a general population shelter following a winter storm.
   - Selection: Emergency Response Incident

2. Relay For Life requested MRC volunteers to work a first aid tent.
   - Selection: Non-Emergency /Public Health Event

3. MRC volunteers received training on their emergency response activation protocols and completed a full-scale exercise to test understanding of the protocols.
   - Selection: Non-Emergency /Public Health Event

4. MRC Unit Coordinator attended a state-sponsored seminar on Emergency Response and Public Health.
   - Selection: Non-Emergency /Public Health Event

5. During an outbreak of a novel strain of influenza, a public health institution setup a Point of Dispensing site and MRC volunteers served as vaccinators and provided administrative support.
   - Selection: Emergency Response Incident

Start and End Date

Begin by entering the start and end dates of the incident. You can click on the calendar icon to the right of the date fields for assistance entering a date. Start and end dates may be the same or, for incidents longer than one day, they may be different. Incidents can also be added in advance and retroactively. If you add a future incident, be sure to return to the draft activity and check data for accuracy. If an incident encompassed several different missions, it may be better to consider adding them as individual incidents.

Examples:
1. Completed wellness checks for first responders during search and rescue event
   - Start Date: 10/15/2013
   - End Date: 10/15/2013

2. Provided medical support in a shelter during tornado response
   - Start Date: 05/06/2014
   - End Date: 05/07/2014

3. Provided support at local Emergency Operations Center during flooding event
   - Start Date: 04/20/2014
   - End Date: 04/25/2014

Incident Name

Enter a name for the incident you are adding. The name should be concise but descriptive and detailed. The incident name should give an indication of the topic or category of the activity in which you participated. This will also enable keyword searches later.

Examples:
1. MRC volunteers provided tetanus vaccinations following a tornado.
   - Incident Name: Tetanus Vaccinations for County Tornado Response

2. MRC volunteers worked in an alternate care site following a measles outbreak.
   - Incident Name: Measles Alternate Care Site Activation

3. MRC volunteers assisted with evacuation during hurricane.
   - Incident Name: Hurricane Sandy Evacuation Assistance

Mission Selection

Select the mission that is most appropriate for the incident you are adding. You can select all missions that apply to the activity. If the mission that best fits your activity is not listed, you can select Other and a text box will appear for you to enter the mission. Keep the text you enter to a minimum. Only select Other as a last option. If the incident you are adding encompasses multiple missions, consider reporting them as separate incidents.

Examples:
1. Mental health MRC volunteers provided Psychological First Aid following an earthquake.
   - Mission Selection: Disaster Behavioral Health

2. MRC volunteers provided first responder support and assisted efforts during a search-and-rescue incident.
   - Mission Selection: Wellness Checks and Search and Rescue

3. MRC volunteers sorted and moved tree limbs and other trash following a tornado.
   - Mission Selection: Other—Debris Management

4. Following a hurricane, MRC volunteers assisted with evacuation; 3 days later volunteers were requested to work in a general shelter.
   - Mission Selection: Enter as two separate incidents—Evacuation and General Shelter Support

Requesting Entity

Select which entity or organization requested the activation of volunteers. Please note that this question refers to the entity that requested volunteers and not the entity that activated the volunteers. You can select more than one entity if multiple agencies requested activation of volunteers for the same incident. If the agency that requested volunteers is not listed, select Other and a text box will appear for you to enter the appropriate requesting entity. Only select Other as a last option.

Examples:

1. A hospital requested MRC volunteers to assist with a medical surge event.
   - Requesting Entity: Local Hospital

2. Local emergency management requested MRC volunteers to assist with an active shooter response through the emergency operations center.
   - Requesting Entity: Local Emergency Operations Center

3. During an outbreak of a new strain of influenza, the local health department, state health department, and local hospital all requested MRC volunteers to serve as vaccinators.
   - Requesting Entity: Local Health Department, State Health Department, and Local Hospital

4. The American Red Cross requested MRC volunteers to support shelter operations.
   - Requesting Entity: Other—American Red Cross

Description and Impact Statement

Write a clear and concise description of the incident. Include details such as what occurred, which types of agencies were present, what made it noteworthy, and why the activity was important or significant for your unit to conduct. Be as concise as possible while being interesting! Remember that the information you provide is helpful to the MRC Program to showcase the MRC as well as to the general public who may be reading your unit activities.

Examples:

1. The Local County MRC volunteers were activated to respond to a search-and-rescue incident. Local first responders were searching for an elderly woman who was missing from the local retirement home. Local emergency management requested MRC volunteers to provide wellness checks for first responders because it was very hot. Volunteers also acted as searchers. MRC volunteers discovered that two first responders had to receive additional medical attention from heat exhaustion. Eventually, the woman was found unharmed.

2. Following a devastating tornado, a flood of unaffiliated volunteers arrived onsite. The Local Emergency Operations Center was unsure of how to handle the sudden influx of volunteers and requested MRC volunteers to manage a Volunteer Reception Center. MRC and AmeriCorps volunteers managed an estimated 1,200 unaffiliated volunteers over a 3-week period. The unaffiliated volunteers were able to be used in an appropriate manner and were encouraged to join volunteer groups, like the MRC or CERT, in their own communities.

3. This spring, our community experienced a severe flood that forced several local families to evacuate their homes for a general population shelter. The floods also ruined several crops, which many families rely on for their income. The American Red Cross had enough volunteers to work in the shelter, but the shelter manager became concerned about the mental well-being of the occupants. Knowing our work with mental health in disasters training, the ARC requested MRC volunteers to work in the shelter. Seven MRC volunteers, all mental health professionals, split shifts over a 2-week period in the shelter and visited with 10 different families. Two families were referred on to receive additional mental health attention.

Volunteer Deployment Information

Total Number of Volunteers, Total Number of Volunteer Hours, and Economic Value are required to submit a report for an emergency response incident. To enter the information you have two options. You can:

1. Enter the information manually by clicking your mouse in the box and entering data.
2. Click on the economic impact calculator icon and complete the necessary information. Once you have done that, the data will automatically populate on the report form and you can submit the report.

Total Number of Volunteers

To enter the total number of MRC volunteers, you can either manually enter the number into the box or you can click on the economic impact calculator, which will automatically populate the number in the report form. Enter the total number of MRC members who participated in the response from your own unit only. Only count the unit coordinator in this number if she or he serves in that role as a volunteer.

Examples:
1. Seventeen MRC volunteers, plus the unit coordinator as paid staff, worked a population monitoring center following a radiation release for a total of 10 hours.
   - Total Number: 17 (do not count unit coordinator who was there as part of paid duties)

2. The MRC unit provided two volunteers per shift at the animal shelter following a tornado for a total of seven 2-hour shifts.
   - Total Number: 14

3. The MRC unit coordinator was requested to serve in the Local Emergency Operations Center as a local volunteer coordinator for a 12-hour shift; the shift was completed outside of his or her paid duties.
   - Total Number: 1

Total Number of Volunteer Hours

To enter the total number of MRC volunteer hours, you can either manually enter the number into the box or you can click on the economic impact calculator, which will automatically populate the number on the report form. Calculate the number of hours served by the MRC volunteers in your unit. Do not count the hours served by paid staff. If, however, paid staff donated those hours and are not getting compensated for their time, you may add those hours.

Examples:
1. Seventeen MRC volunteers, plus the unit coordinator, worked a population monitoring center following a radiation release for a total of 10 hours.
   - Total Hours: 170 hours (17 volunteers x 10 hours; do not count hours of unit coordinator, who was there as part of paid duties)

2. The MRC unit provided two volunteers per shift at the animal shelter following a tornado for a total of seven 2-hour shifts.
   - Total Hours: 28 hours (2 volunteers x 7 shifts x 2 hours per shift)

3. The MRC unit coordinator was requested to serve in the Local Emergency Operations Center as a local volunteer coordinator for a 12-hour shift; the shift was completed outside of his or her paid duties.
   - Total Hours: 12 hours (1 volunteer x 12 hours)

Calculate the Economic Value of the Activity

The Economic Impact Value of the Activity is a way to assign a dollar value to specific volunteer jobs and tasks associated with different activities.

We recommend that you distinguish medical professionals from non-medical professionals when they are serving in a clinical capacity during an incident response. If all of the volunteers are serving in a non-medical capacity during the response, simply add all of the volunteer hours under the Non-Public Health/Non-Medical category.

If you have your own economic value calculations (based on either specific local or state calculations), you can enter the value manually in the data field on the module. If you do not have your own calculations, you can click on the calculator icon, which will calculate a rate and pre-populate it on the report form.

Using the economic value calculator, you can calculate the hourly rate and hourly benefit of common health and medical professionals and non-medical volunteers. To use the calculator, enter the total number of volunteers by profession and the total number of hours served by each profession. If you do not know the professional breakdown of the volunteers, enter all of the data under the Non-Public Health/Non-Medical category. Once you enter that information, a subtotal will be automatically calculated and added to the total. You do not have the ability to edit subtotal or total amounts.

You can edit the hourly rate and benefit within the calculator. This may be beneficial if you would like to use your own economic rate information. Once you have added all of the volunteers and the hours served at the event, click on the Submit button and your total will be automatically calculated and added to your report.

After Action Report

An After Action Report (AAR) following an incident can be beneficial to understanding what went well and what needs improvement. If you have completed or are planning on completing an AAR for the incident, select Yes. You do not have to be the lead agency completing the AAR to select Yes.

Examples:
1. Local emergency management completed an AAR following an evacuation with which MRC volunteers from the local health department assisted.
   - AAR Response: Yes

2. Local public health has just finished managing an influenza outbreak, in which MRC volunteers assisted as vaccinators. An AAR will likely be done, but it has not yet been completed.
   - AAR Response: Yes

3. MRC volunteers assisted another volunteer organization with a volunteer reception center. The volunteer organization is not planning on completing an AAR.
   - AAR Response: No

4. MRC volunteers were requested by the state health department to assist with dispensing tetanus shots following a tornado. You are unsure if the state will complete an AAR.
   - AAR Response: Unsure

Subjective Evaluations

Subjective questions and statements have been added to the emergency response incident reporting module to assist your evaluation of the MRC unit's response. You should use the subjective evaluations as a jumping off point to gauge what went well, what needs to be improved upon, and how the MRC unit can address those issues. The evaluations are 100 percent subjective based upon your thoughts, experience, and understanding of the MRC unit and the response to the incident. There is no wrong or right answer. Evaluate the unit and the response using the 1–5 Likert scale. One is the weakest score, and 5 is the strongest.

Examples:

1. During a mass dispensing operations, the Incident Command System (ICS) was utilized by the local health department to manage the situation. Most of the MRC volunteers had received the appropriate ICS training, but there were a few who were confused and lost in the management structure.
   - ICS Appropriately Used Response: 4

2. Following a winter snow storm, emergency management requested 10 volunteers to assist with disaster mental health in a shelter. Due to poor communication and the weather, the request could not be filled for several operational shifts.
   - Timeliness of the Response: 1

3. MRC volunteers assisted a local hospital following a medical surge event. All MRC volunteers had their licenses verified and had background checks completed, which allowed the volunteers to be utilized quickly and efficiently in the hospital. The volunteers and hospital employees had attended various preparedness trainings together, so they all worked very well together.
   - Quality of the Response: 5

4. Twenty MRC volunteers were requested to do population monitoring at a radiological community reception center. The unit was able to fill the request, but only about half of the volunteers had completed the state-offered radiological monitoring training.
   - Adequately Trained Response: 3

UAR Module: Non-Emergency /Public Health Module

Was this activity an Emergency Response Incident or a Non-Emergency /Public Health Event?

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For the purposes of the UAR module, an activity should be considered an Emergency Response Incident if MRC volunteers were activated to respond to an all-hazards emergency (i.e. public health, biological, or natural event). Exercises, trainings, community events, and planned activations, even those related to preparedness and response, should be considered a Non-Emergency /Public Health Event.

Examples:

1. MRC volunteers were activated to work in a general population shelter following a winter storm.
   - Selection: Emergency Response Incident

2. Relay For Life requested MRC volunteers to work a first aid tent.
   - Selection: Non-Emergency /Public Health Event

3. MRC volunteers received training on their emergency response activation protocols and completed a full-scale exercise to test understanding of the protocols.
   - Selection: Non-Emergency /Public Health Event

4. MRC Unit Coordinator attended a state-sponsored seminar on Emergency Response and Public Health.
   - Selection: Non-Emergency /Public Health Event

5. During an outbreak of a novel strain of influenza, a public health institution setup a Point of Dispensing site and MRC volunteers served as vaccinators and provided administrative support.
   - Selection: Emergency Response Incident

Start and End Date

Begin by entering the start and end dates of the event. You can click on the calendar icon to the right of the date fields for assistance entering a date. Start and end dates may be the same or, for events longer than one day, they may be different. Events can also be added in advance and retroactively. If you add a future event, be sure to return to the module and ensure that all data entered are accurate.

Examples:

1. Provided CPR training to MRC volunteers
   - Start Date: 10/15/2013
   - End Date: 10/15/2013

2. Attended the Regional MRC Conference
   - Start Date: 05/06/2014
   - End Date: 05/07/2014

3. Coordinated and prepared for the countywide or regionwide Training Conference for MRC Volunteers scheduled for February 22
   - Start Date: 02/01/2014
   - End Date: 02/20/2014

Event Name

Enter a name for the event you are adding. The name should be concise but descriptive and detailed. The event name should give an indication of the topic or category of the activity in which you participated. This will also enable keyword searches later.

Examples:
1. MRC volunteers provided flu vaccinations and administrative support during a point of distribution (POD) exercise.
   - Event Name: Jackson County Flu Vaccination POD Exercise

2. MRC volunteers provided medical screenings and non-medical services and connected the homeless to community health centers and access to care.
   - Event Name: Operation Community Connect for the Vulnerable or Homeless Population

3. Medical professionals from an MRC Unit provided staff support for a first aid station at a local marathon.
   - Event Name: Adams County MRC Volunteers Staff First-Aid Station for the Chicago Marathon

Impact Category

Use your best judgment to decide which Impact Category is most appropriate for the intended objective or outcome you were trying to achieve with this event. Check all that apply. If there are multiple objectives you were trying to achieve with this event, you may choose additional Impact Categories; however, be selective and think carefully when determining your Impact Category. Ask yourself whether the event intended to achieve that specific outcome.

Examples:
1. Potential Events: vaccination, medical screening, dental services, addressing chronic conditions
   - Impact Category: Strengthened Public Health

2. Potential Events: administrative work, protocol development, partner outreach, meetings, recruitment, conferences
   - Impact Category: Developed/Strengthened MRC Unit

3. Potential Events: preparedness education, dissemination of materials, family preparedness, community planning
   - Impact Category: Improved Community Preparedness/Resilience

4. Potential Events: Operation Community Connect, serving homeless shelters, volunteering at hospice centers, assisting food pantries, activities for functional needs population
   - Impact Category: Served a Vulnerable Population

5. Potential Events: training for volunteers, POD exercises, notification drills, CPR/AED training to the community

- Impact Category: Trained/Exercised to Improve Unit or Community Response Capacity/Capability

6. Potential Events: planned community events/fairs, first aid stations, marathons
   - Impact Category: Supported Non-Emergency Community Events

Description and Impact Statement

Write a clear and concise description of the event. Include details such as what occurred, which types of agencies were present, what made it noteworthy, and why the event was important or significant for your unit to conduct. Be as concise as possible while being interesting! Remember that the information you provide is helpful to the MRC Program to showcase the MRC as well as to the general public who may be reading your unit activities.

Examples:

1. MRC volunteers provided blood pressure screenings at the local community health fair, which was sponsored by the health department and targeted a low socioeconomic population. Over 40 screenings were completed and several had high blood pressure. The event provided an opportunity for the MRC unit to recruit additional members and promote the unit. Many attendees were referred onto their physician for additional treatment.

2. The MRC unit leader met with representatives from the American Red Cross, Emergency Management, and the faith-based communities to begin planning an upcoming functional needs sheltering exercise. The exercise will include MRC volunteers as participants. The meeting provided the opportunity to strengthen partnerships with response partners. The unit will be better prepared to provide functional needs services at shelters following the exercise.

3. The MRC unit hosted a CPR, AED, and First Aid training for MRC volunteers and personnel from other community partners throughout the county. In total, we had over 20 participants, which improved our community's resilience by increasing our county's number of trained residents.

Add Volunteer Information

Total Number of MRC Participants and Economic Value are optional to submit for a non-emergency/public health event. Total Number of Volunteer Hours is required in order for us to calculate the approximate Economic Value of the volunteer service. To enter the information you have two options:

1. Enter the information manually by clicking your mouse in the box and entering data.
2. Click on the economic impact calculator icon and complete the necessary information. Once you have done that, the data will automatically populate on the report form and you can submit the report.

Number of MRC Member Participants

Enter the number of MRC members who participated from your own unit only, including yourself (the coordinator) if you attended.

Examples:

1. The MRC unit coordinator attended an MRC regional planning group meeting and represented the county's MRC Unit.
   - Total Number: 1 (do not count other MRC unit coordinators at the meeting, because they will be counting themselves in their report)

2. The MRC unit coordinator and a volunteer attended a conference where other MRC members attended.
   - Total Number: 2

Total Number of Volunteer Hours

Calculate the number of hours served by the MRC volunteers in your unit. Do not count the hours served by paid staff unless paid staff donated those hours and are not getting compensated for their time. You may also add travel time for each MRC member.

Examples:

1. The MRC unit coordinator attended an MRC regional planning group meeting and represented the county's MRC Unit. The meeting lasted a total of 3 hours.
   - Total Hours: 0 hours (do not count hours of paid duties; only the hours if you are a volunteers serving as the unit coordinator)

2. The unit coordinator and 10 MRC members participated in a flu vaccination event that lasted 10 hours. Five of the members were staff and were required to be there. The Coordinator is also being paid for his or her time.
   - Total Hours: 50 hours (5 volunteers x 10 hours; do not count hours of paid staff)

3. Five MRC volunteers, plus the unit coordinator, worked a *Let's Move!* event. The housing organization could not compensate the unit leader for their time, but he or she still worked the event anyways. Each worked a total of five hours.
   - Total Hours: 30 hours (6 volunteers x 5 hours per volunteer)

Calculate the Economic Value of the Activity

The Economic Impact Value of the Activity is a way to assign a dollar value to specific volunteer jobs and tasks associated with different activities.

We recommend that you distinguish medical professionals from non-medical professionals when they are serving in a clinical capacity during a Non-Emergency/Public Health Event. If all of the volunteers are serving in a non-medical capacity during the event, simply add all of the volunteer hours under the "Total Number of Volunteer Hours."

If you have your own economic value calculations (based on either specific local or state calculations), you can enter the value manually in the data field on the module. If you do not have your own calculations, you can click on the calculator icon, which will calculate a rate and pre-populate it on the report form.

Using the economic value calculator, you can calculate the hourly rate and hourly benefit of common health and medical professionals and non-medical volunteers. To use the calculator, enter the total number of volunteers by profession and the total number of hours served by each profession. If you do not know the professional breakdown of the volunteers, enter all of the data under the Non-Public Health/Non-Medical category. Once you enter that information, a subtotal will be automatically calculated and added to the total. You do not have the ability to edit subtotal or total amounts.

You can edit the hourly rate and benefit within the calculator. This may be beneficial if you would like to use your own economic rate information. Once you have added all of the volunteers and the hours served at the event, click on the Submit button and your total will be automatically calculated and added to your report.