

AIC Emergency Management Protocols

Requirements for Responding to Disasters/Events

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2-1-1 Texas Information and Referral Network (TIRN)

May 2024



TEXAS
Health and Human
Services

Record of Changes

This AIC Emergency Management Protocols are subject to information updates and changes. The use of this Record of Changes helps to manage modifications throughout the life of this document. Any comments or recommendations for changes to this document should be emailed to 211@hhsc.state.tx.us.

Change No.	Date	Description of Change	Name
001	10/17/2018	Warm Center disaster coordinator contact list updated	Melissa Korpi
002	Edits made between 09/20/2021-11/19/2021	Updated section on marquee (pgs. 22-26), created section pertaining to Considerations for Remote Volunteers (pgs. 79-92). Updated Emergency Services and Escalation Centers (ESEC): Roles and Contacts section (page 7). Updated AIC Phone or Internet Outage section (page 8). Page numbers, general formatting.	Stephanie Patterson, Parker Wright, Donci Hart
003	11/23/2021	Links to WebEOC, page numbers, general formatting	Catalina Shull
004	11/30/2021	Updated hyperlinks and page numbers.	Parker Wright
005	Edits made between 9/1/2023 – 11/10/2023	Updated areas referencing Customer Relationship Management (CRM) system to reflect the transition to Visionlink	Najeana Crandall, Cleia Dominguez
006	3/6/2024	Updated the table of contents	Najeana Crandall

007	5/3/2024	Updated Disaster Taxonomy and Frequently Used Programs in Times of Disaster	Helen Le
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What is a 2-1-1 Disaster/Event?

A **Disaster** or **Event** is defined as any unplanned occurrence that has the potential to result in, or may have already resulted in, property damage, deaths, and/or injuries to a community (example: natural disaster, pandemic). It has the expectation or effect of significantly increasing 2-1-1 call volume from citizens of the affected geographic area and/or other concerned Texans.

The classification of an occurrence as an *Event* or a *Disaster* is at the discretion of the reporting AIC or TIRN. These instructions apply equally to both Events and Disasters.

Disaster Coordination Staff

Area Information Centers (AICs) must have at least two (2) designated Disaster Coordinators - a Primary and a Back-up. These designees will be listed with Resource Managers on the TIRN d- List's Emergency Management tab. (See *page 19 for instructions on locating the TIRN d-List's Emergency Management tab.*) It is the responsibility of the AIC to notify TIRN of any changes to Contact Staff within **five business** days of these changes, this includes contacts who take extended leave. These changes can be reported by sending an email to 211@hhsc.state.tx.us.

The two (2) AIC Disaster Coordinators must provide 24/7 availability. Primary Disaster Coordinators must be available by phone or email or employ an outofoffice auto-response that describes lack of availability and provides the Back-up Disaster Coordinator's contact information via email and voicemail. (AICs need to have an email Service that supports an out-of-office auto-response.)

Emergency Service and Escalation Center (ESEC): Role and Contacts

Emergency Service and Escalation Centers (ESEC) are AICs that contract with TIRN to fulfill expanded Disaster/Event-related tasks. ESECs "ramp-up" when needed, using trained volunteers to swiftly increase the Network's call handling capacity. *ESEC Resource Managers* are available to *assist*¹ with Disaster/Event Resource

Management and are responsible for oversight of Database administrative functions

during Disaster/Event (example: Visionlink COS **Resource News Items (RNI)**, Disaster FastTrack [Custom Category]).

ESEC Schedule

Active Period	AIC/ Location/ Contact
1st-10th of the Month	South Central /Austin/ 211database@uwatx.org
11th-20th of the Month	Tip of Texas /Weslaco/ 211TTdisaster@ccrgv.org
21st-End of the Month	West Central /Abilene/ Disaster211@unitedwayabiliene.org
Nights, Holidays	Gulf Coast /Houston/ 211disaster@unitedwayhouston.org

Note: Contact information for ESEC staff can be located on the TIRN D-List's Emergency Management tab. (See page 19 for instructions on locating the TIRN d-list's Emergency Management tab.)

Information Gathering

Regardless of the size of a Disaster/Event, all AICs are responsible for researching and understanding, to the extent possible, the details and scope of all Disasters/Events affecting their region. **Before** engaging in *Network Communication* activities (see page 17), the affected AIC's Disaster Coordinator(s) must use news media and other local means to get an understanding of the nature and scale of the Disaster/Event. They must also contact their local Texas Department of Emergency Management District Coordinator, which can be found at <https://tdem.texas.gov/field-response/> and Office of Emergency Management to get a better idea of the event's potential impact. Additional public Texas Department of Emergency Management (TDEM) situational weather awareness report information can be found at: <https://tdem.texas.gov/situation-reports/>

AIC Phone or Internet Outage

AICs are expected to utilize the VPN for remote call taking. In the unlikely event staff and volunteers are unable to use the VPN due to impact to the greater community such as loss of electricity, supervisors are responsible for the following:

1. Ensure that all agents are logged off. This will send calls to the statewide queue.
2. Email TIRN's Disaster Coordinators when AIC will be offline. **After-hours, weekends, and holidays** call or text TIRN's Disaster Coordinators (See *page 19 for instructions on locating the TIRN d-List's Emergency Management tab*).
3. Add a Marquee message on Finesse ([see pages 22-25](#)). If an AIC is unable to access the internet due to the Disaster/Event, contact the ESEC on duty to request that a Marquee message be created in Finesse.
4. Once services are restored, either at the physical location or through remote call-taking, the AIC should remove the broadcasted outage message from the Marquee and replace it with a timed message stating that they have resumed services.
5. Agents should resume call taking immediately.

Note: If AIC's Internet is not working, its IT department must troubleshoot to determine whether the issue is with the internet

service provider (ISP) or it's an environmental issue. HHSC cannot assist in making this determination.

Determining “Response-ibility”

Use the following guidelines (A or B) to determine who is responsible for Disaster/Event response:

Situation A: Disaster/Event Impacts One or Two Regions

If the Disaster/Event directly impacts **one (1) AIC Region**, then the affected AIC is responsible for creating *Disaster/Event Notification emails*, *Database records*, an *RNI*, and *Disaster FastTrack [Custom Category]*.

If the Disaster/Event directly impacts **two (2) AIC Regions** (example: *Flash flooding in Dallas and Tyler Regions*), then those two (2) affected AICs should coordinate with one another on these response items.

OR

Situation B: Disaster/Event Impacts Three or More Regions

If the Disaster/Event directly impacts **three (3) or more AIC Regions** (example: *Major hurricane*), all affected AICs must notify all Emergency Services and Escalation Centers and TIRN Disaster Coordinator(s) (See page 19 for instructions *on locating the TIRN d-List's Emergency Management tab*) of impacts in their areas. This notification email should be sent as early as possible and does not need to follow any particular format. Emergency Services and Escalation Centers are responsible for creating *Disaster FastTrack [Custom Category]*, *RNI*, and *Disaster/Event hierarchy*, and *Network Communication*. Emergency Services and Escalation Centers will work with affected Resource Managers throughout the Disaster/Event to ensure all response functions are executed appropriately.

Affected AICs will still be responsible for creating local resource records as needed and keeping their Local Impact Summary under the RNI up-to-date.

Note: Regardless of an AICs direct impact by the Disaster/Event, all AICs are expected to support the Network during all Disaster/Events.

Situation A: Disaster/Event Impacts One or Two Regions

Affected AICs

1. Research and review news media and other local means to develop an understanding of:
 - a. the nature of the Disaster/Event;
 - b. scope and scale of the Disaster/Event; and
 - c. all relevant details.
2. If another AIC region is involved, call and/or email the Disaster Coordinator from that region's AIC to coordinate communication to the active Emergency Services and Escalation Center and TIRN.
3. Call the local Disaster District Community (DDC) Representative to learn about the Disaster/Event's nature, scope, and scale.
4. Write a [Disaster/Event Notification](#) email for the Disaster/Event and email it to the TIRN [d- List Emergency Management](#) tab (*See page 19 for instructions on locating the TIRN d- List's Emergency Management tab*). If the Disaster/Event is progressing in an unusual fashion or more in-depth information is required than can be provided in an RNI, a Disaster/Event update may be needed (*see #13*).
5. Verify that the active Emergency Services and Escalation Center has received the message. (*In your email "Options" under the Mail section, make sure your "Read receipt confirming the recipient viewed the message" is checked.*) A "read receipt" message from the active Emergency Services and Escalation Center must be received by the AIC who sent the Notification email.
6. If the active Emergency Services and Escalation Center does not "read" the Notification email, call the active Emergency Services and Escalation Center Disaster Coordinator. If the call is not answered, call the active Emergency Services and Escalation Center's Back-up Coordinator. If the Emergency Services and Escalation Center is unresponsive, contact the TIRN Disaster Coordinators. Phone numbers can be located on TIRN's d-List Emergency Management tab. (*See page 19 for instructions on locating the TIRN d- List's Emergency Management tab.*)
7. If the disaster/event occurs after hours or on a holiday, the Gulf Coast Emergency Services and Escalation Center (24/7) will post a [Marquee](#)

notifying the other 24/7 AICs of the disaster/event happening in your region. *(Example: Please review Visionlink COS RNI. Disaster occurring in East Texas region.)*

8. If your AIC is unable to take calls during a disaster, please engage your local contracted IT support for assistance. If they are unable to successfully troubleshoot the issues, contact the HHSC Help Desk during their business hours from 7:00 AM to 7:00 PM Monday to Friday by dialing (855)-435-7181.
9. If your AIC is unable to take calls during a disaster and it is after-hours, weekends or holidays, please call the HHSC Help Desk at 855-435-7181, choose option 4 for "HHSC or HHSC customers," and leave a message with a good callback number. This option will page an on-call analyst who will return your call as soon as possible. Call or text the TIRN Disaster Coordinators.
10. If your AIC is unable to access the Internet during normal business hours due to a Disaster/Event, call or e-mail the on-duty ESEC and request that a Marquee message be created in Finesse on your behalf.
11. Create an Agency record in Visionlink COS. Match the Event/Agency Record with the name of the Disaster/Event Notification email *(example: "El Paso Flood")*.
(You can create this or the Disaster FastTrack first.)
12. Create an Resource News Item (RNI) within Visionlink COS.
13. Create the Disaster FastTrack (Disaster/Event Custom Category) using the same name as the Agency record created earlier.
14. Create Services and Site records applicable to the Disaster/Event.
15. Continue to monitor the media and other local or regional sources of information about the Disaster/Event.
16. In order to keep the Network informed of the Disaster/Event's status, keep the RNI up-to-date. If necessary, send Disaster/Event Notification email updates *(see page 17)* to all Emergency Services and Escalation Centers, TIRN disaster coordinators, and all affected area AICs using the Disaster/Event Notification email format. New or revised information should be highlighted in yellow. Subject line should be: "Disaster/Event Notification
[Update #] – [Affected Area] [Event type]."
17. For Disaster/Events that occur after-hours, weekends or holidays, confirm that the 24/7 AICs have received the Notification. Confirmation would be in the form of an email acknowledgement, text message or phone call.

18. Log-in to Finesse and monitor Marquee messages to determine if other AICs are unable to take calls or do not have internet access. If AICs are down, you may need to plan and adjust staffing schedules throughout the Disaster/Event.
19. Email your call specialists and necessary staff, notifying them to use the RNI, Disaster FastTrack, and Disaster Taxonomy ([Appendix A](#)) to refer related calls and record unmet needs.
20. Throughout the Disaster/Event, remain in contact with local/regional sources of information to update records as information changes and/or records are no longer available.
21. Ensure that all 2-1-1 staff exercise self-care throughout the Disaster/Event. Although people have different requirements for self-care, in general selfcare is a way to find a state of good mental and physical health, reduce stress, meet emotional needs, and find a balance between personal and work life.
22. As resources become inactive, mark the records as such [Status: Inactive].

23. If a record goes inactive, remove all references to the resource in the RNI.
24. When the Disaster/Event has moved to a recovery stage or has ended, email a Disaster/Event Update to the TIRN d-List Emergency Management tab. *(See page 19 for instructions on locating the TIRN d-List's Emergency Management tab.)*
25. Update the RNI as "in-recovery" for the large-scale Disaster/Event occurring in your region(s). For small, low-impact Disaster/Events, simply update the RNI to reflect that the circumstance has changed. *(Example: "The Do-Not Drink-The-Water Notification has been lifted and authorities report that Abilene city water is now safe to consume.")*
26. Affected AIC(s) and participating Emergency Services and Escalation Center(s) collaboratively write an After Action Report (AAR) regarding Disaster/Events and submit the AAR to TIRN within seven (7) business days of the Disaster/Event going into Recovery mode. After reviewing the AAR and responding to the AIC(s) and Emergency Services and Escalation Center(s), TIRN will email the final AAR to the Network.
27. When no resources are available related to the Disaster/Event and four (4) days have passed since the Event entered "recovery" mode, delete the RNI.

Non-Affected AICs

1. If your area was not originally affected but through the course of the event becomes affected by the Disaster/Event, search and/or reach out to local and regional information sources and media for community resources, such as:
 - a. Local Disaster District Committee (DDC)
 - b. District Coordinators
 - c. Local jurisdictions in the affected areas
 - d. Voluntary Organizations Active in Disaster (VOAD)
 - e. American Red Cross (ARC) Shelter Locator
2. If resources are available in your AIC region pertaining to the Disaster/Event and meet the Inclusion criteria, add resources as *Service, Site, and/or ServiceAtSite* records under the established *Agency* record, as they become available. Before adding to Visionlink COS ensure:
 - a. Inclusion criteria has been met
 - b. A *Service* record does not already exist within the database for this or any other Disaster/Event.

Note: *In the case of a large-scale or statewide disaster, responsibilities of AICs may change and require additional responsibilities as determined by TIRN.*

Situation B: Disaster/Event Impacts Three or More Regions

Affected AICs

1. Research and review news media and other local means to develop an understanding of:
 - a. the nature of the Disaster/Event;
 - b. scope and scale of the Disaster/Event; and
 - c. all relevant details.
2. Contact the local Disaster District Community (DDC) Representative to get a better idea of the Disaster/Event's impact.
3. If your AIC believes that it is going to be impacted by a Disaster/Event that will affect three (3) or more regions in total, email all Emergency Services and Escalation Centers and TIRN Disaster Coordinators with impacts to your AIC region. Use the TIRN d-List Emergency Management tab to locate these individuals. *(See page 19 for instructions on locating the TIRN d-List's Emergency Management tab.)* No specific format of notification email is required.
4. If your AIC is unable to take calls during normal business hours due to the Disaster/Event, please call the HHSC Help Desk during normal business hours of 7:00 a.m. to 7:00 p.m. at 512-438-4720 or toll free at 1-855-435-7181 and email TIRN's Disaster Coordinators. Add a Marquee message on Finesse stating your AIC is unable to take calls.
5. If after-hours, weekends or holidays, please call the HHSC Help Desk at 512438-4720 or toll free at 1-855-435-7181 choose option 4 for "HHSC or HHSC customers" and leave a message with a good callback number. This will page an on-call analyst who will return your call as soon as possible.
6. If your AIC is unable to take calls during a disaster, please engage your local contracted IT support for assistance. If they are unable to successfully troubleshoot the issues, contact the HHSC Help Desk during their business hours from 7:00 AM to 7:00 PM Monday to Friday by dialing (855)-435-7181.
7. If your AIC is unable to take calls during a disaster and it is after-hours, weekends or holidays, please call the HHSC Help Desk at 855-435-7181, choose option 4 for "HHSC or HHSC customers," and leave a message with a good callback number. This option will page an on-call analyst who will return your call as soon as possible. Call or text the TIRN Disaster Coordinators.
8. If your AIC is unable to access the Internet during normal business hours due to a Disaster/Event, call or e-mail the on-duty ESEC and request that a Marquee message be created in Finesse on your behalf.

9. Add any Region updates to the existing RNI. within Visionlink COS under Local Impact Summaries, including a date and time of update.
10. Create Services and Site records applicable to the Disaster/Event.
11. Continue to monitor the media and other local or regional sources of information about the Disaster/Event.
12. Log in to Finesse and monitor Marquee messages to determine if other AICs are unable to take calls or do not have internet access. If AICs are down, you may need to plan and adjust staffing schedules throughout the Disaster/Event.
13. Email your call specialists and necessary staff, notifying them to use the RNI, Disaster FastTrack, and Disaster Taxonomy (Appendix A) to refer related calls and record unmet needs.
14. Throughout the Disaster/Event, remain in contact with local/regional sources of information to update records as they are no longer available or information changes.
15. For Disaster/Events that occur after-hours, weekends or holidays, confirm that the 24/7 AICs have received the Notification. Confirmation would be in the form of an email acknowledgement, text message or phone call.
16. Ensure that all 2-1-1 staff exercise self-care throughout the Disaster/Event. Although people have different requirements for self-care, in general selfcare is a way to find a state of good mental and physical health, reduce stress, meet emotional needs, and find a balance between personal and work life.
17. As resources become inactive, mark the records as such [Status: Inactive].
18. If a record goes inactive, remove all references to the resource in the RNI.

Non-Affected AICs

1. If your area was not originally affected but through the course of the event becomes affected by the Disaster/Event, search and/or reach out to local and regional information sources and media for community resources, such as:
 - a. Local Disaster District Committee (DDC)
 - b. District Coordinators
 - c. Local jurisdictions in the affected areas
 - d. Voluntary Organizations Active in Disaster (VOAD)
 - e. American Red Cross (ARC) Shelter Locator
2. If resources are available in your AIC region pertaining to the Disaster/Event and meet the Inclusion criteria, add resources as *Service and Site* records under the established *Agency* record, as they become available. Before adding to Visionlink COS ensure:
 - a. Inclusion criteria has been met
 - b. A *Service* record does not already exist within the database for this or any other Disaster/Event.

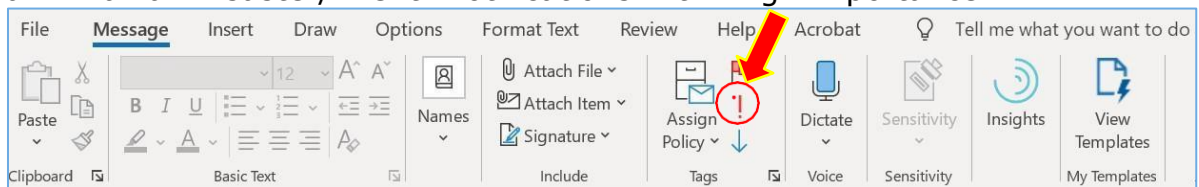
Network Communication

Disaster/Event Notification emails

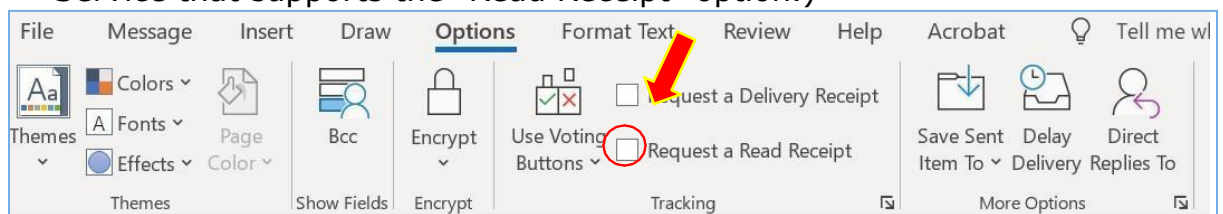
Disaster/Event Notification emails are the official means of communication from the affected AIC(s), active Emergency Services and Escalation Center, or TIRN, to *all other* AICs. Please use the template below and complete the fields that you can. This Notification email should be created based on information received using sources listed in the "[Information Gathering](#)" section on page 8.

1. Write an initial Disaster/Event Notification email for the Disaster/Event and email it to the TIRN d-List Emergency Management tab (*see page 19 for instructions on locating the TIRN d-List's Emergency Management tab*). If the Disaster/Event is progressing in an unusual fashion or more in-depth information is required than can be provided in an RNI, a **Disaster/Event Update** may be needed.

a. Email all Disaster/Event² Notifications with "high importance."



- b. In your email "Options", make sure your "Request a read receipt" is checked (*see illustration below*). A "read receipt" message from the active ESEC must be received by the AIC who sent the Notification email. (AICs need to have an email Service that supports the "Read Receipt" option.)



- c. Use the following Template²:

Subject	"Disaster/Event Notification – [Affected Area] [Event Type]" (Example: "El Paso Flood")
<p>Event Location / Type: City or county names (be more specific than in <i>Subject</i>) and Event classification (e.g. "tornado"), or basic description (e.g. "chemical spill")</p> <p>Event Impact: Brief, general description of Event impact on community, (e.g. "school closures, road closures, homes destroyed in affected neighborhoods")</p> <p>Event Responses: General description of Programs that are being provided locally.</p> <p>Event Agency Record: Agency name for Event (<i>see naming instructions on page 16</i>).</p> <p>Network Impact: Expected degree of call volume increase, status of AICs in affected region(s) [Operational, Down, Delayed Opening]</p> <p>Contact Information: Disaster Coordinator with oversight of this Event, Resource Managers who created Agency-level Record for this Event, and active Emergency Services and Escalation Center Resource Manager.</p> <p>ETA of Next Update: Or state if an ETA cannot be provided. This also includes if a conference call will be set-up and offered by the affected AICs and/or email.</p>	

2. In order to keep the Network informed of the Disaster/Event's status, keep the RNI up-to-date.
3. If necessary, send **Disaster/Event Update** to all *ESECs*, *TIRN disaster coordinators*, and all affected area AICs using the [Disaster/Event Notification email](#) format. New or revised information should be highlighted in yellow.

Subject line should be: "Disaster/Event Notification [Update #] – [Affected Area] [Event type]."

2-1-1 Texas Documents Library

Client Tools

	Description
Client Entry	Click here to create a new client record.
Client Search	Click here to search for existing clients.
Follow Up Search	Click here to search for follow-up records.
Chat	Click here to open chat.
Documents Library	Search form for searching the documents library.

Search Results

File ID	File Name	File Description
1	State Grants and Rule Guide	Official information and rule center guidelines for state in the 2-1-1 Texas Database
2	2023 Emergency Management Resources	Official Emergency Management resources for the 2-1-1 Texas Database
3	2023 Emergency Response Resource Guide	Emergency Response Resource Guide for 2-1-1 Texas Database
4	Emergency Training Videos	Emergency training videos for 2-1-1 Texas Database
5	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
6	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
7	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
8	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
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68	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
69	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
70	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
71	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
72	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
73	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
74	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
75	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
76	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
77	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
78	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
79	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
80	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
81	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
82	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
83	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
84	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
85	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
86	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
87	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
88	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
89	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
90	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
91	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
92	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
93	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
94	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
95	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
96	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
97	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
98	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
99	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database
100	2023 2-1-1 Texas Database	2023 2-1-1 Texas Database

-1-1 Texas

3. Search for the Document by Name or by Document Category: Call Center Operations, Resource Management, Emergency Management, or Other
4. The dList will be found under Emergency Management"
5. In the search results, click any hyperlink in the dList row
6. Download the updated version of the TIRN d-List by clicking on file hyperlink in File Uploads.

7. Once the document is downloaded, open and select the Emergency Management tab that is located at the bottom of the Excel spreadsheet.

Confirm Receipt of Notification Email

If the active Emergency Services and Escalation Center does not respond with a "read receipt" to your initial Notification (see page 9 for [Determining "Responsibility"](#)), then the sending AIC must *call* the active Emergency Services and Escalation Center's **Disaster Coordinator**. If the call is not answered, then the active Emergency Services and Escalation Center's **Back-Up Disaster Coordinator**, then **TIRN Disaster Coordinators**, should be contacted. The purpose of this call is to confirm that the active Emergency Services and Escalation Center is in receipt of the **Notification** email. Phone numbers can be located on TIRN's d-List Emergency Management tab. (See page 18 for instructions on locating the TIRN d-List's Emergency Management tab.)

After sending a **Disaster/Event Notification email**, the notifying AIC must take the following steps:

1. Create the **Disaster FastTrack** (Disaster/Event Custom Category) as described on page 41.
2. Create an Agency record in Visionlink COS. The record name must match the **Event Agency Record** name in the **Disaster/Event Notification email** (example: "El Paso Flood"). Follow the instructions on pages 22-54 for creating and indexing records pertaining to a Disaster/Event.
3. Create an RNI within Visionlink COS, following instructions on page 17-19.
4. Continue to monitor various sources of information, such as media, disaster coordination outlets, and public jurisdictions about the Disaster/Event in order to keep the Network informed of its status during **Disaster/Event Update** emails. **Update** emails should use the Notification template (see page 12), and *new* or *revised* information should be **highlighted**. Use *Subject: "Disaster/Event [Update #] – [Affected Area] [Event type]."* For example, Disaster Update #2 - Eastern Texas Flooding. For a Disaster/Event that involves numerous resources and has a significant Network impact, the RNI must be kept up-to-date, with Notifications being sent only as a means to keep the Network notified.

Notified AICs

AICs who *receive* a Disaster/Event Notification (i.e. AICs outside the affected area) should take the following steps:

1. Share information with all AIC staff and remind call specialists to view the **RNI**³ and Disaster FastTrack to refer related calls. Also have call

specialists consider **Disaster Taxonomy**⁴ terms when recording Unmet Needs.

2. Instruct call specialists to use the "I have an edit?" comment option on the Service profile to seek clarification or report caller-provided resource data corrections.
3. Instruct call specialists to mark "Yes" on Visionlink Call Record (under the "Call Info" tab) indicating the call to be Disaster or Event Call. This helps the Network get a more accurate count on how many Disaster/Event calls 2-1-1 is receiving.

The screenshot shows a web form with two main sections. The top section is titled "Disaster/Event Call?" with a gear icon and an asterisk. Below the title is a dropdown menu currently displaying "Yes". The bottom section is titled "Consent" and contains a paragraph of text: "Contacts can receive updates via text for disaster, if available. Check this box if the contact consents to receive updates." Below this text is a checkbox labeled "Contact consents for Updates regarding Disaster", which is currently unchecked.

- a) TIRN will update the network if bulk-texting for disaster updates will be utilized. If an disaster/event will be utilizing bulk-texting, ensure the call specialist are asking for the callers consent to receive updates via text for the disaster and collect their phone number. More likely, if a disaster/event has it own drop-down option under 'Disaster/Event Call' (i.e., COVID-19), bulk-texting may be utilized.

If resources are available in your area pertaining to the Disaster/Event, consider adding the resources as Service and Site records under the established Agency record (*record creation information begins on pg. 31*). If unsure whether or not resources are available, contact local Disaster District Committee (DDC), District Coordinators, local jurisdiction in the affected areas and voluntary organizations working in the response area, and/or Offices of Emergency Management (OEMs) if applicable.

- a. Shelter is one resource that may be available in your area for many types of Disasters/Events. In addition to monitoring local sources for independent shelters, monitor the American Red Cross (ARC) Shelter Locator (ignoring "capacity" on listings). Contact a listed shelter to be sure it is operational, and otherwise appropriate for inclusion (i.e., the shelter is not expected to close within the next few hours; has reasonable capacity, etc.) before creating a record for it. Check to see if a *Service* already exists. If so (*example*: "Mass Care Shelter"), create an associated

Site. If not, create a *Service* and *Site*, and index the *Service* to Mass Care Shelters [TH-2600.1580-500] and the ***Disaster/Event FastTrack***. Although these shelters are also included in the American Red Cross shelter locator tool, your AIC still needs to create shelter records. In the past, the network made a distinction between American Red Cross designated shelters and all other Mass Care Shelters but it was determined that it would be most helpful for Visionlink COS search purposes to include all Mass Care Shelters in one *Service* record within the disaster *Agency* record. TIRN's American Red Cross shelter locator tool record (which is also indexed to Mass Care Shelters) is a supplement resource to our Disaster or Event records. This record is helpful for callers who would like the website for the ARC shelter locator tool. Warm Centers use this tool to cross check open shelter information.

- b. Exercise normal discretion in determining Inclusion. For example, do not include a home rehabilitation loan service with predatory terms and conditions. If in doubt, contact active Warm Center or TIRN.
- c. Monitor the Marquee (*see page 23*), which will contain pertinent information.
- d. If you unexpectedly stop receiving Disaster/Event-related emails, check to ensure that your mailbox capacity has not been reached and that emails are not inappropriately being filtered.
- e. For Disasters or Events that involve a substantial number of resources and had a high degree of Network impact, be prepared to extend operating hours and increase staffing as instructed by TIRN at the time of the event to accommodate increased call volumes.

Marquee

Within the Cisco Finesse application, there is a Marquee which can be used to post AIC bulletins and updates in the event of an outage.

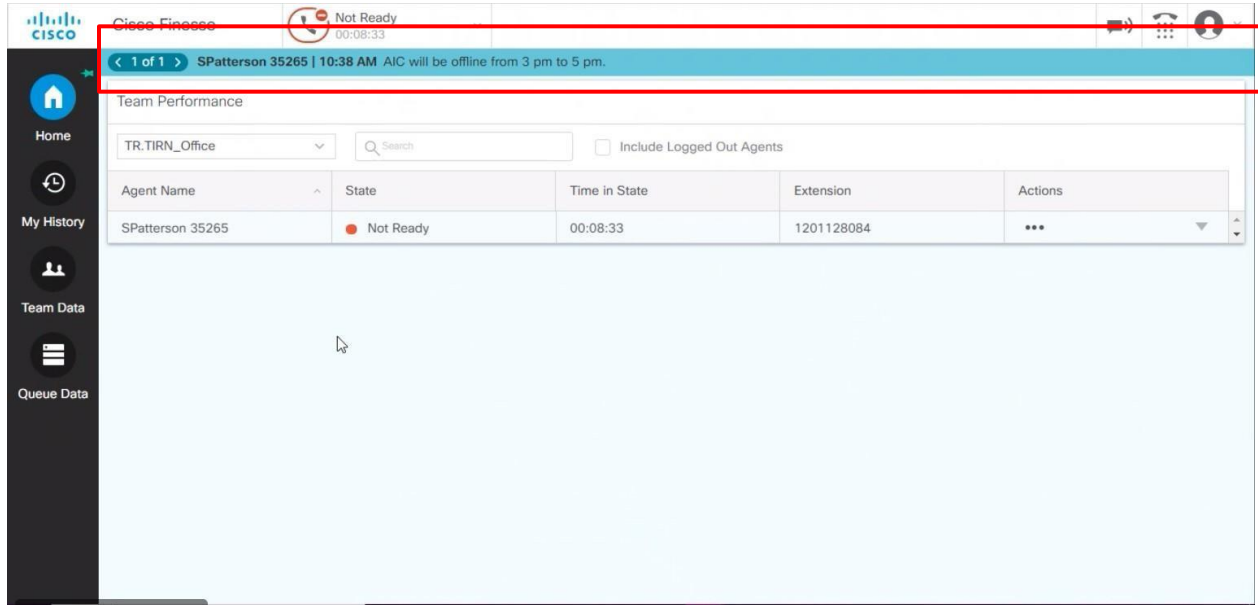
The Marquee enables easy communication between an AIC's supervisor and their staff and/or the Network. Marquee bulletins may also be used to communicate networkwide on *critical issues*. An AIC may post a networkwide bulletin if they are unable to take calls due to outages such as:

- Cisco phones or network (including VPN circuit);
- 2-1-1 router; and/or
- Internet

Note: *If AIC's Internet is not working, its local IT department or subcontractor must troubleshoot to determine whether the issue is with the internet service provider (ISP) or it's an environmental issue. HHSC cannot assist in making this determination.*

Viewing Marquee Bulletins

When deployed, the Marquee is displayed at the top of the Finesse screen.



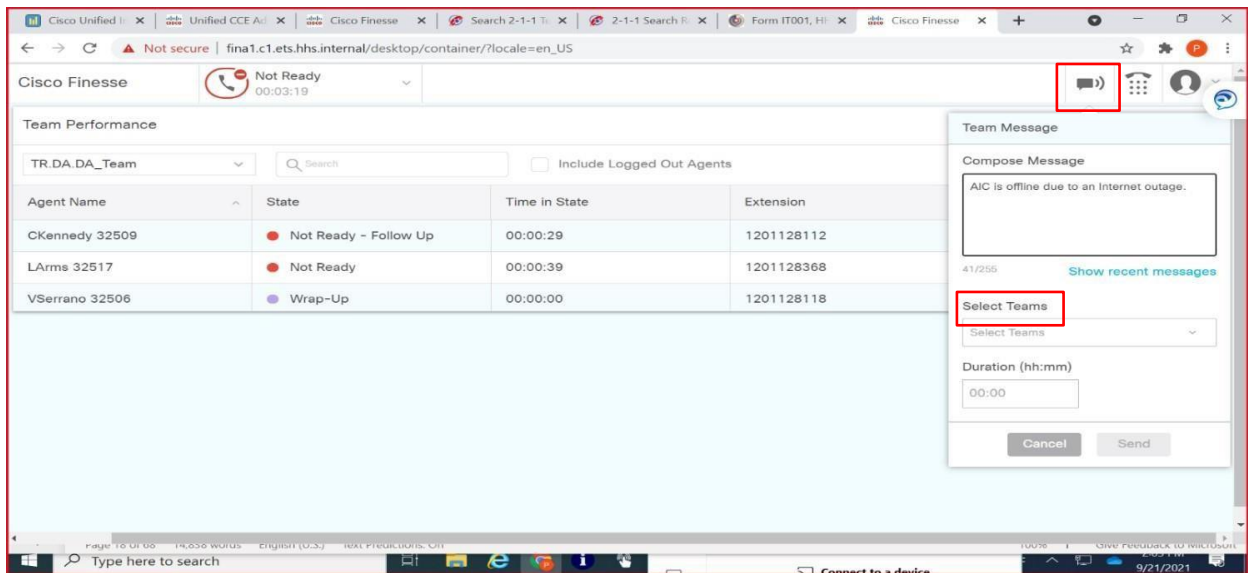
Creating Marquee Bulletins

The AICs which operate their local staff 24/7 (Alamo, Dallas, and Gulf Coast) along with the ESECs (Gulf Coast, South Central, Tip of Texas, and West Central) can post marquee messages that reach the entire TIRN network. Please contact the active/on-duty ESEC for assistance in posting your message.

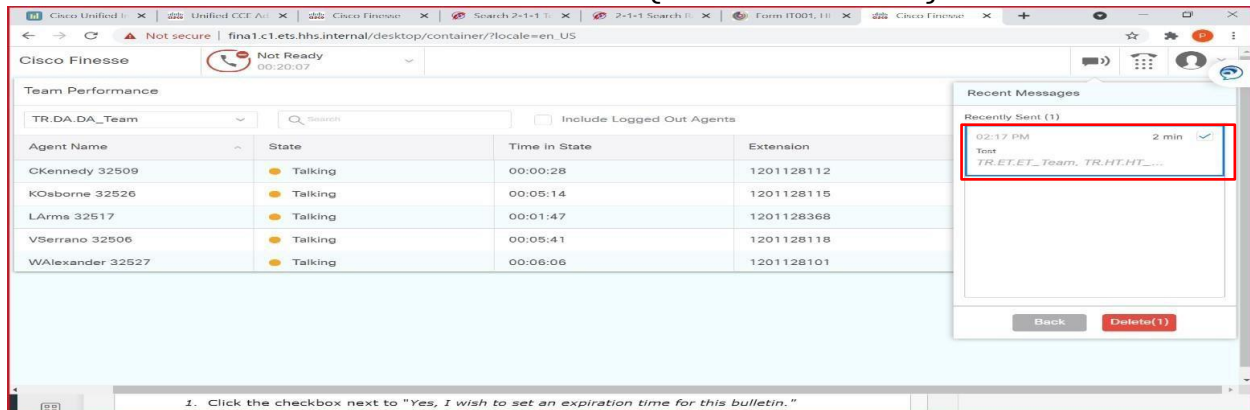
Posting a Bulletin

To post a new bulletin:

1. Click the Team Message icon at the top of the Finesse window.
2. Under "Select Teams," click the check boxes next to the AIC(s) that need to view the bulletin. For statewide bulletins, you can also check all AICs at once using the "All Teams" check box at the bottom of the list.

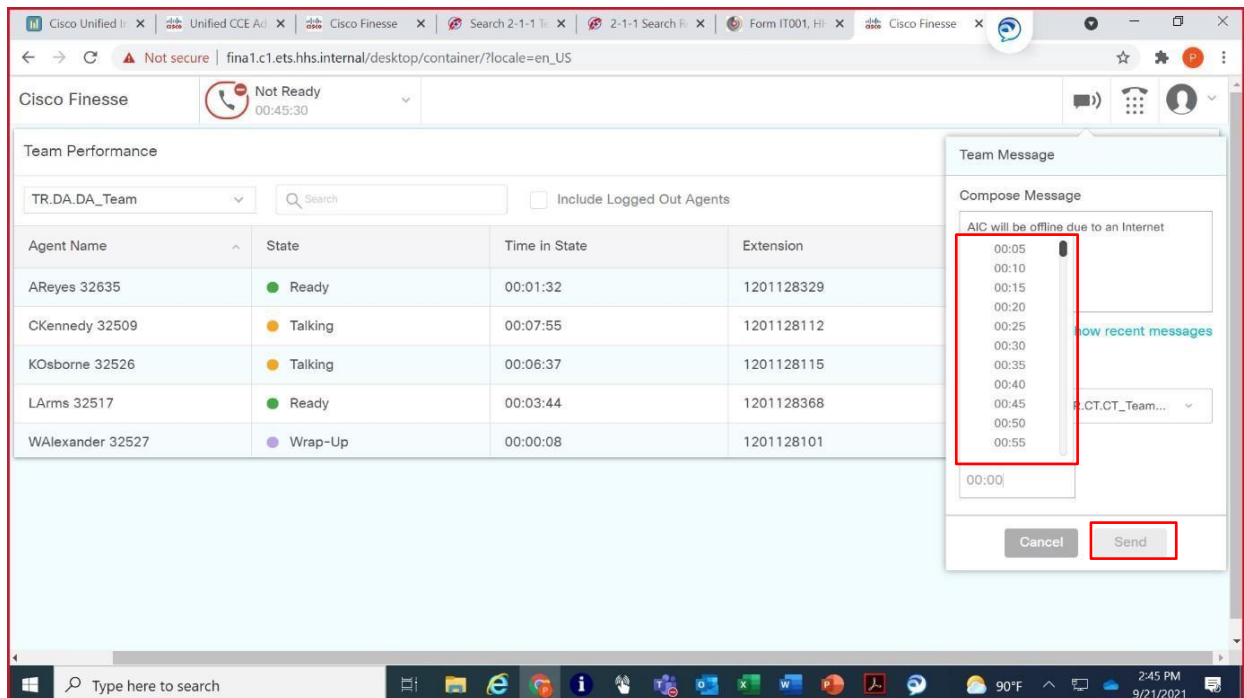


3. Type the desired message in the field under "Compose Message."
4. Be sure to add AIC region and full name to your message. (Example: "Tip of Texas AIC Internet down. No ETU. {Allison Dela Cruz}")



5. *Optional:* Marquee messages can be posted for up to **24 hours** before needing to be renewed. Specify the length of time for which the message should be posted by clicking on the timer.

Note: Messages without a set timer will need to be renewed every 24 hours.



- Click the "Send" button to add the new message to the Marquee. **Note:** If the page refreshes before you have finished your message, the screen will clear any selections, as well as your message.

Deleting a Bulletin

To clear your post:

- Click "Show Recent Messages."
- Click the check box for the message that your team has posted.
- Hit "Delete."

Note: Do not cancel another AIC's bulletin.

Expected Coordination with ESEC

It is expected that AICs will post a statewide marquee bulletin when there is a Disaster or Event happening in their region. (Example: Please review Visionlink COS RNI. Disaster occurring in East Texas.) If your AIC is unable to post statewide bulletins, please coordinate with the on-duty/active ESEC. Additionally, if your region is unable to take calls due to the Disaster or Event, indicate that in the bulletin. (Example: Please review Visionlink COS RNI. Disaster occurring in East Texas. Region is offline and will update network once remote call-taking available.)

Disaster/Event Resource Management

When a Disaster/Event occurs, ***it is the responsibility of the affected AIC Resource Manager*** to create the Disaster/Event Agency-level record [“Add a new agency”] and to manage its primary resource records and create and manage an ***RNI*** for the Disaster/Event. ***Because the Network’s CRM System (Visionlink COS) is browser-based and accessible from anywhere, this is true regardless of whether the affected AIC is operational or not.***

If needed, the affected AIC’s Resource Manager should contact the active ESEC’s Resource Manager (see [Emergency Services and Escalation Centers: Roles and Contacts](#), page 7) with questions pertaining to Disaster/Event-related resource management.

Templates for Disaster/Events haven't worked in the past. It does not take much time for a resource manager to create the *Agency* and *Service* records.

Resource News Item (RNI)

The Resource News Item (RNI) is a way to share news with the network. In times of Disaster/Events, it offers information in each region affected by the Disaster/Event. It is crucial for staff to review the RNIs at the beginning of each shift, even outside of Disaster/Events. News items added will display to all users when they initially go to the main Resource page.

Post a new Resource News Item (RNI)

1. Click on the corresponding link to “Create Content” on the **Home** page, located beneath the **Resource News Item** title.

Resource News Items

Search Content

Create Content

2. **Title** - Title the **RNI** according to Agency Name guidelines ([see page 33](#)).
3. **Internal Notification** - Date and timestamp the **RNI** entry. As the information changes and the RNI is updated, be sure to change the date and timestamp.
4. The entry should include a brief summary of the Disaster/Event with details about damage and response, followed by specific area impacts, if appropriate. Finally, reference either the Disaster FastTrack for the Disaster/Event or, if a Disaster FastTrack is not being used, give instructions on searching for the Event *Service* record(s).

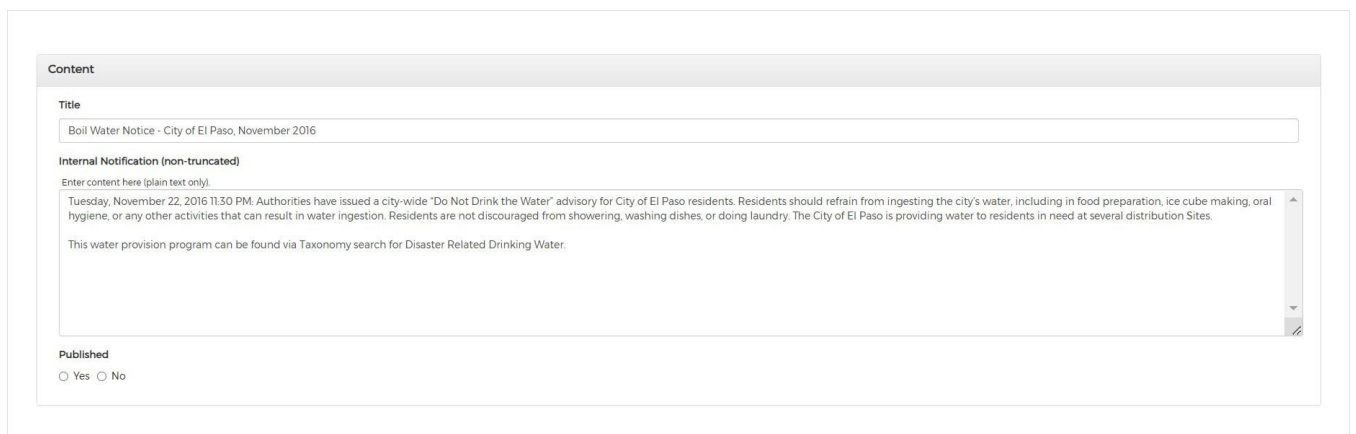
5. Click "Yes" to Publish then hit "Submit."

Example RNI entry:

Tuesday, November 22, 2016 11:30 PM: Authorities have issued a city-wide "Do Not Drink the Water" advisory for City of El Paso residents. Residents should refrain from ingesting the city's water, including in food preparation, ice cube making, oral hygiene, or any other activities that can result in water ingestion. Residents are not discouraged from showering, washing dishes, or doing laundry. The City of El Paso is providing water to residents in need at several distribution *Sites*.

This water provision Service can be found via Taxonomy search for **Disaster Related Drinking Water**.

Content



The screenshot shows a web form for entering an RNI (Resident Notification Item). The form is titled "Content" and has a "Submit" button in the top right corner. The form contains the following fields:

- Title:** A text input field containing "Boil Water Notice - City of El Paso, November 2016".
- Internal Notification (non-truncated):** A text area with a placeholder "Enter content here (plain text only)". It contains the text: "Tuesday, November 22, 2016 11:30 PM: Authorities have issued a city-wide 'Do Not Drink the Water' advisory for City of El Paso residents. Residents should refrain from ingesting the city's water, including in food preparation, ice cube making, oral hygiene, or any other activities that can result in water ingestion. Residents are not discouraged from showering, washing dishes, or doing laundry. The City of El Paso is providing water to residents in need at several distribution Sites. This water provision program can be found via Taxonomy search for Disaster Related Drinking Water."
- Published:** A section with two radio buttons: "Yes" and "No". The "Yes" button is selected.

If there is not a weather event that begins during a work week, many of us are not looking at business email. Our main concern for evenings, weekend, and holiday coverage is that the three 24/7 AICs are aware of the weather activity in order to be responsive to individuals looking for Disaster/Event information. In times like this a message can be added to the bottom of the RNI to make everyone aware that a Disaster/Event Notification email has been sent.

Example:

Content

Content

Title

Boil Water Notice - City of El Paso, November 2016

Internal Notification (non-truncated)

Enter content here (plain text only).

Tuesday, November 22, 2016 11:30 PM: Authorities have issued a citywide boil water notice for the City of El Paso, Texas, due to a possible contamination of the city's drinking water supply. The notice is in effect until further notice. Residents are advised to boil all drinking water for at least one minute before consuming. This water provision program can be found via Taxonomy search for "Boil Water Notice".

Disaster/Event Notification Sent Sunday, November 20, 2016

Published

☐ Yes ☐ No

How to Code with HTML

HTML can be used in an RNI to add features such **bold**, underline, *italics*, highlighted text, [hyperlink](#), and more.

What is HTML?

HTML stands for Hypertext Markup Language. A system of tagging text files to achieve font, color, graphic, and hyperlink effects.

How does it work?

The RNI already has tools to use to automatically apply HTML, but if you would like to used HTML code when drafting the RNI, click the <> button.

Content

Title

Content

<>
↶
↷
B
I
U
☒
A'
A₂

Bold

Underline

Italicized

Content

Title

Content

<>
↶
↷
B
I
U
☒
A'
A₂
☒
☒
☒
☒
☒
☒
☒

<p>Bold</p><p><u>Underline</u></p><p><i>Italicized </i></p>

To begin, HTML always begins with `<insert html code here>` and ends with a `</insert html code here>`. Within those two icons is the text and coding that you want to use for your HTML.

For example, if you want to make something **bold** you would type `Here is my bold text`.

HTML can be a deep dive, therefore, if you are interested in learning more, we recommend you scour the internet for tutorials on more advanced HTML. For our purposes we will only cover the mostly common uses of HTML within Visionlink Community OS.

HTML Codes

Disclaimer: you do not type the word "text;" this is the text that you are wishing to apply the html code to

- **Bold:** `text`
- Underline: `<u>text</u>`
- *Italics:* `<i>text</i>`
- **Highlight:** `<mark>text</mark>`
- Hyperlink: `text`
- Line Break: `
` (HTML element produces a line break in text)

Updating an RNI

1. Click on the corresponding link to "Search Content" on the **Home** page, located beneath the **Resource News Item** title.

Resource News Items

Search Content

Create Content

2. Search for the name of the RNI.
3. Click any of the hyperlinks on the row of the RNI you are editing.
4. Make the edits needed and hit submit.

Tips for Editing an RNI

1. Ensure that only one local impact summary per AIC/Region exists.
2. Reorder information in local impact summaries by relevance to referral.

3. Remove all actual referral information. The italicized reference to the FastTrack at the bottom of the RNI (and the existence of that referral information in resource record(s) suffice for this.)
4. Use plain language with sentences with few words.
5. No need to have a name or title of official ordering an evacuation.

While it is appropriate to create Resource News Items (according to the Emergency Management Protocols), we never use the checkboxes on the resource edit view "Show on Highlighted List..." or "Preferred provider..." because we do not yet have a standard for when it would be appropriate to use either one.

Please refer to the Style Guide for any and all current policies concerning resource record fields.

You will find that these checkboxes are categorized as "Do not use" on all levels.

It is recommended to screen shots your RNI/LIS periodically. This protects the RNI due to it being available to anyone to edit and/or delete, sometimes in error.

When to Remove an RNI

When the Disaster/Event has ended and call volume for Disaster/Event has stopped, AICs may remove an RNI. *Example:*

Content

The screenshot shows a web form titled "Content". It has a "Title" field with the text "Tropical Storm Harold - August 2023". Below this is a section labeled "Internal Notification (non-truncated)" with a text area containing the following text: "Friday, August 25, 2023, 8:24 AM. The remnants of Harold has left Texas. Damage assessments are ongoing for impacted areas. Call Specialists: Be sure to check Yes in the Disaster/Event Call dropdown box on the contact form for any tropical weather related calls and include in the narrative. Local Impact Summaries: Coastal Bend, Wednesday, August 23, 2023, 12:00 PM. Red Cross teams in region completing damage assessments to determine any unmet needs. Over 1,000 power outages in Corpus Christi will be restored by 8pm today. Flooded roads have receded and open for traffic. Resources for this event can be indexed under Tropical Storm Harold - August 2023." At the bottom of the form is a "Published" section with two radio buttons: "Yes" and "No". The "No" button is selected.

Note: *If there is an existing RNI entry for a current Disaster/Event and you are adding updates for your region, put news in the existing record in alphabetical order by AIC.*

Agency Record

Visionlink COS's hierarchy structure consists of three record levels: *Agency*, *Site*, and *Service*. Each of these levels, and guidelines for each level's data elements, are detailed in Sections 2-7 of the Style Guide. The purpose of an *Agency* is a legally recognized organization that delivers services (*Services*), sometimes through physical locations (*Sites*). The *Agency* record consists of basic administrative information such as headquarters location, and overall description.

Agency Naming

Disaster	Event
----------	-------

<p>The <i>Agency</i> naming convention for a Disaster is the disaster type followed by the name of the disaster (example: "Hurricane Peter, [October, 2016]").</p> <p>Only use NWS and NOAA official names. Otherwise, simply name the disaster type. For a disaster without a given name, please include an area name (example: "Tornado – Panhandle [March, 2016]").</p> <p>The naming of winter storms is done by commercial entities like weather.com and should be avoided.</p>	<p>The <i>Agency</i> naming convention for an Event is the event type followed by the best location indicator (<i>i.e. city, county, AIC area</i>), separated by a dash and followed by the month and year in parenthesis. (Example: "Chemical Spill – Austin, I-35 Corridor [November, 2016].)"</p> <p>If the Event is contained within a school campus or military base, the name of that campus or base should be used as the location.</p>
---	---

Adding an Agency

- From the Home page, click on "Resource Entry" under Resource Tools



- Begin completing the field for the Agency record. Complete the required fields, referring to the "Required Fields" section of this manual and the Style Guide for guidance.
 - Navigate between the record tab and admin tab to complete the necessary fields.
- You cannot add a Site or Service record until you create an Agency record.
- Once you are done with the Agency record, hit "Submit"

Agency Information

- Agency Name** - Add the *Agency's* name (see [page 33](#) for *Agency naming convention*).
- Description** - Type a broad description of this *Agency* record. (Example: *Resources in this Agency will assist individuals who are affected by the severe weather during the month of October.*)
- In **Status**, select "Active" - Use [Status: *Active*] for new Disaster/Event

Agency-level records. If you need help reviewing a record before activation, use [Status: *Inactive*] and contact the active Emergency Services and Escalation Center Resource Manager. If *Agency Name* was not included in the **Disaster Notification**, email all Emergency Services and Escalation Centers and TIRN Resource Managers (See [page 19](#) for instructions on locating the TIRN d-List's Emergency Management tab) with Agency Name and ID upon creation.

4. On the Admin tab, click on "Exclude From Resource Directory."

Admin Details

Status

Inactive

Record Owner *

South Central

Data Source Code

Exclude from Directory

☐ Yes ☒ No

Preferred Provider

☐ Yes ☒ No

FastTrack

☐ Yes ☐ No

5. **AIC Record Owner** - select your AIC from the dropdown box - This is ***always*** a required field on every record level.

Record Owner *

South Central

- Alamo
- Bryan/College Station
- Central Texas
- Coastal Bend
- Concho Valley
- Deep East
- East Texas
- Golden Crescent

Location

Do not enter any information.

Mailing Address

Do not enter any information.

Other Address

Do not enter any information.

Phone Numbers

Do not enter any information.

Agency Director or Senior Administrator

Do not enter any information.

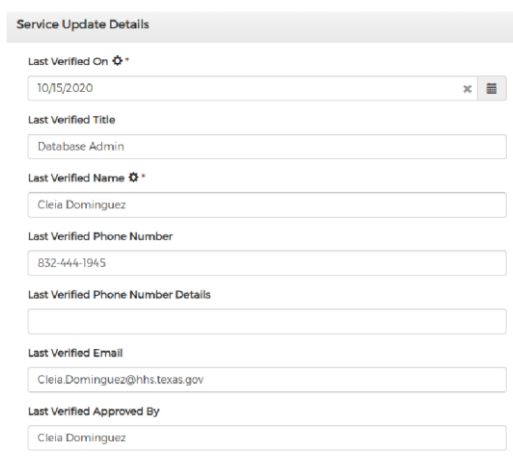
Legal and Financial

Do not enter any information.

Verification

For the purpose of Disaster/Events only, these fields must contain the contact information of the Resource Manager or person who created this Agency record. Include your AIC abbreviation, Cisco phone extension, and the best phone number to reach you during this event *especially if you will be out of the office.*

1. Enter the date you created this *Agency* record in **Last Verified On** field.
2. Enter your name in **Verified By (your name)** field.
3. Enter your title in **Verifier's Title** field.
4. Enter your email address in **Verifier's Email** field.
5. Enter the best phone number to reach you in **Verifier's Phone Number** field.
6. Click on "Submit."



The screenshot shows a form titled "Service Update Details" with the following fields:

- Last Verified On**: A date picker showing 10/15/2020.
- Last Verified Title**: A text field containing "Database Admin".
- Last Verified Name**: A text field containing "Cleia Dominguez".
- Last Verified Phone Number**: A text field containing "832-444-1945".
- Last Verified Phone Number Details**: An empty text field.
- Last Verified Email**: A text field containing "Cleia.Dominguez@hhs.texas.gov".
- Last Verified Approved By**: A text field containing "Cleia Dominguez".

Rename an Agency Record

1. Select **Resource Search** under the **Resource Tool**.

2. Search for the current agency name

Search Criteria Search Results Reset Search

Service Search

Service ID
Equals

Service Name
Contains

Agency Search

Agency ID
Equals

Agency Name
Contains

3. Click on **the hyperlinks for the agency record...**

Search Criteria Search Results

Resource Search Results

Agency Status	Agency Name
Active	South Central Severe Weather - March 2022
Active	South Central Severe Weather - March 2022
Active	South Central Severe Weather - March 2022
Active	South Central Severe Weather - March 2022

4. Select the **Agency: [Name]** listed in the *Service* record name.

5. Change the *Agency* name or any other edits you may need to make.

6. Click on "Submit."

Inactivate an Agency Record

If you want to inactivate the entire event, go into *Agency* record you wish to inactivate. Go to the *Agency* information section.

Agency information

1. In **Status**, click on the dropdown menu and select "Inactive (and exclude from public website)."
2. Click on "Save."

Note: if the Agency level is inactive, the child records will not display in the referral search for call specialist. Please proceed to make each service and site records inactive as well.

Agency
Admin

Admin Details

Status ⚙

If this is marked as NEEDS REVIEW PUBLIC SUBMISSION, this record was added through a public link.
ACTIVE and ACTIVE, INTERNAL ONLY are viewable by call specialists. ACTIVE is viewable by the public users.

Inactive ✕ ▲

Disaster FastTrack

Custom Categories are used to create “FastTracks” to quickly query all resources related to a Disaster/Event. The “Disaster FastTrack Categories” will appear just beneath the Disaster/Event search criteria field in the referral search module. Resources will appear once there is at least one *Service* indexed to it.

Disaster/Event

Includes any ▲

Placeholder

FastTrack Category

Includes any ▲

FastTrack Disaster Subcategory

Includes any ▲

Create a Disaster FastTrack

- In order to do so, select “FastTrack Admin” from the menu bar.
- This will take you to the Option List Manager
- From here, scroll down and select “disasterevent” option list, as pictured.
 - This will be the only option list to be edited. All other option lists are only to be edited by System Admins (i.e., HHSC TIRN staff).

disasterevent	Disaster/Event	2023-08-30 08:44:04-05:00	
---------------	----------------	---------------------------	--

- Click the pencil button to add a new Disaster/event category.
- Type the name of the event in the ‘new option’ field (i.e., Hurricane Harold) and hit submit.
- The disaster/event name should now appear in the field for both the resource record and the search results criteria. Resources will only display if active/active, internal only resources are indexed.

How to index a service record with the FastTrack Categories

Once you have created a FastTrack for Disaster/Event, you (and Resource Managers in other affected areas) can begin indexing event-resources using the link under **Categorization** in *Service* edit view.

The only FastTrack Categories to be indexed are the Disaster/Event, the Disaster Resources FastTrack Category, and the FastTrack Disaster Subcategory.

All the other FastTrack Categories are for the TIRN FastTrack.

- Go to the Service resource record to edit.
- In the Service Details section, below the taxonomy field, there will be the Disaster/Event, the Disaster Resources FastTrack Category.
- Select the Disaster/Event.
- Select Disaster Resources FastTrack Category.
- A new field will populate when the Disaster Resources FastTrack Category selected.
- Click the FastTrack Disaster Subcategory that aligns with the resource.
 - If there are additional, FastTrack Disaster Subcategories needed, please email the 211 inbox.

The screenshot shows a form with three dropdown menus. The first dropdown is labeled "Disaster/Event" and has "Placeholder X" selected. The second dropdown is labeled "FastTrack Category" with a gear icon and has "Disaster Resources X" selected. The third dropdown is labeled "FastTrack Disaster Subcategory" and has "Disaster Preparedness X" selected. Each dropdown has a small upward arrow on the right side.

Rename a Disaster FastTrack

If you discover that the Disaster FastTrack name does not follow the naming convention instructions on [Page 18](#), you will need to rename the Disaster FastTrack. For a Disaster/Event that involves three or more AICs, the Emergency Services and Escalation Center would be responsible for renaming the Disaster FastTrack.

- In order to do so, select "FastTrack Admin" from the menu bar.
- This will take you to the Option List Manager
- From here, scroll down and select "disasterevent" option list, as pictured.
 - This will be the only option list to be edited. All other option lists are only to be edited by System Admins (i.e., HHSC TIRN staff).

disasterevent	Disaster/Event	2023-08-30 08:44:04-05:00	
---------------	----------------	---------------------------	--

- Click the pencil button to add a new Disaster/event category.
- Then click the pencil button of the disaster/event option you would like to change

Edit List
✕

List Name

Disaster/Event

Note

Editing the options below will cause deployments to rebuild, which could inhibit users from accessing the system for a time. Please use this tool wisely. Saving may take a while.

List used on 6 deployments. Click to expand

List Options

+ Placeholder

New Option

+ Add Item to List

Cancel

Submit

- Update the name and click Submit

Connecting Pre-existing Services to the FastTrack

1. Search for the resource (*example: American Red Cross - Safe and Well Survivor Registry*). **Note:** If there is more than one *Service* record that you want to attach to the FastTrack, you must follow each of the steps below. You cannot connect more than one *Service* record at a time.
2. Click on the **Service** Hyperlink
3. Scroll down to **Disaster/Event** section.
4. Type the Disaster/Event Name (*example: Severe Weather - October 2016 **TEST***). *Note: This has to be an existing option to select.*
5. Click the **Disaster/Event Name**

Disaster/Event

Placeholder

Disaster/Event

6. Then select the "Disaster" FastTrack Category
7. The FastTrack Disaster Subcategory field will trigger
8. Select the Disaster Subcategory that aligns with the resource. Note if a subcategory needs to be included, dependent on the disaster/event, please contact the 211 inbox to request an additional subcategory option.

FastTrack Category ⚙

Disaster Resources %

FastTrack Disaster Subcategory

Disaster Helplines

Disaster Preparedness

STEAR

Closures - School and Business

Crisis Cleanup and Debris Removal

Damage, Scams, and Impact Reporting

Disaster Case Management

Evacuation Assistance and Road Updates

Service Record

A *Service* record describes the assistance or service an *Agency* delivers to those it serves. As such, its key elements are fundamental to the referral process. *Site* records are assigned to *Service* records to show the locations where the *Service* is available. Although basic style guide rules do apply to disaster records, there could be times during disasters when all required information is not promptly available. Use your discretion in deciding when a record has sufficient critical information to warrant activation.

Adding a Service Record

1. In the left-hand navigation menu of an existing resource record, click the (+) sign next to "Service" as pictured:

Service	+
Site	+

- Complete the required fields, refer to the "Required Fields" section of this manual and the Style Guide for guidance.
- Select "Submit"

Service Record Information

1. Add **Service Name**. The *Service Name* should reflect the type of service provided and, when relevant, a provider name. For example:
 - a. In a **large-scale event**, which likely includes a significant number of resources and a widespread Network impact, the following Services will probably be distinct, with each Service record having Site records: i. Shelter ii. Donations iii. Disaster Relief Services iv. Long Term Recovery v. Vaccinations vi. Refer to Appendix B: Frequently Used Services in Times of Disaster
 - b. For a **small event** with few resources and limited Network impact, the following might be the case:
 - i. In a statewide heat wave, for example, there may be numerous local fan drives, but FEMA may also be distributing fans directly. In that case you might have a *Service* record called "Fans" with many *Site* records around the state, with differences among *Site* records captured at the *Site* level
2. **Description** - Type a description of this *Service* record that would apply to many different locations. (*Example: Provides shelter to individuals affected by June flooding.*) - Depending on the scale of the Disaster/Event and the consequent hierarchy format, *Service* Descriptions should either be very specific, or general.
3. *Service* example:
 - a. Donation Center
 - i. Provides a drop-off location for donations such as building/construction materials, furniture, appliances (such as mini-refrigerators) and other household items.
4. **Internal notes (Edit Notes)** - Notes are used regarding the source of your information in reverse-chronological order (newest at the top), including date [mm/dd/yyyy], your initials, and reference source for *Service* information. (*Example: 10/01/2016 – DS – local television report; 09/31/2016 – DS – KVUE website.*) Only complete this field when making edits to the *Service* record.

Internal Notes

Edit Notes

6/18/2018 - made inactive per agency contact. They have more requests for assistnac than they can to to over the next year. DML6/13/2018 - sent email asking about status of program. DML3/22/2018 - recevied 211 documentation and updated agency record. DML3/15/2018 - updated file from Grant notes; waiting to recieve 211 documents from agency. Information states repairs will be done in a 15 day blitz but then also states the program will last one year. Waiting on clarification DML

5. **Status** - Use [Status: *Active*] for new Disaster/Event *Service*-level records. If you need help reviewing a record before activation, use [Status: *Inactive*] and contact the active Emergency Services and Escalation Center Resource Manager. As *Service* Names and IDs are created, include them in your **Disaster/Event Updates**. **Disaster/Event Updates** should be emailed at least every 24 hours and more often, if needed. For a Disaster/Event that involves numerous resources and has a significant Network impact, at least two updates per day are needed.

Status ⚙

Inactive ✕ ▾

Active

Active, Internal Only

Active, but do not refer

Inactive, Internal Only

6. AIC Record Owner - select your AIC from the dropdown box - This is always a required field, on every record level.

Admin Details

Status ⚙

Inactive ✕ ▴

Record Owner *

Gulf Coast ✕ ▴

Service Details

1. **Eligibility** - add information (example: "Open to individuals affected by the severe weather").
2. **Service Fees** - add if there is any fees involved. If none, type "none."
3. **Application Process** - if there is a process for application, please add (example: "Walk- ins accepted").

Service Details

Documents Required

Online Request to Rebuild online at help request

Fee Structure

None, donations

Application/Intake Process

Complete on-line application request for help. A 4B representative will follow up with a home visit to assess the damage needing repair and determine what available

Eligibility

Reside in coverage area, impacted by Hurricane Harvey

Languages Offered

English, Spanish

Taxonomy

1. From the backend of a Service record, find "Taxonomy" under Service Details in the Service record tab.

Taxonomy *

Probate Petition Filing Offices EJ-1600.6500

Government Buildings/Installations PL-7600.2600

County Government Departments/Offices TD-0300.1300

Beer/Liquor Licenses and Permits DF-7000.1100

Youth Work Permits ND-1600.9500-950

2. Click into the search field, as you begin typing words, the fields will begin to search for matches. To assign taxonomy terms, click on the "Taxonomy"

Caldwell County Court at Law Judge 1703 S. Colorado St Box 11 Caldwell County Justice Center 78644

Food	BD	(0)
Food	Pantries BD-1800.2000	(1947)
Food	Pantries * COVID-19 BD-1800.2000	(82)
Food	Donation Programs TI-1800.2000	(52)
Food	Pantries * Older Adults BD-1800.2000	(13)
Food	Pantries * Winter Storm Victims BD-1800.2000	(12)
Food	Pantries * Hurricane Victims BD-1800.2000	(11)
Food	Vouchers BD-1800.2250	(98)
Commodity Supplemental Food Program	BD-1800.1500	(41)

Food

3. From here, you can search for taxonomy terms, which will auto-populate above the field like the picture above.

Disaster Taxonomy

You may want to look at Disaster Taxonomy Service in Appendix A of this document or under 2-1-1 Texas Documents Library > Emergency Management > Emergency Management for Disaster Taxonomy file to determine what taxonomy you wish to use.

Site Information

A site needs to be associated to a service record to appear on the Client Record – Referral Search Module.

1. To associate a site, go to the service record and type the name of the site Associated Site field. Note: only the site record under the agency record will be included in the search results.
2. Sites will appear in the search results. Click on the site relevant to the services and it will appear above the Associated Site field.

Associated Sites

4B Disaster Recovery Office

Main

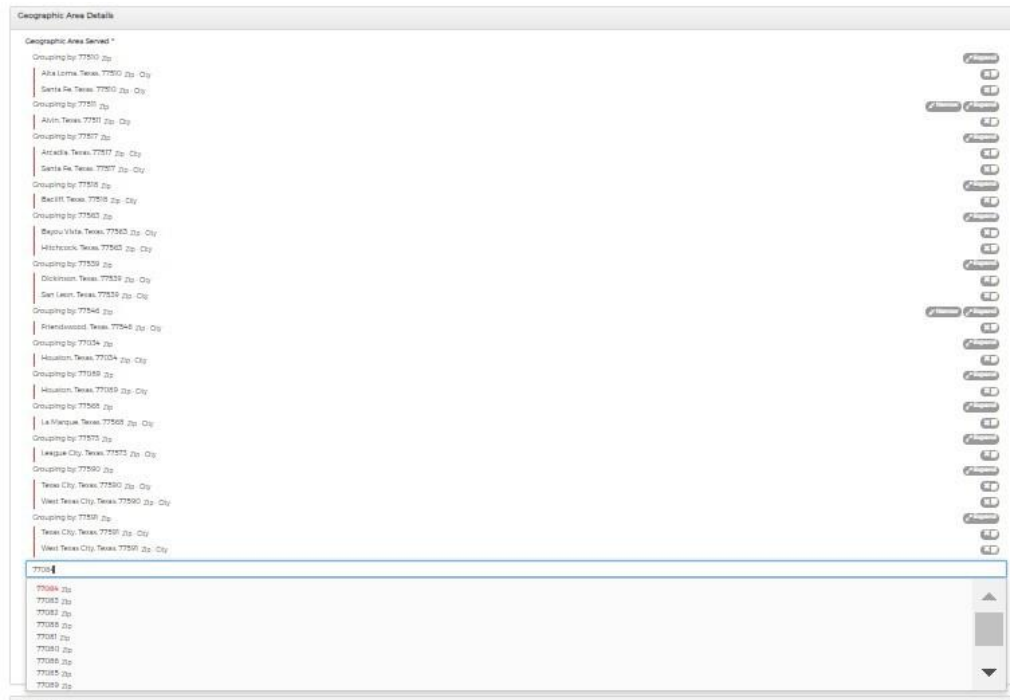
Main Office
999 N. Egret Bay Blvd League City 77573

Coverage area served by this resource

If a local *Service* is available to anyone, include the bordering counties and their bordering counties (unless it is truly a statewide service, like a statewide disaster hotline. In which case, the coverage area would be "statewide.") **HOWEVER**, if the *Service* is offering at multiple *Sites* with distinct service areas, you will create a new service record for the differing coverage area of each site.

This is an example if there were **no other Sites** offering the distinct service (which is rare):

1. To add a coverage area, go to the service record and type the name of the area served in the Geographic Area Details field.
2. Results will appear; Click on the area relevant to the service and it will appear the above the Geographic Area Served field.



3. In the text box under "Coverage Area Text" type the areas you select in Step 2. Remember to look at the style guide if you have questions.

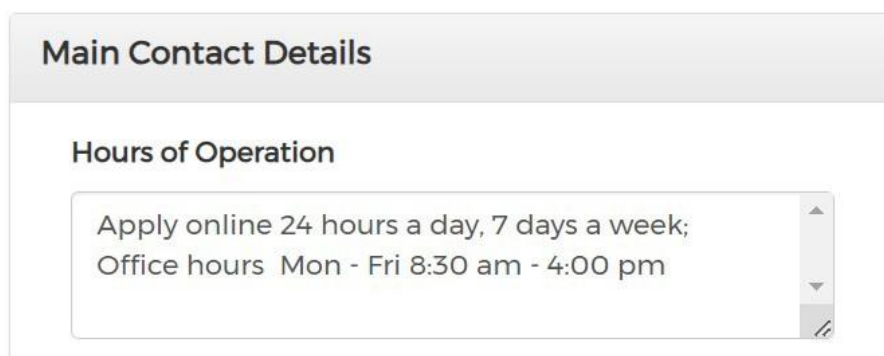
Coverage Area Text

77084, 77590, and 77591

Hours of Operation

This field is required when the Site is not the main point of contact. Use the text box for

"Hours of Operations." Type hours available for this Service (*example: "24 hours a day, 7 days a week"*).



The screenshot shows a web form titled "Main Contact Details". Inside the form, there is a section labeled "Hours of Operation". Below this label is a text input field containing the text: "Apply online 24 hours a day, 7 days a week; Office hours Mon - Fri 8:30 am - 4:00 pm". The input field has a vertical scrollbar on the right side.

Service Phone Numbers

Do not enter any information in this category **unless** the *Site* is not the main point of contact.

Service Verification

For the purpose of Disaster/Events only, these fields must contain the contact information of the Resource Manager or person who created this *Agency* record. Include your AIC abbreviation, Cisco phone extension, and the best phone number to reach you during this event ***especially if you will be out of the office.***

1. Enter the date you created this *Agency* record in **Last Verified On** field.
2. Enter your name in **Verified By (your name)** field.
3. Enter your title in **Verifier's Title** field.
4. Enter your email address in **Verifier's Email** field.
5. Enter the best phone number to reach you in **Verifier's Phone Number** field.
Note on the example below that "Margie" has listed her Cisco extension number (IP 54500) and her cell phone number (C: 9151231111).
6. Click on "Save."

Notes for the Service Record

1. Referrals can only be made at the *Service* level. You cannot make a referral to the *Site* record.
2. Use of Media: During disasters/events, it is permissible to make a *Service* level record that points to media sources.

- a. The *Service Description* might read, "Provides a website with updates on school, business, and government office closures or delays due to winter storm conditions," and
 - b. The *Application Process* may read, "Visit www.ketknbc.com or www.cbs19.tv for current closure information" (see *below for how to create linked text in Intake Procedure*).
 - c. A flyer or .pdf can be attached to an existing *Service* record.
 - d. It is also permissible to create a *Service* record for the primary purpose of hosting an informational PDF, such as a flyer with evacuation or boilwater instructions. In these cases, the *Service Description* should contain a summary of the information.
3. The most frequently used *Services* in times of a Disaster/Event can be located in Appendix B.

Temporarily Reassigning Services

Because Visionlink COS *Service* records can be assigned not only to taxonomy but to **Custom Categories**, it is no longer necessary to re-assign Event-relevant resources to the Disaster/Event *Agency* record. Instead, index *Service* records to the established **Disaster/Event FastTrack** (see [page 51](#) for *Categorization*). For example, the American Red Cross Shelter Locator *Service* record only needs be added to *Disaster/Event FastTrack* since it is an active *Service* record all of the time.

Service Name *	American Red Cross Shelter
Aliases	
Service Description *	Shelter opening for evacuees. Check status of shelters to verify that they are open: http://www.redcross.org/find-help/shelter
Associated Sites	
Taxonomy *	Mass Care Shelters TH-26001580-500
Disaster/Event	Placeholder X
FastTrack Category	Disaster Resources X
FastTrack Disaster Subcategory	Shelters X

Do not create new *Service* records in pre-existing active *Agencies* and add them to the *Custom Category FastTrack*. For example, a local library (active *Agency* record) is acting as a shelter.

You would not add a Shelter *Service* record to that existing library *Agency* record. Instead, look for the Shelter *Service* record in the Disaster it is associated with

and add the library as a *Site* record. If there is not a Shelter *Service* record created yet, create one called "Shelters" and then add the library information as a *Site* record.

Site Record

Site records represent the physical locations where clients access services (*Services*) provided by an *Agency*. A *Service* might have one or more *Sites* associated with it, or in the case of a web-based resource, zero *Sites*. All hierarchies that contains *Services* must have at least one *Site*.

Just as in everyday Resource Management in Visionlink COS, *Site*-level records within Disaster/Event contexts are necessary to display on the Client Record – Referral Search Module. *Sites* **must** be used for physical location resources, such as shelters (*example: Service record "Shelters" will have Site assignments corresponding to the open shelters*). Many resources such as school closure bulletins, disaster relief hotlines, etc., may not have a physical site, but will need to have a *Site* record associated even it is with No physical address.

In the case of many evacuations happening across the state, it may be more logical to have one *Service* record with multiple *Sites*, one for each location evacuating. For guidance on this situation, reach out to the active Emergency Services and Escalation Center.

Adding a Site Record

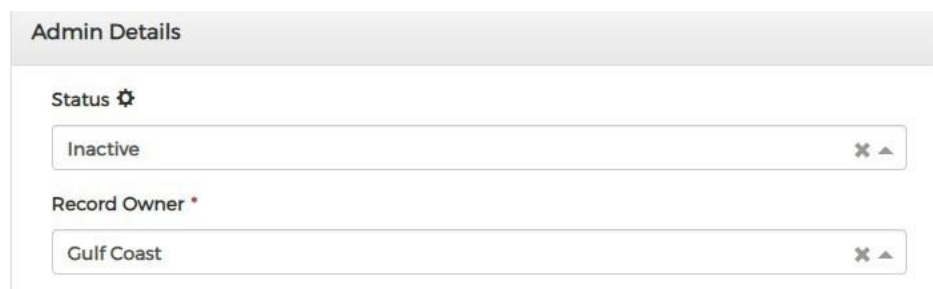
- In the left-hand navigation menu click the (+) sign next to "Service" as pictured:



- Complete the required fields, refer to the "Required Fields" section of this manual and the Style Guide for guidance.
- Select "Submit"

Site Information

1. **Site Name** - Add the *Site* name. *Site* Name should describe the physical location entity providing the resource. For example, a local church acting as a shelter might have *Site* Name, "St. Mary's Church."
2. **Status** - select "Active" - Use [Status: *Active*] for new Disaster/Event *Service*-level records. If you need help reviewing a record before activation, use [Status: *Inactive*] and contact the active Emergency Services and Escalation Center Resource Manager. As *Service* Names and IDs are created, include them in your [Disaster/Event Updates](#). Disaster/Event Updates should be emailed at least every 24 hours and more often, if needed. For a Disaster/Event that involves numerous resources and has a significant Network impact, at least two Updates per day are needed.
3. **AIC Record Owner** - select your AIC from the dropdown box - This is ***always*** a required field, on every record level (*except ServiceAtSite*).

A screenshot of a form titled 'Admin Details'. It contains two dropdown menus. The first is labeled 'Status' with a gear icon and shows 'Inactive' selected. The second is labeled 'Record Owner' with a red asterisk and shows 'Gulf Coast' selected. Both dropdowns have a close (X) and expand (up arrow) button on the right.

Site Location

Add the physical address of the *Site* record. This is a required element. If you add **City/Zip Code Lookup** it will populate the **City**, **County** and **State** (if the zip code is found). Hit "Validate Address."

Hours

Add hours information at the site level if differs for each site and can be applied to other services or has no other services connected.

Site Mailing Address

Not required, include if applicable.

Site Other/International Address

Not required, include if applicable.

Site Phone Numbers

Add the *Site* records phone number in the *Contact Details* field.

1. **Phone Name:** Type "Main Number."
2. **Phone Number:** Enter phone number with area code.

Site Verification

For the purpose of Disaster/Events only, these fields must contain the contact information of the Resource Manager or person who created this *Agency* record. Include your AIC abbreviation, Cisco phone extension, and the best phone number to reach you during this event ***especially if you will be out of the office.***

1. Enter the date you created this *Agency* record in **Last Verified On** field.
2. Enter your name in **Verified By (your name)** field.
3. Enter your title in **Verifier's Title** field.
4. Enter your email address in **Verifier's Email** field.
5. Enter the best phone number to reach you in **Verifier's Phone Number** field. *Note on the example below that "Margie" has listed her Cisco extension number (IP 54500) and her cell phone number (C: 915-123-1111).*
6. Click on "submit."

Adding Site to a Service Record

A site needs to be associated to a service record to appear on the Client Record – Referral Search Module.

1. To associate a site, go to the service record
2. Type the name of the site Associated Site field. Note: only the site record under the agency record will be included in the search results.
3. Sites will appear in the search results. Click on the site relevant to the services and it will appear above the Associated Site field.

Notes for Sites

1. One *Site* might have a lot of *Services* hosted at it. These *Services* may be available at multiple *Sites*. Because of this, hours *Service* level if differs for each site and cannot be applied to other services.
2. If attempting to edit or add a *Site* record that is being worked on by another AIC, notify the active Emergency Services and Escalation Center.
3. If one *Site* is no longer offering the *Service* but the *Site* is active, you would remove the *Site* from the *Service* record. (*Example: Donation Service record - Debbie's Clothes Horse [non-profit Site that offers clothes at low cost for low income people] is always open for business but for a Disaster/Event was a donation drop off location.*) You do not want to inactivate the *Site*, but instead you go into the Donation *Service* record and remove Debbie's Clothes Horse in **Sites** section under **Associated Sites** and then "Submit" the *Service* record.

End of Disaster/Event

When the Disaster/Event has moved to a recovery stage, a **Disaster/Event Update** should be distributed to the same recipients who have received initial **Notification** email and previous **Update emails**. The same is true of a Disaster/Event coming to an end.

- **Recovery** stage is reached when (1) short-term and immediate basic needs services begin to close and decline in number and (2) long-term services are offered and perhaps are more prevalent than basic needs services.
- The **conclusion** of the event is much harder to define but will likely occur when resources are no longer available and no calls or inquiries have taken place for at least a month.

With respect to determining "recovery" or "conclusion," we will follow the lead of the Texas Department of Emergency Management and Situation Reports (SITREPS), along with all the regions throughout Texas returning to Level IV (normal).

Recovery resources will remain *Active*. The **RNI** for the Event will be updated to describe the state of the Disaster/Event as in-recovery.

Recovery records are the responsibility of affected AICs. For example, the Heart of Texas AIC has resources for on-going efforts to help those affected by the West Explosion. Heart of Texas AIC would be responsible for these records even if the records had been created by an Emergency Services and Escalation Center (ESEC) or TIRN.

After Action Report (AAR)

An **After Action Report (AAR)** is a consolidation of information gathered a past event (Disaster/Event) made for the purposes of re-assessing decisions and considering possible alternatives for future reference. It is extremely helpful to identify best practices, resource gaps, lessons learned and opportunities to improve for future Disaster/Events. Information gleaned from this process also identifies and guides improvement to the TIRN Emergency Management Protocols.

Disaster/Event Affecting 1 or 2 Regions

Affected AIC(s) and participating ESEC(s) will collaborate to write an AAR regarding Disaster/Events in a Word document. Together they will submit one AAR to TIRN within seven (7) business days of the Disaster/Event going to in-recovery mode.

Disaster/Event Affecting 3 or More Regions

All affected AICs will write an AAR for their region and submit their report to the active ESEC. Participating ESECs will collaborate to write an AAR with the affected AICs regarding Disaster/Event using the submitted AIC AAR. One of the participating ESECs will submit one AAR to TIRN within seven (7) business days of the Disaster/Event going to in-recovery mode. After final review, TIRN Disaster Coordinator(s) will email an AAR to the Network.

The AAR should include:

- A summary of the Event, its impact on the Network (*example: Event-related call volume, AIC closures, Specialist staff increases*).
- Agency-level record(s) [Name(s), ID(s)] created for Event, with description of Agency Hierarchy. (*Example: "Service records for Road Closures, and Transportation Resources in the two (2) affected AIC areas; Service and Sitelevel records for Shelter and Sandbags."*) Refer to [Appendix C](#) for details.
- Custom Category management – Was a template renamed, or a Category created?

- Issues, difficulties, and concerns encountered by affected AIC(s), Emergency Services and Escalation Center(s), and TIRN
- Recommendations for strategies to better handle a similar Disaster/Event in the future

After Action Meeting

Depending on the scale and details of the Disaster/Event, TIRN will make a determination on the necessity of hosting an **After Action Meeting**. If a meeting is warranted, TIRN will coordinate a web-based **After Action Meetings**. Attendance by all invited AICs is mandatory.

Emergency Services and Escalation Center (ESEC) Guide

For Emergency Services and Escalation Center Use Only

Responsibilities

Emergency Services and Escalation Centers (ESECs) are AICs that contract with TIRN to fulfill expanded Disaster/Event-related tasks.

Quick Activation

ESECs “ramp-up” to 24-hour operations within a period of time not to exceed four (4) hours or as directed by TIRN. They maintain a trained cadre of at least 20 volunteer staff for the purpose of expanding capacity as deemed necessary or directed by HHSC. (Upon request by TIRN, an ESEC must provide its current list of trained volunteers.)

Monitor Local AIC Resource Management

Key staff will be included in an affected AIC’s initial **Notification email** to TIRN/Active ESEC. This notification email will be a cue for the **ESEC’s Resource Manager** to begin proactively monitoring local AIC resource management, including Disaster/Event **RNI** and **Disaster/Event [Custom Category]**.

Provide Assistance to Affected AIC(s)

Resource Managers at *Active ESECs* (see [page 7](#) for “Active”) must be available to assist with local Disaster/Event Resource Management, reachable by phone for affected AIC(s) Resource Manager(s) to call for policy clarification and support in Resource Management-related functions.

Oversee CRM Database

Resource Managers at *Active ESECs* have oversight over database-wide functions, including **RNIs** and **Custom Categories**. They are also expected to review created Disaster/Event Agencies, reorganize hierarchies and edit records as necessary to help local Resource Managers meet policy outlined in this document.

Collaborate during Large-scale Events

Starting with the active **ESEC** at the beginning of a three-or-more-Region Event, all **ESECs** will collaboratively manage communication and database-wide resource management functions for large-scale Events, with oversight and assistance from TIRN.

Attend State Operations Center (SOC) Conference Calls

Active **ESECs** must attend any weather related SOC conference calls. Log onto the weather calls using the SOC's webinar with your first and last name, 2-1-1. A summary of the call should be emailed to all **ESECs** and TIRN Disaster Coordinators.

Manage Email Correspondence

ESECs must maintain a single shared email address that automatically forwards to all their Disaster Coordinators and active managers. If a Disaster Coordinator is unavailable, the individual must have an out-of-office email notification with instructions on who to contact.

Register STEAR Contacts

State of Texas Emergency Assistance Registry (STEAR) calls and/or faxed information continued to be entered. In case of a hurricane, STEAR calls/faxed information will cease at 48-hours to landfall.

Offer Remote Capabilities via HHSC VPN

ESECs are capable of supporting staff and volunteers remote call-taking using HHSC VPN.

Web EOC

Active ESEC **Disaster Coordinators** can monitor WebEOC during *Disasters/Events* to attain vetted resource information:

1. Go to <https://webeoc.tdem.texas.gov/eoc7/default.aspx> and enter your User Name and Password or Create Account.
2. Select the **Incident**.
3. Boards in **red** will have new information available.
4. Send resource information to affected AIC(s) Resource Manager(s) to be added or, if preferred, the active ESEC Resource Manager can add/edit the relevant record(s).

WebEOC Training can be accessed at: <https://www.preparingtexas.org/>

1. Enter your User Name and Password.
2. Select **Training Catalog**.
3. In Online catalog search box, type WebEOC.
4. Select **WebEOC: Operations Technology in Support of Local Jurisdictions**.

Considerations for Remote Volunteers

Each volunteer must be assigned to a supervisor and team within Finesse. Finesse teams are limited to 50 users. Provide each volunteer's first name, last name, personal email address, HHSC Network Access Computer Login (NA SAM ID) (if account is active), supervisor name, and Finesse team name to TIRN. Use the ESEC Volunteer Template found within the *Visionlink COS Documents Library* to update volunteer information and submit to 211@hhsc.state.tx.us within five days of any changes. Below please find where the ESEC Volunteer Template can be found:

Client Tools

	Description
Client Entry	Click here to create a new client record.
Client Search	Click here to search for existing clients.
Chat Search	Click here to search for existing chat clients.
Follow Up Search	Click here to search for follow-up records.
Chat	Click here to open chat.
Documents Library	Search form for searching the documents library.

Name

Contains

Document Category

Includes any

Emergency Management ✕

Search Results		
File ID	File Name	File Description
4	AIC Emergency Management Protocols 2023	Official Disaster/Event response protocols for the 2-1-1 Texas Network.
7	TIRN d-List 11.8.2023	Directory of all Network key staff, by AIC. d-List includes staff roles and contact information. A specific tab is available for contact information for key Disaster/Event contacts, such as AIC Disaster Coordinators and their back-ups. Directory of all Network ...
18	STEAR Instructions	STEAR Call Instructions for both ESECs and non-ESECs.
23	ESEC Volunteer Template	Contains the template of information needed to submit requests for Jabber credentials for new ESEC volunteers. Once filled out, please call the HHSC Help Desk at (855)-435-7181 to submit the request and include the completed template as an email attachment to the technician. ...

When a volunteer departs the Service, the ESEC should submit a ticket with the Help Desk to have their Jabber and Finesse credentials terminated.

What is a *trained* volunteer?

If working remotely, volunteers will be taking calls over the HHSC Global Protect VPN using an HHSC-provided laptop. In addition to training on resource management, volunteers will need to be able to login to HHSC-provided laptops, join the Global Protect VPN, launch Jabber, login to Finesse, and navigate the CRM. AICs are responsible for completing user acceptability testing on each volunteer's ability to successfully use all applications and may consult TIRN-provided technical guides.

Notify volunteers of anticipated emails and account set-up

Volunteers will begin receiving correspondence from HHSC once assigned an NA SAM ID and account from HHSC IT via the e-mail address TIRNProvisioning@hhs.texas.gov. This email will contain instructions for logging in and setting a password through *Office 365*. This email will be sent to the local organizational email address. Below is a sample message of what they will receive. Please ensure that volunteers are anticipating correspondence from HHSC IT and do not misinterpret them as spam. **Do not delete the emails.**

From: TIRNProvisioning@hhs.texas.gov <TIRNProvisioning@hhs.texas.gov>

Sent: Wednesday, October 20, 2021 8:49 AM

Subject: HHSC - New user account information - Username

An HHSC O365 user account has been created. Please allow 60 minutes before logging into your HHSC account.

Please contact the HHSC Helpdesk for any issues regarding this account.

If you do not currently have a Jabber, Finesse and Verint account, your Manager may now contact the Help Desk to put in a work order specifying to create an account for Jabber, Finesse and Verint Accounts.

HHSC Helpdesk: (512) 438 - 4720 / (855) 435 - 7181

Username

You have been issued a temporary password, and you must perform a password change at first login by using the following link: [Office.com](https://office.com)

You will then need to change your password every 90 days to avoid your account being disabled.

Please Note: This email comes from an unmonitored account.

Accounts must be activated within **5 calendar days** of receipt. To avoid login errors, instruct your volunteers to log out of any Outlook accounts prior to linking to [Office.com](https://office.com).

If a user fails to change their initial password, users will receive an email from TIRNProvisioning@hhs.texas.gov. This email will be sent to the local organizational email address. Below is a sample message of what they will receive. Please ensure that volunteers are anticipating correspondence from HHSC IT and do not misinterpret them as spam. **Do not delete the emails.**

From: [NAA Do Not Reply@hhs.texas.gov](mailto:NAA_Do_Not_Reply@hhs.texas.gov) <[NAA Do Not Reply@hhs.texas.gov](mailto:NAA_Do_Not_Reply@hhs.texas.gov)>

Sent: Wednesday, October 20, 2021 9:37 AM

Subject: TXHHSC Domain / Email Password Expiration Notification - TIRN/211 Users

Importance: High

The password for the following HHSC O365 account is set to expire soon.


Username:

You have not changed your initial password. Failure to change your password by this date will result in your account being disabled. You will continue receiving this email until you have changed your password or your password has expired.

If you do not know your current/original password, you will need to contact the Consolidated Help Desk at (512) 438-4720 or (855) 435-7181 for assistance.

Once your password has expired, your supervisor will need to email 211@hhsc.state.tx.us for assistance.

Please use the following instructions to change your password:

Log onto [Outlook Web Access \(OWA\)](#). Click on **Settings**  (located at the upper right side), scroll down and click **Change your password**.

If the link does not work, copy and paste this URL into your Web Browser: <https://office.com>

NA SAM Accounts and Password Maintenance

All user and volunteer accounts must be logged into **at least once every 30 days** to update password and remain active. Users can log into network accounts to maintain and update passwords through a mobile device, home computer or laptop; it does not have to be done through the HHSC-provided laptops.

ESECs are responsible for ensuring that NA SAM accounts (for both volunteers and staff) remain active. Deactivated accounts cannot be immediately reactivated and usually take five business days to create. This will hinder call-taking during a *Disaster/Event*.

All users will receive an email stating their HHSC password is about to expire. This email will be sent to the local organizational email address. This email will come from [NAA Do Not Reply@HHS.texas.gov](mailto:NAA_Do_Not_Reply@hhs.texas.gov). The users will get one every morning starting 10 days before it expires. Below is a sample message of what they will receive. Please ensure that volunteers are anticipating correspondence from HHSC IT and do not misinterpret them as spam. **Do not delete the emails.**

From: [NAA Do Not Reply@hhs.texas.gov](mailto:NAA_Do_Not_Reply@hhs.texas.gov) <[NAA Do Not Reply@hhs.texas.gov](mailto:NAA_Do_Not_Reply@hhs.texas.gov)>
Sent: Wednesday, October 20, 2021 9:38 AM
Subject: TXHHSC Domain / Email Password Expiration Notification - TIRN/211 Users
Importance: High

The password for the following HHSC O365 account is set to expire soon.

Username:

Your password will expire . Failure to change your password by this date will result in your account being disabled. You will continue receiving this email until you have changed your password or your password has expired.

If you do not know your current/original password, you will need to contact the Consolidated Help Desk at (512) 438-4720 or (855) 435-7181 for assistance.

Please use the following instructions to change your password:

Log onto [Outlook Web Access \(OWA\)](#). Click on **Settings**  (located at the upper right side), scroll down and click **Change your password**.

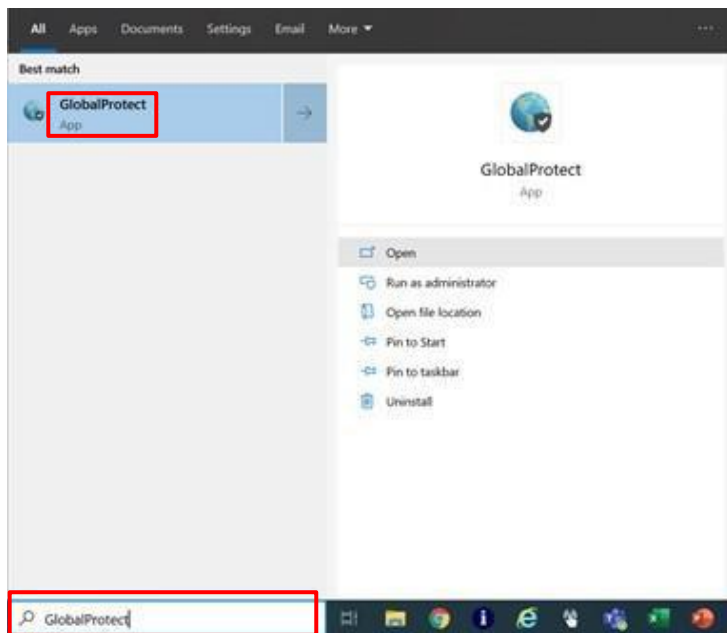
If the link does not work, copy and paste this URL into your Web Browser: <https://office.com>

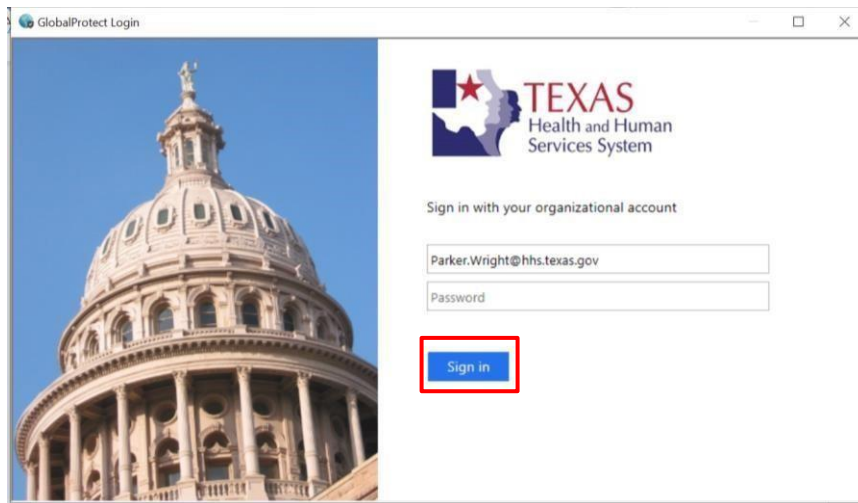
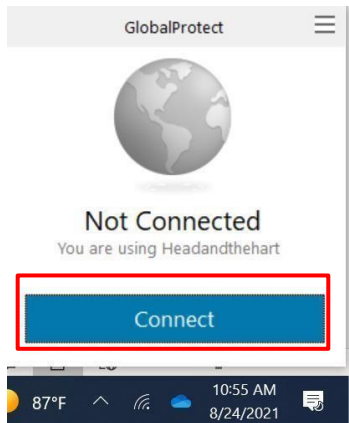
Thank you!

Network Access Administration

To have accounts reactivated ESEC managers will need to email 2-1-1 TIRN at 211@hhsc.state.tx.us, please put in the subject line Re-activate User account, to request that a new SAM ID be created and include a copy of local procedures for preventing future account deactivation. Once approved, 2-1-1 TIRN will send instructions for activation.

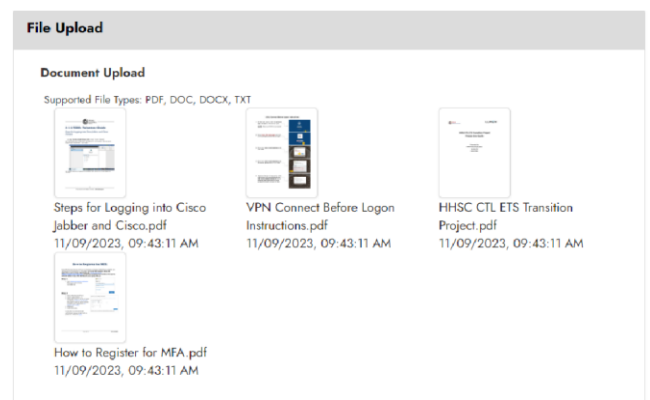
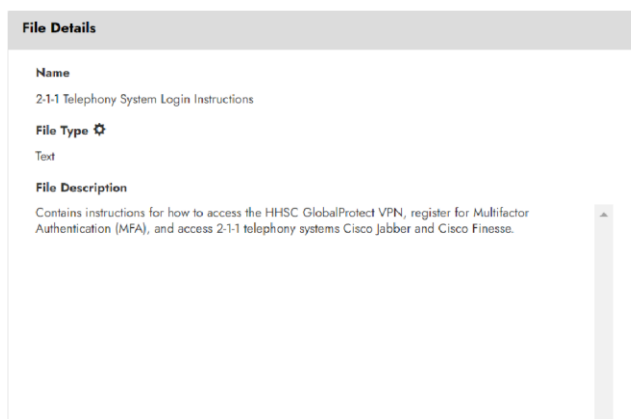
Multifactor Authentication





After logging into the Global Protect VPN, users will receive a text message on their mobile device. MFA instructions are in the *Visionlink COS Documents Library*.

2-1-1 Telephony System Login Instructions



Laptop deployment and maintenance

There are several steps for deploying and maintaining HHSC laptops. The custodian (usually the AIC manager or director) must sign the AMO4 (HHSC IT Asset Management) form to receive the laptops. Laptops should be stored in a secure location.

Each device must connect to the VPN **at least once every 30 days** to receive critical software updates. This includes laptops that are not currently in active use by a volunteer or staff member. ESECs may use any NA SAM account to log into the device and connect to the VPN. Additionally, the same NA SAM account may be used to log into multiple devices at once. *2-1-1 TIRN recommends that laptops stay connected to the VPN overnight, if possible, but for at least an hour to ensure that software updates process fully.*

If more than 30 days pass between logins, critical updates may be missed, and idle computers **may fail to launch**. Failure to launch will require placing a ticket with the Help Desk and physically delivering the laptop to the local Deskside Support. The device may be out of commission for several days and unavailable for ESEC activation within 4 hours.

Jabber/Finesse credentials

After users are provisioned with HHSC Network log-in credentials (NA SAM ID), ESEC may submit a work order to the Help Desk for Cisco Jabber login credentials. This step is imperative for taking calls and may up to five business days to complete. Please inform volunteers that they will receive an e-mail from the HHSC telecom vendor (Lumen) containing their Jabber username and password. ***It is the responsibility of the ESEC managers to notify 2-1-1 TIRN when a volunteer is no longer working with the Service, so their account may be termed.***

Each ESEC will maintain a local bank of Cisco Finesse IDs for emergency response volunteers. These accounts do not have expiration dates associated with them and may be “recycled” for future volunteers. If additional Finesse IDs are needed, call the Help Desk to place a work order.

Technical standards for broadband

100 mbps/10 mbps, wired, adapter may be needed for tablets, no wireless or hotspots

Visionlink COS accounts

Volunteer accounts will be created in bulk at the time of disaster/event. Volunteers will need a valid email address. TIRN will request account

information when needed. If you have questions, please contact the TIRN Resource Specialist at 211@hhsc.state.tx.us.

Training resources

The technical guides provided by TIRN are located in the *Visionlink COS 2-1-1 Texas Documents Library*. There are topics including HHSC network (NA SAM) login instructions, multifactor authentication, Global Protect VPN, Jabber, and Finesse.

These can be found in the record titled 2-1-1 Telephony System Login Instructions.

Document Category

Includes any

Call Center Operations

Search Results

Filter

File ID	File Name	File Description
21	TIRN Chat Handbook 11.2023	Provides a guide to handle chat in the Visionlink COS - Chatwoot. This is a guide created by 2-1-1 TIRN.
24	2-1-1 Telephony System Login Instructions	Contains instructions for how to access the HHSC GlobalProtect VPN, register for Multifactor Authentication (MFA), and access 2-1-1 telephony systems Cisco Jabber and Cisco Finesse.
25	Procedures for Activating/Deactivating User Accounts	Contains instructions for: creating, activating, reactivating, and deactivating user accounts for the following: HHSC Remote Workers Accounts: Access to HHSC sign on and VPN to answer calls remotely. Hard Phone Accounts: Access to Cisco Finesse to answer calls in office. Als ...
26	Cisco Finesse Agent Skilling Instructions	Contains instructions for how to modify 2-1-1 TIRN agent skilling. Please see attachments on right side of screen.
27	211 Account Checklist	Contains a checklist of accounts needed to perform information and referral service delivery and operations.

File Details

Name

2-1-1 Telephony System Login Instructions

File Type

Text

File Description

Contains instructions for how to access the HHSC GlobalProtect VPN, register for Multifactor Authentication (MFA), and access 2-1-1 telephony systems Cisco Jabber and Cisco Finesse.

File Upload

Document Upload

Supported File Types: PDF, DOC, DOCX, TXT

Steps for Logging into Cisco Jabber and Cisco.pdf

11/09/2023, 09:43:11 AM

VPN Connect Before Logon Instructions.pdf

11/09/2023, 09:43:11 AM

HHSC CTL ETS Transition Project.pdf

11/09/2023, 09:43:11 AM

How to Register for MFA.pdf

11/09/2023, 09:43:11 AM

Volunteer Status

Each ESEC must email 2-1-1 TIRN at 211@hhsc.state.tx.us when volunteers are fully-provision and trained.

Technical assistance and troubleshooting

ESECs are expected to provide volunteers with a supervisor or local point of contact (POC) who will serve as a subject matter expert for technical support. This POC should consult technical guides in the *Visionlink COS Documents Library* and their local IT support prior to placing a ticket with the **HHSC Help Desk (855-4357181)**.

The expected turnaround time on work orders (e.g., agent builds, new report builds, requests for PCs, and other new requests) is **5 business days**. The expected time on incident tickets (e.g., outages or other critical infrastructure failures) is **24 hours**. Once these timeframes have been exceeded, the TIRN team may be contacted for escalation purposes by emailing 211@hhsc.state.tx.us and optionally copy individual staff. TIRN staff are only available to assist with escalations on existing work orders or incident tickets from leads or supervisors.

ESEC Checklists

Disaster/Events Affecting One or Two Regions

1. For one (1) or two (2) affected AICs, review AIC's created Disaster/Event hierarchy.
2. Reorganize and edit records as necessary to assist the local Resource Managers to meet all policies outlined in this document. Active Emergency Services and Escalation Center Resource Managers have oversight over database-wide functions, including RNIs and Custom Categories.
3. Attain, supplement, and verify vetted resource information from [WebEOC](#) and/or SOC weather conference call and add resource information to Visionlink COS or share with the affected AIC for inclusion in the database.
4. Upon the Disaster/Event goes into in-recovery mode, the one or two affected AIC(s) will collaborate with the active Emergency Services and Escalation Center(s) to write an **After Action Report** (AAR) regarding Disaster/Events in a Word document.
5. If the Disaster/Event is after-hours, weekends or holidays, the **Gulf Coast** Emergency Services and Escalation Center (24/7) will post a **Marquee** notifying the other 24/7 AICs of the Disaster/Event happening in your region. *(Example: Please review Visionlink COS RNI. Disaster occurring in East Texas region.)*
6. Ensure that all 2-1-1 staff exercise self-care throughout the Disaster/Event. Although people have different requirements for self-care, in general selfcare is a way to find a state of good mental and physical health, reduce stress, meet emotional needs, and find a balance between personal and work life.

Disaster/Events Affecting Three or More Regions

1. If necessary, the active Emergency Services and Escalation Center can initiate a conference call at the beginning of a Disaster/Event with the Network (team huddle).
2. If TIRN determines that this Disaster/Event requires additional call center support, Emergency Services and Escalation Centers have four (4) hours to get volunteer staff in place for 24-hour operation.
3. Attain, supplement, and verify vetted resource information from WebEOC and/or SOC weather conference call and add resource information to Visionlink COS.
4. Email a **Disaster/Event Notification** to the entire TIRN d-List's Emergency Management tab. (See [page 19](#) for instructions on locating the TIRN d-List's Emergency Management tab.)
5. Create an **Agency record** in Visionlink COS. Match the Event/Agency Record with the name of the Disaster/Event Notification email (example: "El Paso Flood").
6. Create an **RNI** within Visionlink COS.
7. Create the **Disaster FastTrack** (Disaster/Event Custom Category) in Visionlink COS.
8. Continue to monitor the media and other local or regional sources of information about the Disaster/Event.
9. In order to keep the Network informed of the Disaster/Event's status, keep the RNI up-to-date. If the Disaster/Event is progressing in an unusual fashion or more in-depth information is required that can be provided in an RNI, Emergency Services and Escalation Centers can provide Disaster/Event email updates on an as needed basis. New or revised information should be highlighted in **yellow**. Use in the Subject line of email: "Disaster/Event Notification [Update #] – [Affected Area] [Event type]."
10. If necessary, the active Emergency Services and Escalation Center will set-up a conference call at the end of each day for affected AICs, TIRN, and other Emergency Services and Escalation Centers. (If you do not have access to a conference call line, you may reach out to TIRN for support.)
11. If the Disaster/Event is after-hours, weekends or holidays, the **Gulf Coast** Emergency Services and Escalation Center (24/7) will post a **Marquee** notifying the other 24/7 AICs of the Disaster/Event happening in your region. (Example: Please review Visionlink COS RNI. Disaster occurring in East Texas region.)
12. Ensure that all 2-1-1 staff exercise self-care throughout the Disaster/Event. Although people have different requirements for self-care,

in general self-care is a way to find a state of good mental and physical health, reduce stress, meet emotional needs, and find a balance between personal and work life.

13. Review AIC's created Disaster/Event *Agency* records, reorganize hierarchies, and edit any records as necessary to assist local Resource Managers meet policy outlined in the TIRN Protocols.
14. Review AIC contributions to RNIs to ensure Local Impact Summaries are added when necessary and alphabetized by region.
15. When the Disaster/Event has moved to recovery stage:
 - a. Email the TIRN d-List's Emergency Management tab a Disaster/Event Update. (See [page 19](#) for instructions on locating the TIRN d-List's Emergency Management tab.)
 - b. Update the RNI describing the state of the Disaster/Event as in-recovery.
 - i. Recovery records are the responsibility of affected AICs.
 - c. Of the participating Emergency Services and Escalation Centers, determine who will take the lead to write the AAR.
 - d. Collect the AAR from affected AICs. The lead authoring Emergency Services and Escalation Center will write a single AAR. Email report to TIRN for approval within seven (7) business days of the Disaster/Event moving into in-recovery mode.
 - e. TIRN will email the AAR to the Network.
16. At the conclusion of the Disaster/Event, if it is deemed necessary by TIRN, the Network will participate in mandatory After Action webinar set-up by TIRN.

Appendix A. Disaster Taxonomy

Taxonomy Name	Code
Beach Closures/Water Contact Advisories	JR-8000.6400-100
Burning Bans	JR-8000.0900
Campus Emergency Response Teams	TH-1500.1300
Canine Crisis Support Teams	TH-2600.6500-120
Casualty Collection Points/Triage Centers	TH-2300.6350-150
Chainsaws	TH-1700.1600-170
City Offices of Emergency Services	TH-1500.1400
Civil Unrest Advisories	TH-2100.1500
Community Disaster Education	TH-1700.2000-150
Community Disaster Service Centers/Hotlines	TH-2900.1800-150
Community Storm Shelters	TH-2300.1200
County Offices of Emergency Services	TH-1500.1600
Court Closures/Reassignments	TH-2600.1500-130

Curfew Information	TH-2100.1600
Dialysis Centers	LT-2600.1500
Disaster Claims Information	TH-2900.1650
Disaster Control Programs	TH-1800.1600
Disaster Declarations Information	TH-2300.1300
Disaster Donations Hotlines	TH-2900.1700-160
Disaster Donations Matching Services	TH-2900.1700-180
Disaster Donations Staging Areas	TH-2900.1700-200
Disaster Food Stamps	TH-2600.6450-170
Disaster Kits	TH-1700.6400-190
Disaster Loans	TH-2900.1750
Disaster Medical Assistance Teams	TH-2300.6350-200
Disaster Mitigation Relocation Programs	TH-1800.1700
Disaster Preparedness Information	TH-1700.1800
Disaster Preparedness Partnerships	TH-1700.1900
Disaster Recovery Centers	TH-2900.1800-180
Disaster Related Case Management	TH-2900.1780
Disaster Related Cash Grants	TH-2900.1785
Disaster Related Clothing/Emergency Supplies	TH-2600.1550
Disaster Related Commodity Replacement/Rental	TH-2900.1790
Disaster Related Debris Removal	TH-2900.6400-170
Disaster Related Drinking Water	TH-2600.6450-195
Disaster Related Fraud Reporting	TH-2900.1795
Disaster Related Goods Donations Management	TH-2900.1700-260
Disaster Related Livestock Evacuation and Sheltering Assistance	TH-2600.1600-180
Disaster Related Monetary Fund Management	TH-2900.1700-300
Disaster Related Rumor Control	TH-2600.1560
Disaster Related Service Needs/Gaps Information	TH-2600.1570
Disaster Related Volunteer Preparedness/Mobilization Programs	TH-1700.1910
Disaster Relief/Recovery Organizations	TH-1500.1700
Disaster Services for Animals	TH-2600.1600
Disaster Specific Home Repair	TH-2900.6500-150
Disaster Specific Permitting Programs	TH-2900.6500-170
Disaster Specific Rent Assistance	TH-2900.6500-200
Disaster Survivor Inquiries	TH-2600.1800
Disaster Unemployment Assistance	TH-2600.1850

Disease Control Advisories	JR-8000.6400-180
Emergency Communications	TH-2300.1400
Emergency Generators	BM-1750
Emergency Law Enforcement Support	TH-2300.1600
Emergency Management Training	TH-1700.2000-200
Emergency Pharmacies	TH-2300.1650
Emergency Preparedness and Response Planning	TH-1700.1950
Emergency Operations Centers	TH-1500.2500-170
Environmental Hazards Shelters	TH-2600.1580-190
Evacuation Centers	TH-2300.1670
Evacuation Center/Shelter Assistance Volunteer Opportunities	PX-1900.1750

Evacuation Information	TH-2100.1850
Evacuation Pickup Sites	TH-2300.1675
Evacuation Route Comfort Centers	TH-2300.1680
Evacuation Transportation	TH-2300.1700
Extreme Cold Warming Centers	TH-2600.1880
Extreme Heat Cooling Centers	TH-2600.1900-180
Fans	BM-3000.0500-200
Federal Agriculture and Natural Resources ESF	TH-1500.1800-030
Federal Departments/Agencies With ESF Responsibilities	TH-1500.1800
Federal Disaster Field Offices	TH-1500.2500-200
Federal Emergency Management Agency Offices	TH-1500.2000
Federal Public Works/Engineering ESF	TH-1500.1800-650
FEMA Disaster Assistance Online/Tele-Registration	TH-2900.1800-200
FEMA Trailers	TH-2900.6500-250
Field Hospitals (Evacuation Hospitals)	TH-2300.6350-250
Fire Advisories	TH-2100.2000
Fire Conditions Bulletins	TH-2100.2100
Fire Engines	TH-1700.1600-330
Flu Vaccines	LT-3400.2000
Food Safety Warnings	JR-8000.6400-220
Forklift Equipment	TH-1700.1600-410
Formula/Baby Food	BD-1800.8200-250
Functional Needs Registries	TH-1700.2050

Furnaces	BM-3000.0500-230
General Disaster Information	TH-2600.2500
General Mental Health Support Groups	PN-8100.5000-250
Government Office Closures	TH-2600.1500-250
Hazardous Materials Emergency Advisories	TH-2100.3000
Heaters	BM-3000.0500-750.35
Home Dialysis	LT-2600.3000
Hospital Based Dialysis	LT-2600.3100
Ice	TH-2600.6450-330
Influenza Control	JP-1500.1700-330
Marine Traffic Advisories	JR-8000.5000
Mass Care Shelters	TH-2600.1580-500
Mass Emergency Notification Systems	TH-1700.1600-490
Mass Feeding Services	TH-2600.6450-500
Mobile Canteens	TH-2600.6450-550
Mobile Laundry Services	TH-2600.5100
National Flood Insurance Program	TH-1800.2500-600
Open Gas Stations	TH-2600.1500-650
Open Grocery Stores	TH-2600.1500-680
Open Pharmacies	TH-2600.1500-715
Oxygen	LH-5000.7250-600
Personal Protective Gear for First Responders	TH-1700.1600-600
Plastic Sheeting	TH-1800.1900-600
Plywood	TH-1800.1900-650
Post Disaster Child Care	TH-2600.6400
Post Disaster Cleanup Crews	TH-2900.6400-600
Post Disaster Cleanup Information	TH-2900.6400-630
Post Disaster Cleanup Tools/Supplies	TH-2900.6400-650
Post Disaster Crisis Counseling	TH-2600.6500-600
Post Disaster Crisis Hotlines	TH-2600.6500-650
Post Disaster Damage Reporting Hotlines	TH-2900.6500-600
Post Disaster Electrical Power Restoration Teams	TH-2300.6300
Post Disaster Emergency Medical Equipment and Supplies	TH-2300.6370
Post Disaster Home Security Measures	TH-2600.6470
Post Disaster Housing Databanks/Referrals	TH-2900.6500-650
Post Disaster Legal Counseling Services	TH-2900.6800
Post Disaster Mental Health Advisories	TH-2600.6500-700
Post Disaster Mental Health Expense Assistance	TH-2600.6500-750
Post Disaster Points of Distribution	TH-2600.6525
Post Disaster Rebuilding Assistance	TH-2900.6500-680
Post Disaster Safety Inspection/Evaluation	TH-2600.6550
Post Disaster Storage Resources	TH-2600.6700

Post Disaster Telephone Services	TH-2600.6750
Post Disaster Transportation Information	TH-2600.1500-730
Potassium Iodide Distribution Programs	TH-1700.6400-650
Private Storm Shelters/Safe Rooms	TH-1800.6600-620
Product Safety Alerts/Recalls	JR-8000.6200
Red Cross Disaster Service Centers	TH-2900.1800-700
Reporting Instructions for Displaced Supervised Criminal Offenders	TH-2600.1500-760
Road Closures Bulletins	TH-2100.7000
Sandbags/Water Diversion Systems	TH-1800.1900-750
School Closures	TH-2600.1500-800
Shark Warnings	JR-8000.7900
Smog Alerts	JR-8000.6400-800
Social Service Office Closures	TH-2600.1500-850
Special Needs Shelters	TH-2600.6600-800
Specialized Search and Rescue Vehicles	TH-1700.1600-765
Spontaneous Volunteer Management	TH-2900.8500
State Offices of Emergency Services	TH-1500.8000
Temporary Post Disaster Transportation	TH-2600.9000
Terrorism Warnings	TH-2100.8300
Traffic Bulletins/Information (Road Conditions)	JR-8000.8500
Urban Search and Rescue	TH-2300.9500
Vaccine Information	LH-2700.9000
Water Purification Bulletins	JR-8000.6400-950
Weather Advisories	TH-2100.9500
Weather Alert Radios	TH-1700.6400-950
Weather Reports	JR-8000.9500
Wildlife Warnings	JR-8000.9650
Window Boarding Services	TH-1800.1900-950
Winter Storm Related Assistance	TH-2600.9350

State of Texas Emergency Assistance Registry (STEAR)

Appendix B. Frequently Used Services in Times of Disaster

Disaster Debris Removal
 Disaster Food Stamps/SNAP (DSNAP)
 Donation Centers
 Evacuations
 FEMA
 iStat/PStat Damage
 Reporting tool
 Ready.gov

Recovery Center

- Home Repairs
- Debris Cleanup
- Food and Water
- Financial Assistance

Response Helpline

Road Closures / Traffic Bulletins

Safe and Well Survivor Registry

Sandbags

School, Park, Government, and Business/Agency Office Closures

Shelter / Warming Centers / Emergency Services and

Escalation Centers

Tetanus Immunization

TXDOT - Road Condition Information (DriveTexas.org)

Volunteer Reception Center

Keep track of your local City/County Twitter accounts.

Local Red Cross records need to be used.

Appendix C. Example After Action Report

After Action Report Severe Weather – May 2016

Start Date: 26 May 2016

End Date: 14 June 2016

Summary of Event

Weather event began with tornadoes in Bryan/College Station. Additional storms and flooding throughout many areas in Texas led to high water rescues, home evacuations, and road/school closures. Most impacted AICs included: Bryan/College Station, Gulf Coast, South Central, Deep East, and North Central - Fort Worth.

- Governor Abbott issued a Disaster Proclamation for Austin, Bandera, Bastrop, Brazoria, Brown, Burleson, Caldwell, Callahan, Clay, Coleman, Colorado, Comanche, Eastland, Erath, Falls, Fayette, Fort Bend, Grimes, Hardin, Harris, Hidalgo, Hood, Houston, Jasper, Kleberg, Lee, Leon, Liberty, Lubbock, Madison, Montgomery, Palo Pinto, Parker, Polk, Robertson, San Jacinto, Somervell, Stephens, Travis, Trinity, Tyler, Walker, Waller, Washington, and Wharton Counties regarding this storm system.
- President Obama and FEMA approved federal disaster relief funding for severe weather beginning May 26th impacting: Austin, Bastrop, Brazoria, Brazos, Burleson, Eastland, Fort Bend, Grimes, Hidalgo, Hood, Lee, Liberty, Montgomery, San Jacinto, Stephens, Travis, Tyler, Waller, and Washington Counties.

All AICs were fully operational during the event.

More than 3600 disaster calls were taken between May 26th and June 14th. TIRN sent 2-1-1 disaster call volume reports to TDEM throughout the event. One Emergency Services and Escalation Center received these reports through their local VOAD and another AIC received the reports through their close involvement with Texas VOAD, suggesting the TIRN/TDEM partnership is a useful means to distribute call volume information to stakeholders throughout the state. AICs appreciate TIRN taking the lead on pulling these reports and think it would be helpful for TIRN to share the reports with the network in conjunction with TDEM. This will ensure the whole network is informed of call volume and on the same page as local disaster partners who may have questions regarding these reports.

Records in Visionlink COS

Agency: Severe Weather - May 2016 Resource Number: **29751910**

Services (City or County) with their **Sites**:

- [BC - Storm Recovery Fund](#) (Brazos Valley) **Service Record Only**
- [Brazoria Flood Recovery Fund](#) (Brazoria County) **Service Record Only**
- [Brazos River Donation Centers](#) (Brazoria County) **5 sites**
- [Brazos River Flood Recovery Relief Intake](#) (Fort Bent County) **3 sites**
- [Bryan Home Flooding Report](#) (Brazos County) **Service Record Only**
- [Curfew - Brazoria County](#) (Brazoria County) **Service Record Only**
- [Disaster Clean-Up Hotline](#) (Statewide) **Service Record Only**
- [Disaster Clean-Up Services](#) (Bastrop County) **1 site**
- [Disaster Clean-Up Supplies](#) (Bastrop County) **3 sites**
- [Disaster Debris Removal](#) (Fort Bend, Montgomery, and Waller Counties) **3 sites**
- [Disaster Donation and Distribution Hubs](#) (Montgomery County) **2 sites**
- [Disaster Recovery Centers](#) (Montgomery County) **2 sites**
- [Disaster Relief Supplies](#) (Montgomery County) **1 site**
- [Disaster Response Helpline](#) (Bastrop, Brazos, Burleson, Caldwell, Fayette, Grimes, Lee, Robertson, Travis, and Washington Counties) **Service Record Only**
- [Electricity Outages](#) (Brazos, Burleson, Grimes, Madison, Montgomery, Robertson, Walker, Washington & Harris, Montgomery, Waller Counties) **2 sites**
- [Evacuation Information - Austin County](#) (Austin County) **Service Record Only**
- [Evacuation Information - Brazoria County](#) (Brazoria County) **Service Record Only**
- [Evacuation Transportation - Brazoria County](#) (Brazoria County) **Service Record Only**
- [FEMA Post Disaster Assistance for Presidentially Declared Disaster Areas](#) (Austin, Brazoria, Brazos, Fort Bend, Grimes, Hidalgo, Hood, Montgomery, San Jacinto, Travis, Waller, and Washington Counties) **Service Record Only**
- [Find My Towed Car](#) (Montgomery County) **Service Record Only**
- [Food Assistance](#) (Montgomery County) **1 site**
- [Immediate Disaster Case Management](#) (Austin, Fort Bend, Liberty, Montgomery, and Waller Counties) **6 sites**

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- [Long-Term Disaster Assistance Service](#) (Bastrop, Blanco, Burnet, Caldwell, Comal, Fayette, Gonzales, Guadalupe, Hays, Travis, and Williamson Counties) **1 site**
 - [Mass Care Shelters](#) (Multiple locations) **47 sites**
 - [Multi Agency Resource Center](#) (Fort Bend County) **2 sites**
 - [Post Disaster Flood and Damage Reports](#) (Brazoria, Fort Bend, Harris, and Montgomery Counties) **4 sites**
 - [Sandbags](#) (Brown County) **1 site**
 - [Tdap/Tetanus Immunization](#) (Brazoria County) **4 sites**

Do we want to continue listing every Service record for each disaster in the AAR?

- Some AICs support only including the Agency Record Name and Resource Number in the AAR since we can go back into Visionlink COS anytime for this information and additional resources will most likely be added after the AAR is submitted. Instead, it could be helpful to use this section to include the preexisting resources that were attached to the Disaster FastTrack since this is not something we can get back after the FastTrack is removed for that particular disaster.
- Some AICs support continuing to include each disaster record citing the list as a powerful illustration of the community response and high number of records added during an event.

Custom Category

Originally "Tornado – Bryan, May 2016" was the Custom Category name due to the Tornadoes in Bryan on May 26th. An agency record and Custom Category named "Severe Weather – May 2016" was then created due to the floods that followed. All BC records previously indexed to the "Tornado – Bryan, May 2016" Custom Category were moved to "Severe Weather – May 2016" which was used for the duration of the event.

Issues, Difficulties, Concerns Encountered by Affected AIC(s), Emergency Services and Escalation Center(s), & TIRN

Visionlink COS

- Multiple AICs cannot edit the same RNI at the same time. While this makes sense, the limitation proved problematic when three AICs attempted to edit their local impact summary at the same time and all reported to having accidentally deleted the RNI.

- ▶ A recommendation is to periodically take screenshots or copy/paste the disaster RNI in a separate word document in case it is accidentally deleted or incorrectly edited.
- ▶ Similarly, multiple people cannot edit the same Service record at the same time. This could be an issue for our Mass Care Shelter Service record and other common records during a large-scale event.

SITREPS

- SITREPS continued to be a useful source of disaster resource information. While the open shelter listing on the daily SITREP was mostly accurate, there were a few inaccuracies/discrepancies with information from AIC Disaster Coordinator's local contacts (i.e. A FW shelter was open but not listed in the SITREP, two DE shelters were listed as open in the SITREP but were closed per local reports). As possible, local AICs should continue to confirm with their local disaster contacts that the shelters are indeed open or closed (referenced in Emergency Protocols [pg. 8](#)).

Recommendations/Opportunities for Decisions for Future Disaster/Events

American Red Cross Shelter Finder

- There were some questions regarding if a shelter site record needed to be added to Visionlink COS when the shelter was listed in the ARC Shelter Finder. TIRN's e-blast was helpful in outlining that the "Mass Care Shelter" Service record is the primary and preferred way to search shelter information during a disaster, while the ARC Shelter Finder could be a supplement resource if a caller is specifically looking for this website or to cross check open shelter information. Protocols could re-emphasize this preference (perhaps on pg. 16) and 2-1-1 staff should be trained to primarily use the Mass Care Shelter record for disaster referrals.
 - ▶ Suggestion: Remove any mention of a distinction between American Red Cross shelters and other non-ARC shelters in the Protocols (pg. 15).

Mass Care Shelters Naming System

- Due to the recent Visionlink COS update, only shelters serving the caller's area will come up in the disaster Mass Care Shelter Service record. This will be very helpful for Call Specialists moving forward. During a large-scale disaster where we could have hundreds of shelters, the network may still consider following a naming system that includes city or county information to better facilitate referrals and resource management.
 - ▶ Ex: Site record "St. Mary's Church" (pg. 15 of Protocols) could instead be "St. Mary's Church – Bastrop" because there could be many St. Mary's operating as a shelter throughout Texas. Most AICs are already following this naming system.

Recommendations to further clarify the conclusion of an event

- It seems June 14th marked the conclusion of the event for TIRN as this is when the SOC returned to Level IV. However, resources continued to be added after this date, FEMA declared additional counties eligible for IA, and some AICs felt we were not yet in recovery. If the expectation is that the AAR is due 7 business days after the SOC returns to normal readiness conditions, the Emergency Protocols could use this guideline to better define conclusion of an event.

AICs are responsible for creating and indexing their own resource records, following the protocols outlined on pages 18 – 46. Active ESEC(s) and TIRN Resource Manager(s) will proactively monitor this work following initial Disaster/Event Notification.

² Depending on type/scale of event, use either “Disaster” or “Event” in the Subject.

³ Resource News Items are visible by default on the Referral Search and Resources pages in Visionlink COS. Disaster/Event news items contain information about current and recent Events, including description of the active Disaster FastTrack, FAQs and other informational documents.

⁴ Disaster Taxonomy document in Appendix A.