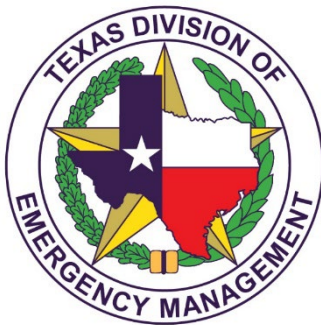


The State of Texas Emergency Assistance Registry (STEAR) Handbook

February 20, 2025



**STATE OF TEXAS EMERGENCY
ASSISTANCE REGISTRY**

STEAR

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TDEM Mission Statement

Protect lives and property through communication, coordination, and collaboration ensuring Texans are effectively prepared to respond, mitigate, and recover from all disasters. Chapter 418 of the Texas Government Code lays out an extensive set of specific responsibilities assigned to the Division.

TDEM Vision Statement

TDEM sets the global standard for excellence in emergency management, leading with innovation, compassion, and integrity.

TDEM Core Values (TEXAS)

Teamwork, EXcellence, Adaptability, and Service

Executive Order RP57

To ensure the safe and efficient evacuation of Texans with special needs in the event of a disaster, the Governor's Division of Emergency Management is to coordinate with the Department of State Health Services, the Department of Aging and Disability Services, the Governor's Committee on Persons with Disabilities, and other appropriate state agencies to develop a statewide evacuation and shelter plan for persons with special needs. Executive Order RP57 requires the establishment and implementation of a database to assist in the evacuation of special needs populations.

Transportation Assistance Registry (TAR)

Originally known as Transportation Assistance Registry (TAR), which was instituted following Hurricanes Katrina and Rita. The registry provided individuals to self-identify the need for transportation assistance during hurricane evacuation. TAR included questions related to the needs of the individual to assist local planners to determine the type of transportation an individual may require. In 2013 TAR was replaced by the State of Texas Emergency Assistance Registry (STEAR) focusing on gathering more information about additional needs an individual may have for all-hazards.

State of Texas Emergency Assistance Registry (STEAR)

In March of 2013, the Texas Division of Emergency Management (TDEM) implemented the State of Texas Emergency Assistance Registry (STEAR) as a tool to assist those with access and functional needs and individuals with disabilities during an emergency event. The STEAR program provides local emergency planners and responders with information about the needs of individuals in their community.

STEAR focuses on gathering information about additional needs an individual may have, including disabilities, functional and access needs, and

transportation needs to assist emergency planners in developing appropriate emergency response plans to support individuals with specialized needs.

The registry is *completely voluntary and free to local governments and to Texas citizens* with the exception of these statute requirements listed below.

- Chapter 242.0395 and 247.0275 of the Health and Safety Code requires nursing homes and assisted living facilities to register with the Texas Information and Referral Network to assist the state in identifying persons needing assistance if an area is evacuated because of a disaster or other emergency. Facilities are not required to identify individual residents who may require assistance, however, are required to notify each resident and the resident's next of kin or guardian regarding how to register with the Texas Information and Referral System.
<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.242.htm>
<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.247.htm>
- Chapter 142.0201 of the Health and Safety Code requires home and community support services agencies to assist their clients as necessary with registering for disaster evacuation assistance through 2-1-1 services provided by the Texas Information and Referral Network.
<http://www.statutes.legis.state.tx.us/Docs/HS/htm/HS.142.htm>

The registry **DOES NOT** guarantee assistance, and registrants need to have a personal emergency plan in place. Putting together a grab and go bag, making plans for service animals and pets, creating a household plan with family members, and tuning into local news or listening to the weather radio for more information on the hazard in the area.

STEAR Contracts

2-1-1 Texas Information and Referral Network (TIRN) has been used for several years in assisting Texans before, during, and after emergency events. In 1997, the 75th Legislature passed House Bill 2596 establishing operations as the single point of coordinator for the state health and human services and referral network. 2-1-1 has been committed to helping citizens connect with services they may need. Since 2007, the Texas Information and Referral Network has registered callers' information who felt that they may not be able to safely evacuate their homes in time of disaster.

2-1-1 has assisted the State of Texas Emergency Assistance Registry with trained operators who take sensitive information from the caller and fill out the form through the STEAR database. There are a number of places in the script, where 2-1-1 informs callers, there is no guarantee that registering in the STEAR registry will

guarantee someone will provide immediate assistance. Last-minute enrollments during an all-hazard event may not immediately reach the local emergency management office.

When the registrant contacts 2-1-1 they follow the following prompts to reach a trained operator: 1 for English, 2 for Spanish, and 0 for other languages. Once they have made the selection, they will select 4 for STEAR.

2-1-1 service is fully accessible to individuals from the deaf/hard of hearing community and those with speech impairments. Specialists have access to Tele-Interpreters for language translation, and we utilize Texas Relay 711 to assist individuals with hearing or speech impairments, ensuring effective communication.

2-1-1 continues to assist citizens with critical safety information such as disaster assistance which includes: shelter locations, road closures, and evacuation routes. Services are available in multiple languages using in-house staff members or translation service.

System Database Updates and System Overview

The latest update to the STEAR database incorporates key improvements based on thorough documentation and valuable feedback from users and local jurisdictions. These enhancements aim to streamline the user experience and improve data management during times of disaster.

Key improvements include:

- **New URL:** Texans will now register their information for STEAR at stear.texas.gov.
- **Enhanced User Interface:** The system has been redesigned for a more intuitive, user-friendly experience, making it easier for local jurisdictions to navigate and manage data.
- **Plug-and-Play Integration:** New features allow jurisdictions to seamlessly integrate the registry into their local systems.
- **GIS Capabilities:** Geographic Information System (GIS) technology has been integrated, offering real-time mapping for jurisdictions that may not have access to their own GIS resources.
- **Improved Data Validation:** Enhanced validation of addresses and phone numbers ensures the accuracy and currency of contact information.
- **Streamlined Data Entry:** Fewer free-text fields have been added, improving data quality and consistency.

This updated system represents a significant advancement in technology and information management. The improvements will enhance the experience for local jurisdictions by making it easier to quickly identify Texans registered for assistance during disaster events.

System Users

Individual Registrants

Individuals of any age with disabilities, medically fragile, or have access or functional needs such as: limited mobility, communication barriers, require additional medical assistance during an emergency event, require transportation assistance, or require personal care assistance during a disaster event.

Texans can register for STEAR by using the following methods:

- Registering online at <https://stear.texas.gov>
- Dialing 2-1-1 or using video phone relay options of choice to contact 2-1-1 at 877-541-7905 (Texas Information Referral Network)
- Electronic/Paper forms
 - Forms can be found at: <https://tdem.texas.gov/stear/>
 - Completed forms can be faxed or emailed to:
 - Email: STEAR@tdem.texas.gov
 - Fax: 866-557-1074 (2-1-1)

Each individual must fill out a separate STEAR form, even if they live with others who are also requesting assistance.

The required information to register is the registrant's name, address (do not use P.O. Box as the physical address), phone number, and primary language.

Additional questions asked to capture vital information for local emergency planners and responders are: emergency contact information, caregiver information, pets, transportation assistance for home evacuation, communication barriers, and the individual's disability, functional, or medical needs.

Annual registration begins every January to ensure accurate and up-to-date information is available for local emergency planners and responders.

Important: If the jurisdiction is not participating, the registrant will receive a disclaimer instructing them to contact their local emergency management office for more information. To check if the local jurisdiction is participating in the STEAR Program, visit: stear.texas.gov

Home Health Organizations/Assisted Living Facilities/Nursing Facilities

Assisted living facilities, nursing facilities, home health organizations, etc. that are licensed in the state are required to register their facility in the STEAR system. We

have transitioned to a new system; providers will need to complete a new online form at <https://stear.texas.gov/> under the [Healthcare Providers](#) section.

Texas Department of Aging and Disability Services		Form 1085 March 2013	
State of Texas Emergency Assistance Registry (STEAR)			
Contact Information for Data Collector			
Organization:		Contact Name:	
Contact Area Code and Telephone No.		Contact Email:	
STEAR Facility Registration Form – For use by assisted living facilities, nursing homes, etc. One form should be completed for each facility.			
1. Name of the facility			
2. Street address			Apt/Suite No.
3. City			
4. ZIP code			
5. County			
6. Contact area code and telephone			
7. Estimated daily average census			
8. Do you have an evacuation plan for your facility residents if there is an emergency?..... <input type="checkbox"/> Yes <input type="checkbox"/> No			
9. Are there any additional comments or notes I should enter into your record?			
Email completed form to stear@tdem.texas.gov		Forms can be filled electronically using Adobe Reader or Acrobat and saved as uniquely named PDF files.	

Once the information has been submitted information will be reviewed, prior to it being displayed on the dropdown.

When registering patients into the STEAR database the organization will enroll clients through the “Healthcare Provider Participant STEAR Form.”

If the organization requires assistance and is having trouble navigating the online enrollment process, they can provide [Form 1085](#) to have the organization added to the STEAR database. Once the form is completed, the organization should email it to STEAR@tdem.texas.gov.

Texas Information Referral Network (TIRN)

2-1-1 call specialists assist in registering individuals into the STEAR system. Specialists

have access to the registration form only and cannot access the registrant’s information once it has been submitted. They also cannot make any changes to a registrant’s active record or delete a record from the system, due to security procedures to protect registrant’s data once they register. It is important for STEAR custodians to review their data in the registry monthly if not quarterly to notify the STEAR Program Manager of any duplicates that may have been missed.

STEAR Custodians

To participate, local governments must have an appointed STEAR custodian(s) to obtain access to the registry and are responsible for their specific areas. Logins are limited to the appointed EMC, Mayor, and/or Judge.

Jurisdictions can designate an additional STEAR custodian to assist with managing their STEAR data. To appoint a new custodian, local jurisdictions must complete the [TDEM 202 STEAR Data Custodian Appointment Form](#). Once complete, please email the form to Samantha.fabian@tdem.texas.gov.

To protect registrants' personal information, usernames and passwords should not be shared with city/county volunteers or individuals who have not been officially appointed as data custodians.

Roles and Responsibilities of STEAR Custodians

STEAR data custodians play a vital role in the STEAR program. Each local government may use the information in the registry differently, but it is always for the purpose of developing emergency management plans and facilitating preparedness and response activities.

- **Responsibilities and Data Management:** Custodians are expected to check the STEAR data monthly, or at least quarterly, to ensure it remains current. Information can be exported in various formats, such as Excel, JSON, and GeoJSON, allowing for easy sorting, geocoding, and integration with other software available in the jurisdiction (e.g., CAD, tracking systems, or GIS layers). For live data access, please contact Samantha.Fabian@tdem.texas.gov to request the feature.
- **Whole Community Planning:** It is the responsibility of the STEAR data custodian to ensure that the data, along with any analysis, is shared with the Emergency Management Coordinator (EMC) and/or planning staff. This allows for the identification of individuals registered in STEAR and ensures that emergency plans are inclusive of individuals with access and functional needs, as well as those with disabilities. This concept is referred to as a "whole community planning" approach.
- **Collaboration with Health Care Providers and Facilities:** The STEAR registry allows local health care providers, home health care agencies, volunteer organizations (e.g., Meals-on-Wheels), schools, nursing homes, assisted living facilities, and other outreach groups to register their clients or patients in STEAR. Custodians should review the data to identify health care providers and ensure that information is shared with the EMC or their representative to make sure emergency planning documents are inclusive of these types of facilities. Additionally, custodians should check in with nursing homes and assisted living facilities to ensure they have emergency plans in place. It's important to remind these facilities/organizations that each patient must be registered separately if they choose to participate in STEAR.
- **Data Protection and Confidentiality:** STEAR data custodians are granted access to sensitive information, including registrants' names, addresses, phone numbers, emergency contacts, and details related to access/functional needs and medical conditions. It is the custodian's responsibility to protect this information from unauthorized access and ensure it is used exclusively for official purposes.
- **Statistical Data:** While personal information must be protected, the development and use of statistical data for emergency planning is allowed. This type of data, which does not identify specific individuals or medical information, can be shared to support planning efforts and facilitate a community-wide response.

Promoting the STEAR Program

STEAR data custodians are encouraged to actively promote the program within their jurisdiction. Promotion can be accomplished using a variety of methods, such as public meetings, phone or text reminders, social media, newspaper ads, organizational websites, reminders on water bills, and more.

The STEAR Program Manager is also available to participate in community fairs, speak to local groups, and engage in other initiatives to help promote the program and connect citizens. To ensure availability and avoid scheduling conflicts, requests for participation should be made in advance.

Additionally, consider partnering with local organizations, such as Meals on Wheels, to distribute flyers to citizens receiving assistance. These organizations can help spread the word effectively within the community.

Informational flyers are available online at stear.texas.gov or tdem.texas.gov/stear. You can also contact the STEAR Program Manager to request handouts or materials.

Utilizing STEAR Data

The use of STEAR data will depend on the software and systems available in the city or county. There are various ways to incorporate STEAR data into disaster response efforts.

The primary STEAR data custodian, in collaboration with any alternate custodians, has the flexibility to establish their own procedures for sending reminders, notifications, or mapping data specific to their community needs. This allows custodians to implement community-specific protocols as necessary.

Examples of How Cities and Counties Have Used STEAR Data:

- **Sorting Data by Specific Needs:** Cities and counties can sort the STEAR information based on registrant-specific needs, such as medically fragile individuals, power-dependent persons, or those needing transportation assistance.
- **Using STEAR Data in Notification Systems:** Mass notification systems, such as Everbridge, can be integrated with STEAR data to help communicate important information quickly. These systems can send emergency messages via phone, text, and email, allowing the jurisdiction to reach a large number of residents in a short period of time.
- **GIS Mapping of STEAR Data:** Utilizing Geographic Information System (GIS) mapping can assist in STEAR data management and visualization of STEAR registrants and their specific needs in the community. All phases of emergency management depend on accurate and up to date data. This is why downloading the data from STEAR monthly if not quarterly is important when

an emergency event occurs. Mapping the STEAR information will help identify the registrants in the city/county with disabilities, access and functional needs, and transportation needs, who will need assistance during preparing, responding, and recovering stages.

STEAR Registry Management and Maintenance

Appointed STEAR data custodians should log into their STEAR accounts regularly to access and review their data. It is recommended to do this at least quarterly, although monthly reviews are ideal to ensure the most up-to-date information is maintained.

In addition to regular reviews, utilizing available mass notification systems or identifying personnel who can make and receive calls related to STEAR will help confirm registrants' continued participation throughout the year. This process helps maintain accurate data by ensuring ongoing participation from registrants.

The STEAR Program Manager will only remove information from the database in the following circumstances: if it is a duplicate, if a family member requests the removal of a registrant, or if a STEAR data custodian requests the removal of specific entries.

Pre-Incident Preparedness Activities:

As part of the preparedness activities STEAR data custodians should practice accessing their registry information for all hazards. Preparedness activities can include:

- Before Severe Weather: Review STEAR data ahead of peak seasons such as spring and fall (for severe weather), hurricane season (for coastal jurisdictions), wildfire season, and during other high-risk periods such as tornadoes, floods, power outages, search and rescue operations, and evacuations.
- Hazard-Specific Planning: Using registry information during planning stages with maps or GIS data can provide valuable insights into the proximity of registrants to known risk areas. This helps to identify clusters of vulnerable populations or isolated individuals/facilities, which is critical for coordinating response operations, identifying resource gaps, and developing contingency plans.

As jurisdictions prepare for specific types of hazards, data custodians (who are not the EMC, Mayor, or Judge) should provide updated reports on their STEAR registrants to identify which registrants are vulnerable to specific hazards.

STEAR data custodians can also collaborate with local Emergency Management Coordinators (EMCs) and Public Information Officers (PIOs) to build relationships

within both the public and private sectors. Publicizing and marketing the STEAR program within communities encourages individuals to register before severe weather events.

Using local city or county social media pages throughout the year is a good practice to ensure residents are aware of the STEAR program and register early, ahead of anticipated hazards.

Medically Fragile/Wellness Checks

Medically fragile individual refers to any individual who, during a time of disaster or emergency, would be particularly vulnerable because of a medical condition, including individuals with:

- Alzheimer's disease and other related disorders
- Receiving dialysis services
- Who are diagnosed with a debilitating chronic illness
- Who are dependent on oxygen treatment
- Who have medical conditions that require 24-hour supervision from a skilled nurse

Wellness checks will be done in the event of:

- An extended power, water, or gas outage
- A state of disaster declared
- Any other event considered necessary by the commission, the department, or the division

If more than one disaster is declared for the same event, or the same event qualifies as an event requiring a wellness check for multiple reasons under events listed above, one wellness check is required to be conducted.

Wellness checks for the medically fragile individuals during certain emergencies will need to be done by STEAR Data Custodians with the help of:

- Public health and public safety personnel
- Commissioned law enforcement personnel
- Fire protection personnel including volunteer firefighters
- Emergency medical services personnel including hospital emergency facility staff
- Members of the National Guard
- Members of the Texas State Guard

Each county and municipality shall adopt procedures for conducting wellness checks in compliance with the minimum standards.

Wellness checks must include:

- An automated telephone call and text to the individual
- A personalized telephone call to the individual
- If the individual is unresponsive to a telephone call, an in-person wellness check and;
- Be conducted in accordance with the minimum standards prescribed by division rule and the procedures of the applicable county or municipality

Wellness checks must be conducted as soon as practicable but not later than 24 hours after the event requiring a wellness check has occurred. Wellness checks must ensure that the individual has continuity of care and the ability to continue using electrically powered medical equipment if applicable.

Data Retention

The STEAR Program has established a 2-year retention period for data, starting from the date a record is created. This policy helps prevent the accumulation of outdated data in the system.

The STEAR database will display only one year's worth of information, this approach helps maintain visibility of current and relevant data. Any information older than a year but within the 2-year retention period will be moved to a separate tab on the dashboard for easy reference.

During reenrollment in January, the STEAR Program Manager will request the removal of records older than two years. STEAR data custodians will be notified and provided with the option to export their data into an Excel spreadsheet if they wish to retain it.

Any information maintained by the local jurisdiction's data custodian becomes local records rather than state records. These local records must be kept in accordance with the jurisdiction's own records retention schedule and policies. The retention periods outlined in the STEAR program's schedule do not apply to local records.

Termination of STEAR Data Custodian Appointments

When a STEAR data custodian leaves their position as a STEAR data custodian, the Texas Division of Emergency Management, STEAR Program Manager, must be notified of all changes to data custodian appointments. Notices can be sent to Samantha.fabian@tdem.texas.gov. This will ensure the division maintains an accurate list of all active data custodians as well as their contact information.

Additionally, the STEAR Program Manager will verify with both primary and alternate custodian to ensure there have been no changes to custodians, contact information, or other relevant details.

STEAR Staff Member

STEAR Program Manager- Samantha Fabian

- Develop policies and procedures as they pertain to the STEAR program.
- Manage any contracts related to the STEAR program. This includes developing, requesting funding, approving invoicing, and reviewing and approving status reports.
- Host and lead the STEAR Committee including scheduling, developing and distributing agenda and meeting minutes, and implementation of best practices as recommended by the committee.
- Working with the contractors to develop and deliver training for Data Custodians.
- Developing and delivering STEAR workshops or briefings at conferences and meetings, as requested.
- Developing and maintaining flyers, brochures, business cards, and PSAs for the STEAR program.
- Maintaining and updating STEAR TDEM forms and documentation.
- Writing newsletter updates as requested.
- Work with the STEAR Committee to review and approve STEAR questions annually.
- Provide planning, development and evaluation of the STEAR program.
- Provide technical assistance for the STEAR program during emergency and non-emergency operations.
- Provide consultative services and technical assistance for citizen STEAR users such as registration, account creation and access issue resolution and for government STEAR users such as coordination of Local Data Custodian Appointment Forms, account creation and access issue resolution.
- Coordinate day-to-day activities to include monitoring the STEAR Help Desk process email account, forwarding action items and submitting STEAR website updates.
- Monitor STEAR program outcomes and program initiatives, identify gaps and make recommendations for improvement.
- Serve as a liaison within the division, regarding the STEAR program, to assist local officials, citizens and other emergency response entities and facilitate interest in the program.
- Develop performance reports and maintain appropriate statistics and performance metrics.
- Attend work regularly and observe approved work hours in accordance with agency leave and attendance policies.

- Perform other duties as assigned.

STEAR Committee

The STEAR committee is made up of local government representatives who have a vested interest in the program. The committee was developed back in 2011 at the request of Chief Kidd to look at the program and determine how the mostly coastal TAR system could be expanded to include an all-hazards approach for the entire state and enhance and update the registry system. The committee actively meets throughout the year to discuss best practices, recommendations, and requests from state and local government representatives.

Appendices

Appendix A: Step-by-Step Guide to Accessing the New STEAR Database

1. Open Your Web Browser
 - Launch your preferred web browser (e.g., Chrome, Firefox, Safari).
2. Go to the TDEM Portal Website
 - In the address bar, type the following url: <https://portal.tdem.texas.gov/> and press enter.
 - **Friendly Reminder:** This is the same website and credentials used to access your iSTAT/pSTAT submissions.
3. Select the “Sign In” Button
 - On the TDEM Portal homepage, locate and click the “*Sign in*” button.
4. Enter Your User Credentials
 - Enter your jurisdiction’s TDEM Portal Username and Password credentials that have been provided to you in the relevant fields.
 - If you do not have an account, please contact us at STEAR@tdem.texas.gov or your TDEM regional representative for more assistance.
5. Navigate the Portal
 - Once logged in, you will be redirected to the TDEM Portal homepage, where you will be able to access the STEAR database.
 - Friendly Reminder: Your jurisdiction must be participating in the program to view registered citizens. Otherwise, no information will be displayed for your jurisdiction.
 - For more information on how to participate in the STEAR program, please contact STEAR@tdem.texas.gov.
6. Select the “Open” Button under STEAR
 - Scroll down to locate the STEAR section on your dashboard and click the “*Open*” button to proceed.
7. Redirected to the Public-Facing STEAR Homepage
 - Once you select the “*Open*” button, you will be redirected to the public-facing landing page.

- This is where citizens or health care providers can register for the STEAR program, additionally it will provide access to the Local Governments Data Portal
8. Locate and click the “*STEAR Local Jurisdiction Portal*” Button
 - On the landing page, find the “*STEAR Local Jurisdiction Portal*” button and click on it to proceed.
 9. Click Sign In to login to access the Local Governments Data Portal
 - Use your Jurisdictional login credentials to sign in. If you do not have an account or have forgotten your credentials, please contact STEAR@tdem.texas.gov.
 - Friendly Reminder: This is a private site, and you will be required to log in again to access the portal for Publicly Identifiable Information (PII) data security.
 10. Navigating the STEAR Local Jurisdiction Portal
 - Upon accessing the portal, you will immediately see the total STEAR registrants and the total medically fragile registrants at the top of the page.
 - Below that, you will find Data Download Instructions, which provide detailed steps for downloading your data.
 - Additionally, there are instructions available for requesting a live feed of the data.
 - For live data: Please contact STEAR@tdem.texas.gov. They will coordinate with your GIS team or personnel to obtain the feature service.
 - If you do not require a live feed, you can view and download your data directly from the dashboard.
 11. Let’s Get Started by Opening the Dashboard
 - Locate and click the “*Open Dashboard*” button to access the dashboard.
 - Once in the dashboard, you will see preset filters and will be able to quickly filter your registrants by categories such as Medically Fragile, Power Dependent, Oxygen Dependent, Facility, and more.
 - Below these filters you will also see the total number of registrants displayed without any filters applied. As you begin applying filters, this number will update to reflect the selected categories based on the registrants' responses.
 - At the center of the page, at the top, you will see the full list of STEAR Registrants and STEAR Facilities that have registered.
 12. Show/Hide Columns Features
 - The “*Show and Hide Columns*” feature is the widget in the top right-hand corner (the icon with the eye) allows you to customize the data displayed in the dashboard.
 - By clicking on the column options, you can choose which columns to display or hide, making it easier to focus on the most relevant information for your needs.
 13. Data Download
 - To download your data, click the Action widget in the top right-hand corner (the icon with four circles), then select Export and choose your preferred file format.
 - Helpful Tip: When filtering your information, you can now export just the filtered dataset. For example, if you want to export only Medically Fragile or Oxygen

Dependent registrants, you will now be able to export them separately; the export will include all registrants within the filter criteria.

14. Accessing the STEAR Map

- Locate the STEAR “Map” button in the top left corner of the dashboard.
- By clicking this button, you will open a GIS map displaying the locations of your active registrants.
- To understand what each symbol represents on the map, click the “Layers” button in the top right corner (the icon that looks like a hamburger menu).
- From here, you will be able to select the available layers to add or remove from the map.
- When clicking on the legend tab it will show what each layer, track, icon means. The icons displayed on the map represent Medically Fragile individuals, STEAR Registrants, and Facilities.

For assistance, please contact STEAR@tdem.texas.gov

Appendix B: Frequently Asked Questions

1. Can 2-1-1 provide information on individuals registered in my city?

No, 2-1-1 cannot provide you information from the registry. The call specialists at 2-1-1 do not have access to the database in order to retrieve information, only the forms to input the information. To obtain information from the registry, you will need to assign a data custodian and then you will be provided a User ID and Password to access the system. This requirement is for security purposes so that unauthorized individuals cannot obtain personal information on the registrants. A Data Custodian appointment form is located on the TDEM web site at: https://assets-global.website-files.com/5fcfde680bd548c23d797aef/605a5fcae4909183cbb4e60f_TDEM-202.pdf

2. Can there be more than one data custodian?

Local governments can assign one additional data custodian. We do require that data custodians be formally assigned so that they receive their own UserID and Password for the system.

3. Who selects and appoints the Data Custodian?

The local government leadership should make the decision as to who they will assign as data custodians. The registry contains personal information on registrants and local governments should use caution when assigning a data custodian since they will have access to this information. Appointment must be made by the Judge, Mayor, County Commissioner, City Manager, or an appointed Emergency Management Coordinator (EMC) for the city or county they are being appointed for.

4. What training is available for the selected data custodian?

Training is available upon request from the local jurisdiction. Requests should be made through the STEAR Program Manager, who will coordinate a time to provide a one-hour training overview, either in person or virtually.

5. How do I register as the data custodian?

An appointment form is available on the TDEM web site at: https://assets-global.website-files.com/5fcfde680bd548c23d797aef/605a5fcae4909183cbb4e60f_TDEM-202.pdf. The completed form can be mailed, faxed, or e-mailed to TDEM to the address on the form. Once assigned, the data custodian will receive an e-mail from with their UserID and Password and instructions on how to access the registry.

6. Can 2-1-1 be the Data Custodian?

No, 2-1-1 cannot act as a local government data custodian.

7. Can cities and counties correct registrations directly into the system?

No, at this time corrections or deletions will need to be sent to the STEAR Program Manager.

8. Has anyone on the STEAR Committee used the STEAR data for a disaster response?

Yes, several local jurisdictions have used STEAR data in both disaster preparedness and response. Below are a few examples of how STEAR data has been utilized:

- Harris County and the City of Corpus Christi used STEAR data in response to Hurricane Harvey.
- TDEM used STEAR data during search and rescue operations for Hurricane Ike, Hurricane Harvey, and the 2016 floods.
- TDEM also provided STEAR data to Franklin in Robertson County and Alto in Cherokee County after tornado events to help identify registrants during search and rescue efforts.
- Grayson County used STEAR data to identify power-dependent residents affected by power outages and conducted welfare checks.
- In 2024, during the Derecho and Hurricane Beryl, Harris County conducted wellness checks using STEAR data.

Additionally, an article in the [Domestic Preparedness Journal](#) outlines the steps taken and lessons learned during the Derecho and Hurricane Beryl.

9. What information from STEAR can we share with volunteer fire departments and others who might provide transportation for those registered?

That depends upon the local government's decision on how they plan to use the information. If your volunteer fire departments assist with evacuation or provide assistance to individuals with needs during a response, then yes, you can provide the information to them. Some local governments provide the information to fire departments, emergency medical services, law enforcement agencies and others, and geocode the information so that first responders can use the information for response.

10. Is there a template available to incorporate STEAR into our emergency management plan?

No, there is not currently a template that can be used to incorporate the use of STEAR data into your emergency management plan. Please feel free to speak to your Regional Planner in the TDEM Plans Unit about working with you on incorporating this into your planning documents. As part of the preparedness activities for your city/county, STEAR data custodians should practice accessing their registry information for all hazards.

11. Is there a web site where STEAR information is available?

Yes, STEAR information can be found on the TDEM website at:

<https://www.tdem.texas.gov/response/state-of-texas-emergency-assistance-registry> or <https://stear.texas.gov/>

12. If a jurisdiction chooses not to participate, are residents informed of that decision?

No, the general public will only receive notice when attempting to register for STEAR. If the city or county is not actively participating a notification will appear informing the registrant that the jurisdiction, they reside in is currently not participating in the STEAR program and to contact their local emergency management office for more information.

Participation in the STEAR Program is voluntary for local governments. All forms used for registration, flyers, and 2-1-1 provide disclaimers that inform the registrants that local governments use information in STEAR in different ways and that they should check with the local emergency management office to determine how their information is used.

For the jurisdiction participating map visit:

<https://www.tdem.texas.gov/response/state-of-texas-emergency-assistance-registry>

13. What is the level of expectations created by a resident who registers? As mentioned earlier, registrants are informed through disclaimers that registering for the STEAR program does not guarantee specific services during an emergency. It is important for registrants to have their own emergency plan in place. For any specific questions or concerns, registrants are encouraged to contact their local emergency management office for further assistance.

Appendix C: Available References

TDEM Website

All documents and forms related to STEAR are available online for both local government officials and general public.

Local Government

- STEAR One-page Flyer (English and Spanish)
- STEAR Bi-fold Flyer (English and Spanish)
- STEAR Half-page (English and Spanish)
- Nursing Home and Assisted Living STEAR Registration Form
- STEAR Individual Registration Form (English and Spanish)
- STEAR Data Custodian Appointment Form
- STEAR Local Government Frequently Asked Questions
- Individual Registration Frequently Asked Questions
- Point of Contact for STEAR

<https://www.tdem.texas.gov/response/state-of-texas-emergency-assistance-registry>

Public

- Who Should Register Information
- STEAR One-page Flyer (English and Spanish)
- Registration online link
- 2-1-1 contact information
- Registration forms:
 - Nursing Home and Assisted Living STEAR Registration Form
 - STEAR Individual Registration Form (English and Spanish)
- Required information to register
- Additional questions asked to capture vital information for local emergency planners and responders
- STEAR Short Video (English and Spanish)

<https://www.tdem.texas.gov/response/state-of-texas-emergency-assistance-registry> or <https://stear.texas.gov>

Disability Rights Texas

Disability Rights Texas works to help Texans with disabilities prepare for, and recover from, disasters and emergencies. That's called "Disaster Resilience." Below you'll find information about your rights, how to stay safe, who can help you, and more.

<https://disabilityrightstx.org/en/category/disaster-resilience/>

DSHS- Emergency Communication Aid

Effective communication during emergencies is crucial. Yet, some individuals may face challenges due to disabilities, injuries, or shock. Also, spoken English or Spanish may not always be the best way to communicate with everyone. To address this, we've made free communication aids available to download. The communication aids are available in English, Spanish, and American Sign Language (ASL). These aids are for emergencies when verbal communication isn't possible.

<https://www.dshs.texas.gov/regional-local-health-operations/texas-public-health-region-6-5-south/preparedness/emergency-communication-aid>

Governor's Committee on People with Disabilities

The committee's mission is to further opportunities for persons with disabilities to enjoy full and equal access to lives of independence, productivity, and self-determination.

<https://gov.texas.gov/organization/disabilities>

FEMA- Office of Disability Integration and Coordination

Our office helps FEMA deliver the agency's shared mission of helping people before, during and after disasters in ways that maximize the inclusion of, and accessibility for, people with disabilities.

<https://www.fema.gov/about/offices/disability>

FEMA- Preparing for Disaster for People with Disabilities and other Special Needs

For the millions of Americans who have physical, medical, sensory or cognitive disabilities, emergencies such as fires, floods and acts of terrorism present a real challenge. The same challenge also applies to the elderly and other special needs populations. Protecting yourself and your family when disaster strikes requires planning ahead. This booklet will help you get started. Discuss these ideas with your family, friends and/or your personal care attendant, or anyone else in your support network and prepare an

emergency plan. Post the plan where everyone will see it, keep a copy with you and make sure everyone involved in your plan has a copy.

https://www.fema.gov/pdf/library/pfd_all.pdf

DHS- Reference Guide: Accommodating Individuals with Disabilities in the Provision of Disaster Mass Care, Housing, and Human Services

The Reference Guide was originally developed in response to the requirement of H.R. 5441 (PL 109-295), Section 689: Individuals with Disabilities, to develop disability related guidelines for use by those who serve individuals with disabilities in emergency preparedness and disaster relief. This Guide is not intended to satisfy all of the guidance requirements contained in Section 689. Additional guidelines to accommodate individuals with disabilities will be issued in the future.

<https://www.dhs.gov/publication/reference-guide-accommodating-individuals-disabilities-provision-disaster-mass-care>

CDC- Emergency Preparedness and Disability Inclusion

Emergencies can happen fast and without any warning. For people with disabilities, emergencies can be especially dangerous. Help ensure that the needs of people with disabilities are considered and met during emergencies.

<https://www.cdc.gov/disability-emergency-preparedness/index.html>

American Community Survey (ACS)

The American Community Survey (ACS) asks Texas residents about six types of disabilities/functional and access needs such as: hearing, vision, cognitive, ambulatory, self-care, and independent living difficulty. This will provide city and county EMC's more information on the needs of their community and compare to the number of registrants into STEAR that may not be reflected.

<https://www.census.gov/topics/health/disability/guidance/data-collection-ac.html>

U.S. Census Bureau American Fact Finder

Local emergency managers and planners are able to input their county or city locations while selecting disability to obtain the U.S. Census data on the number of people in their immediate area that has a disability. This would assist in planning and again the ability to compare numbers of active registrants in the STEAR database vs census data.

<https://www.census.gov/library/publications/time-series/cff.html>

Appendix D: Prepared By
Samantha Fabian

ETN & STEAR Program Manager

Samantha.fabian@tdem.texas.gov

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