



Homeland Security & Emergency Management

MASS CARE

—PARTNER GUIDE—



WHEN IS THE EMERGENCY OPERATIONS CENTER (EOC) ACTIVATED?

Not all disasters require Homeland Security & Emergency Management (HSEM) to activate the EOC. Some can be managed internally by City departments using their existing resources. However, EOC activation becomes necessary for disasters and planned events when citywide coordination is required or when state and federal resources may be needed.

ALL HAZARDS APPROACH:

The EOC can be activated for both planned and unplanned events.



Planned Special Events:

- Elections
- Fall Events Season
- Spring Festival Season
- VIP Visits



Unplanned Events:

- Evacuations
- Extreme Heat
- Floods
- Hurricanes
- Manmade Disasters
- Severe Weather
- Winter Weather
- Wildfire

MASS CARE ROLE IN THE EOC:

coordinate efforts to address human life safety needs during a disaster.

Key responsibilities include feeding operations, water distribution, volunteer and donations management, shelter operations, partner coordination, and family assistance.

Mass Care operates the Austin Resilience Network (ARN), a composition of city and community resources that equitably empower individuals to prepare for, endure, and bounce back stronger from community-wide shocks, stressors, and emergencies.

OPERATING CONDITION (OPCON) LEVELS

OPCON 4:

Monitoring (Day-to-Day)

The EOC is not activated and no significant emergency or disaster is occurring.

OPCON 3:

Increased Readiness/Recovery

- The EOC is not activated but may enter standby mode in preparation for potential activation.
- Emergency management personnel begin coordinating efforts and may initiate coordination meetings.

OPCON 2:

Significant Incident

- The EOC is activated and a Declaration of Local Disaster is possible or likely.
- If Mass Care Coordination is required, partner organizations will be notified via email of the activation.

OPCON 1:

Emergency Conditions

- The EOC is activated. A Declaration of Local Disaster is made.
- If the event requires Mass Care Coordination, partner organizations will receive an email notifying them of the activation.

MASS CARE COORDINATION DURING AN UNPLANNED EOC ACTIVATION

When the EOC is activated for unplanned events, the following steps will be taken:



1

Austin Resilience Network (ARN) partners will receive an email notifying them that the EOC is active.

1. Partnership information coming in 2025.

If a Mass Care need is anticipated for the disaster, ARN partners will be invited to an EOC Mass Care coordination call via Teams.

2

1. This 30-minute meeting will occur around 10 AM and 10 PM daily for the duration of the Mass Care need.
2. HSEM and ARN partners will provide situational briefings on their response activities and any unmet needs.

Mass Care Hotline will be activated and monitored 24/7 for the duration of the EOC activation.

3

1. ARN partners can call the Mass Care Hotline with questions or urgent needs.
2. **IMPORTANT:** This phone number is for **ARN partners only** and must not be shared with the public or other non-partner organizations.
3. General public can contact the EOC through Austin 3-1-1 (or 512-974-2000).



HOW TO STAY INFORMED

SHARE INFORMATION WITH HSEM MASS CARE

Non-Emergency

Mass Care Website:

austintexas.gov/hsem-mass-care

Mass Care Email:

HSEMmass.care@austintexas.gov

Emergency

Call Mass Care Hotline

(this line is only active during EOC activations)

Utilize EOC Mass Care coordination calls

GET INFORMATION FROM HSEM



Scan the QR code to sign up for HSEM's quarterly newsletter or go to

<https://bit.ly/HSEM-Newsletter-Signup>

For preparedness, imminent and active emergency information, **follow us on:**



@AustinHSEM

AustinTexas.gov/alerts

The Alerts Webpage is the official site for up-to-date emergency information and actions to take to stay safe.

Alerts are available in 14 languages.



Sign up to get emergency alerts through text, email, or phone call in English and Spanish.

www.WarnCentralTexas.org



Provides emergency alerts in American Sign Language, English voice, and text for people who are deaf, hard of hearing, blind, or deaf and blind. Sign up at ahasalerts.com OR by **texting AHAS to (737) 241-3710.**

STAY ENGAGED WITH HSEM

Quarterly Mass Care Meetings

Monthly
Emergency Preparedness
Pop-up Events

Quarterly Ready Together
Trainings: The Basics of Emergency
Preparedness

Learn more at: ReadyCentralTexas.org



**SCAN THE QR CODE TO REQUEST
PRESENTATIONS, TRAININGS, OR SPEAKERS**