

STAR Procedures & Overview

3	State Level	<p>Texas State Operations Center <i>(Texas WebEOC Server - Strategic Function & Uses)</i></p>
2	District Level	<p>Disaster District Emergency Operations Center <i>(Lonestar WebEOC Server - Operational Function & Uses)</i></p>
1	City/County Level	<p>City/County <i>(Jurisdictional WebEOC Servers - Tactical Function & Uses)</i></p>

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TDEM Requests to Roster TFS Resources

In the advancement of a Severe Weather Event, the **SOC** will typically send out Storm Prediction Center - National Service Weather Products, along with an email to the **Emergency Management Council** to roster specific resources needed to support possible severe weather response operations. These **Emergency Management Council** Agencies and resources are *typically*:

1. **Texas A&M Forest Service** – Saw Crews /Incident Management Teams/ Motor Graders/ High Profile Vehicles/ETC.
2. **Texas A&M Engineering and Extension Service** – Type I and Type III USAR and Swift Water Rescue Boat Squads
3. **Texas Parks and Wildlife Department** – Water Rescue Boats
4. **Texas Department of State Health Services** – Ambulance Strike Teams

TDEM's request to roster resources is relayed from the **ESF4 SOC Rep** to the **SOC Email Distribution Group** (socdistro@tfs.tamu.edu) for situational awareness purposes. Based on the on the potential severity of the weather impact, these resources may be *physically* identified and rostered, or they may be *generically* provided based on estimates from personnel and qualifications showing available on the **TFS Availability Google Doc**. At best, these rostered resources will be tied to the **TFS Mission Ready Package Catalog**. Unless TDEM specifically asks to pre-position resources, the decision to *physically roster* or *generically roster* resources is made by **Planning and Preparedness & Incident Response Department**. The number of available resources is relayed to the **Operations Section Coordinator** at the SOC, the **TDEM Daily Operations Staff**, and the **SOC Manager**. This information is then passed to the **Governor's Office** and is typically distributed publicly, throughout the state. These resources, their capabilities, and the number that are available are also briefed to the Governor.

Resource Requests

Key to the mobilization of state resources is the **State of Texas Assistance Request (STAR)**. This tracks personnel & equipment from a financial and reporting standpoint. This can be thought of as a 213 General Message with specific components and should answer the “Who, What, When, Where, Why, and How.” For common practice, there will be pre-coordination between the requesting agency and supplying agency before the STAR is actually submitted in **WebEOC**. This requires flexibility and coordination with TDEM and other state agencies, at the state, regional, and local levels. This might require a negotiation between the requestor and TFS - to best fit the needs of the request to match the availability of the state entity's resources. Once a STAR or pre-coordination of a STAR comes to TFS and terms of the STAR have been negotiated, this information and/or PDF'd STAR is emailed to TFS' **IRD**, **P&P**, **TICC**, **TFS EOC**, and the **TFS-SOC**. This data is entered into the **Personnel Tracking Form** which outlines the timeframe, personnel assigned to what STAR, Mission Assignment, and location. This data is used for State Agency Situation Reports, tracking of TFS personnel and equipment, tracking of RIMT, tracking of TIFMAS, and overall daily costs for All-Hazard assignments.

Typically, when an area of the state is impacted during an All-Hazards Event, the **TFS Assistant Chief** or their **Designee** of that branch or region will coordinate the resources needed to manage that incident for any *local* request. If resources in that region are capable of meeting this request, it is considered *filled at the local level*. If it cannot be filled locally, this request will elevate to the **State Operations Center (SOC)** to coordinate resources capable of filling this request. TDEM will need to give ultimate approval to utilize **TIFMAS** or **RIMT**, since they pay for those resources. Additionally, the SOC may choose to prioritize the requests, as the threat indicates and because resources are limited. The **SOC** may also choose to initiate the mobilization of any state resource.

If it is locally coordinated and filled – the **Assistant Chief** or their **Designee** will work with **TICC** to fill the request and **TICC** will issue the Resource Orders. If it is up to the SOC to fill, this will be coordinated from the **ESF4 Rep**, through the appropriate channels, and **TICC** will issue Resource Orders for **RIMT/TFS** Personnel and equipment, and the **TFS EOC** will issue Resource Orders for **TIFMAS** Personnel.

- *All* STARs should be PDF'd and emailed to the **TICC** (ticc.tamu.edu), and CC: **IRD** (rgray@tfs.tamu.edu; lrogers@tfs.tamu.edu), **P&P** (jkarns@tfs.tamu.edu; jon.reese@tfs.tamu.edu), **TFS EOC** (eoc@tfs.tamu.edu), **TFS-SOC** (tfs@soc.texas.gov), and **TFS-Finance** (kreeves@tfs.tamu.edu), to obtain a Resource Order for All-Hazard Response and for Situational Awareness purposes.
- *All* STARs will be saved in the applicable Incident Folder in Syncplicity – managed by **TFS-SOC**.
- *All* STARs will be tracked for cost and personnel assigned via the **Personnel Tracking Form** in Google Sheets and **WebEOC** – managed by the **TFS-SOC**.
- Resource Orders will then be sent to the applicable parties, along with the **TFS-SOC** (tfs@soc.texas.gov).
- If Reassignment occurs, the appropriate resource will notify: **TICC** (ticc.tamu.edu), and CC: **IRD** (rgray@tfs.tamu.edu; lrogers@tfs.tamu.edu), **P&P** (jkarns@tfs.tamu.edu; jon.reese@tfs.tamu.edu), **TFS EOC** (eoc@tfs.tamu.edu), and the **TFS-SOC** (tfs@soc.texas.gov)
- When Demob occurs, the appropriate resource will notify: **TICC** (ticc.tamu.edu), and CC: **IRD** (rgray@tfs.tamu.edu; lrogers@tfs.tamu.edu), **P&P** (jkarns@tfs.tamu.edu; jon.reese@tfs.tamu.edu), **TFS EOC** (eoc@tfs.tamu.edu), and the **TFS-SOC** (tfs@soc.texas.gov).

TIFMAS Mobilizations

Wildfire Response

- The TFS EOC should make the request to the ESF 4 Representative at the SOC. Piecemealed orders should be minimized and should be put in for approval (to TDEM) by 1700 for the next day, to the greatest extent possible.
- TIFMAS *generally* cannot be ordered for prepositioning, BUT they can be re-assigned from fire to fire. The likely exception is for specific events that warrant justification (i.e., likelihood of a Southern Plains Wildfire Outbreak Event or other critical fire danger conditions). In any event, this needs to be *clearly justified* then approved by TDEM.

- Information Needed to Justify TIFMAS for Wildfire Response:
 - How Many Strike Teams/Task Forces & Configuration (if applicable)
 - Name of Fire and County
 - Values at Risk
 - Acres & containment
 - Fire Behavior
 - Resistance to Control issues
 - Any other pertinent information

- Other key information for the STAR:
 - IC or POC
 - Meeting location
 - After Resource Orders are created and TIFMAS Resources have demobilized for that particular STAR, add them as an Attachment to the STAR's Action.

- If TIFMAS Resources were ordered for one fire, but TFS wants them to be **reassigned** to a different fire – notify TIFMASEOC@tfs.tamu.edu so that the STAR can be **Actioned** and/or **Updated**. Folks in this email group have WebEOC access and understand the necessary STAR/Action Process that is required by TDEM. This is important for their reimbursement. This also helps the TIFMAS-SOC Rep to have visibility as to where these resources are, so that he is able to produce a daily Sit Rep for TDEM.

- Standard TIFMAS deployments are for 7 days, however the STAR will be approved for 14 days (inclusive of travel). Before Day 5 of their assignment, a decision should be made on whether or not these resources will be released or kept beyond day 7. This will allow Branch Coordinators plenty of time to re-roster personnel for a crew swap. This may be reflected on the 204 with LWD and Day 5.

- One Crew Swap is allowed per STAR. If TIFMAS Resources go beyond 14 days for 1 STAR, TFS will need to seek approval by TDEM, and likely a crew swap – coordinated through TIFMAS.

- When TIFMAS Resources are released notify TIFMASEOC@tfs.tamu.edu of demob, ETD, ETA. TIFMAS Demob and Resource Orders will be attached to the STAR, in WebEOC. This will also be sent to the EMTF Coordinator to stand down their resources, in the event they are staged for a TIFMAS wildfire deployment.

All-Hazards Response

- A Firefighting Resource Request can be routed by locals or DDC to the SOC to fill and approve the request. TDEM-SOC may also ask to identify, fill, and/or stage these resources, in anticipation of a severe weather event.

- In any case, this will ultimately need SOC Manager Approval and documentation on the STAR to help facilitate mobilization of these resources. The approved STAR will be sent to the TFS-EOC to produce a Resource Order and to help facilitate mobilization.

- Whoever ordered the Resource (i.e., TDEM-SOC, TDEM-DDC, or Local Government) is the responsible party for the resource.
- TIFMAS deployments are for 7 days (inclusive of travel). Before Day 5 of their assignment, a decision should be made on whether or not these resources will be extended. This will allow Branch Coordinators plenty of time to re-roster personnel for a crew swap. This may be reflected on the 204 with LWD and Day 5.
- One Crew Swap is allowed per STAR. If TIFMAS Resources go beyond 14 days for 1 STAR, this will need to be re-approved by TDEM.

EMTF Mobilizations

Wildfire Response

- The Texas Emergency Medical Task Force (TX EMTF) is a program that has been mission tasked to provide dedicated medical force protection and support for wildfire responses. There are 8 EMTF Regional Coordinators and a State Coordination Office ([SCO](#)) which provides a LNO at the State Operations Center. The program model runs very similar to the TIFMAS model, but the regions vary from TFS and TDEM. Program details can be found [here](#).
- During Wildfire Response – this program may be activated (for a State Mission Assignment (SMA)) via the STAR Process, to provide Rapid Extrication Modules (REM), Wildland Paramedic Units (WPU), Ambulances, a Medical Unit Leader and or base camp medical support (Mobile Medical Unit or AMBUS). Component details can be found [here](#).
- The Incident Commander, Safety Officer, Operations Section Chief, or Medical Unit Leader may make the request through the TFS-SOC. TDEM may also make the request, depending on the number of TIFMAS Strike Teams committed to one single fire.
 - The TX EMTF program handles crew swaps and asset rotations internally and will maintain field PAR for the duration of the deployment. Mission extensions and releases will be coordinated through the same process
 - These resources will be mission tasked to a single fire/incident. If there is a desire to move them from one fire to the next, this will need to be communicated to the TFS-SOC so that a new STAR can be submitted and/or amended.

AH Finance Tracking

When an All-Hazard Incident becomes *Federally Declared*, it will be tracked more rigorously with TFS Finance. The following information will need to be sent to AHFinance@tfs.tamu.edu

Check-in

- Fill out and submit check-in sheets for yourself and any equipment
 - If your truck didn't get an RO, use a point 1 to notate on check-in sheets and Shift tickets. (Example O-999 Kelly Reeves, O-999.1 TFS unit 11)
 - Make sure and give ALL the information for your AOV (Make, model, LP#, Unit#, 2WD or 4WD, Moldboard Foot size (12 ft, 14 ft.), etc.) It has to do with the FEMA rate.
 - If you rode with someone, put Passenger.

Time

- CTR's should be sent in every other day at the least; preferably every day and must show a break unless signed off by a chief with justification.
- Equipment Crews (personnel rostered to a piece of equipment E#) time can be on 1 CTR.
- Overhead (O#'s) must be on their own CTR. (multiple O's cannot be on one CTR)
- CTR's must be signed by your **incident supervisor** (TxDOT official, TDEM DC, TFS Chief of Party), OR if you don't have someone directly there, you can get your **home unit supervisor's** signature.
- You will get a FINAL OF-288.

Equipment

- As noted above, please make sure you include your make, model, 2WD or 4WD, LP#, Unit #, Type, etc.
- Use hours of actual use of equipment cumulative throughout the day. Preferably nothing less than 30 minutes.
- All equipment (pickup trucks included) will get a FINAL OF-286.
- Chainsaws should be tracked as well (hours of use) - Single day use, place time in remarks. Multiple days put on a separate shift ticket to differentiate the days it was used.

Supplies

- An S# is required to charge to the incident account. This does not include lodging, fuel for TFS equipment, or meal reimbursements.
- Email a 213 with Who, What, When, Where, Why, and How, and pictures (if applicable) of damage.
- If group meals are necessary, an S# is required, and a sign-in sheet for who received the meals. This will be checked against meal reimbursements.

Demob

- Make sure and send demob sheets to TICC (ticc@tfs.tamu.edu), and AHFinance (ahfinance@tfs.tamu.edu), and the TFS-SOC (tfs@soc.texas.gov).

IMT Ordering/Purchasing During AH Event

A STAR is The State delegating authority for that agency to respond per the parameters set forth in the request. The parameters should include the number of personnel, positions, length of assignment, date and time needed, etc. Below are the Ordering and Purchasing Procedures that are to be followed when operating under a STAR.

- The IMT has the Authority to Purchase: 1.) Consumable Office Supplies (normal IMT ordering procedures required ***with an approved 213*** – a STAR is not necessarily required), 2.) Hotels, and/or 3.) Meals.
- If there is no documentation for the purchase, then it will not be reimbursed to the Team.
- There will be (2) sets of documentation (1 for TFS and 1 for TDEM). [1 set for USFS if the Team is ordered through ESF4/IROC.]
- Anything other than what is stated above will need to follow the below steps:
 - Item(s) of request and justification will be written on a 213 and given to the TFS Agency Representative.
 - The TFS Agency Rep will then submit a STAR to TDEM. This will be coordinated through the TDEM commodity distribution cell – if established.
 - TDEM will either approve or deny the request.
 - If approved, a STAR number will be assigned, and the State of Texas will **order and pay** for the resource.
 - TDEM will notify the TFS AREP/Team that it has been ordered and when it will arrive. **The Team only manages and tracks the resource.**

STAR Quick Guide

Resource Requests & Management in Texas

Local jurisdiction, regional entities, state agencies and organizations may request resources to support disaster response operations. The Texas SOC Fulfills requests for assistance with available resources from the Emergency Management Council Members, available contractors or vendors, interstate or federal resources, as available, to fill the request. The chart below provides an overview of emergency management coordination in Texas.

3	State Level	Texas State Operations Center
2	District Level	Disaster District Emergency Operations Center
1	City/County Level	City/County

State of Texas Assistance Request (STAR)

The state of Texas uses WebEOC, an online crisis management system to support resource requests management. Users in the SOC and the DDEOCs, utilize the WebEOC STAR Board to create, route, and fill the requests. This guide provides an overview of how users can utilize this board to support the resource request and fulfilment process. Specific topics covered in this document include:

- An introduction to the STAR Board and its various functions
- Instructions on creating a Resource Request
- Routing a Request through the SOC
- Filling a Request and Creating Actions
- Usage Tips and FAQ

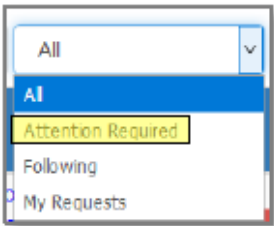

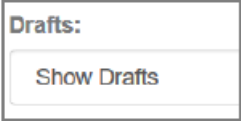
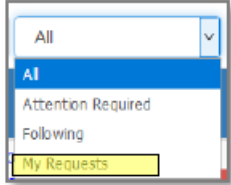
Getting to know the STAR Board

The STAR Board is available in WebEOC. Its tab is Labeled *STAR III – Agency View or [Section]*.


Request Number	Requestor Information	Request Description	Incident Name / Request Status	Submitted / Last Updated	Options
00-68743	Ops TFS (Reese,Jon4656) 979-224-8236 jon.reese@tfs.tamu.edu County: Hardeman DDC: 03	Request: Rapid Extrication Module (REM) Qty: 1 Request REM for the Vivian Fire which is located in extremely rough terrain. ... More	Incident: 19-0027 Vivian Fire August 2019 SOC STAR Level: Submitted to SOC STAR Status: Routing Responsible Party: DSHS SMOC STAR Intake	Submitted: 8/22/2019 07:57:24 Last Update: 08/22/2019 14:07:00	Actions [0] Details History
00-68742	Ops TFS (MahlumGabriel1103) 254-220-5138	Request: 2 Medical Incident Support Teams, 2 Wildland Paramedic Units, 1 ALS Ambulance, & 6 TDFM Iphone Tracking Devices	Incident: 19-0027 Vivian Fire August 2019 SOC STAR Level: Submitted to SMOC	Submitted: 8/22/2019 07:26:02	Actions [1]

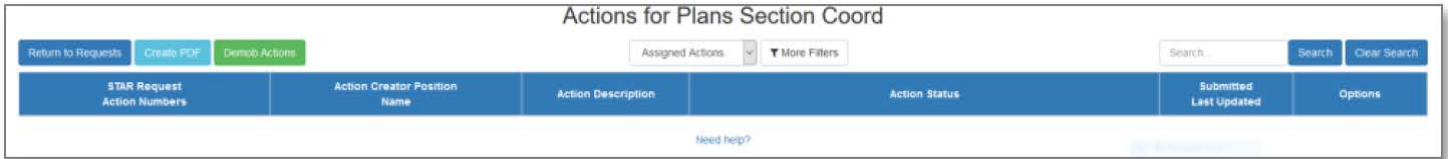
When users open the STAR Board, the *Live Requests* view opens. This view displays all live state-level requests. Users may select a filter or a combination of filters at the top of the page to increase or decrease the number of visible requests.

The table below identifies how to select these commonly used filters or filter combinations.

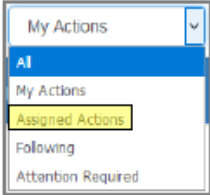
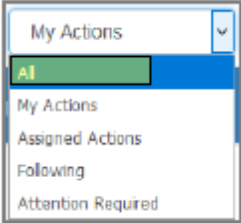
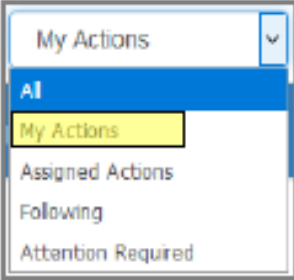
Filter	How to Access
<p>Attention Required User's position is denoted as the 'Responsible Party' Field.</p>	<p>From the 'All' Dropdown, click: Attention Required</p> 
<p>Filled STARS STARS denoted as 'Filled' are hidden by default.</p>	<p>To display filled STARS, click More Filters. More Filters</p> <p>From the <i>More Filter Options</i> dialog box, click the Filled STARS: dropdown and select Show Filled STARS then click Close.</p> 
<p>Draft STARS STARS are created and saved as a draft. Drafts are hidden by default.</p>	<p>To display STAR Drafts, click More Filters. More Filters</p> <p>From the More Filter Options dialog box, click the Drafts: dropdown then select Show Drafts then click Close.</p> 
<p>My Requests STARS submitted by the user or user's position. User is denoted as the 'Responsible Party.'</p>	<p>To display user's STARS, select My Requests from the All dropdown.</p> 

Action View

Actions allow users to provide additional details about the fulfillment of requests. Additionally, Actions can be routed to partner organizations to request their support to fill a resource request. To displace the Actions view on the STAR Board, click the **Actions**  button, located on the top left of the screen.



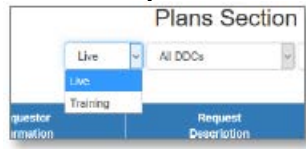
This view displays all actions currently assigned to the user’s positions. Users may select a filter or a combination of filters to increase or decrease the number of visible actions. The table below identifies how to select these commonly used filters or filter combinations.

Filter	How to Access
<p style="text-align: center;">Assigned Actions</p> <p>User’s position is denoted as the ‘Asignee’ Field</p>	<p>Confirm that Assigned Actions in the dropdown filter in the header is selected.</p> 
<p style="text-align: center;">All Actions</p> <p>Displays all actions in the system</p>	<p>From the Assigned Actions filter in the head drop-down select All.</p> 
<p style="text-align: center;">My Actions</p> <p>Displays all actions the user’s positions has created</p>	<p>From the Assigned Actions filter in the header drop-down select My Actions.</p> 

Creating a STAR

Members of the Emergency Management Council (EMC) may enter a resource request into WebEOC to activate their agencies resources or to solicit the assistance of a partner organization to fulfill a state-level mission.

*Note: A training mode is available. Users may click the **Live** dropdown menu and select **Training**. If users are working from the training mode, the **New Request** button will be blue. Live requests are red.*



From the main STAR view, users will click the red **New Request** button. The **Requestor and Delivery Info** Screen opens and users are prompted for the following information:

- Phone Number
- Email Address
- Requesting Entity (Select SOC from the dropdown)

Enter your information if not already prefilled by WebEOC. To specify **Delivery Information**, Select one of the options:

- Saved Locations (Users will be prompted to select and confirm location details).
- New Location (Users will be prompted to name and identify the delivery location).
- No Location Needed

After all the information is validated, click the Next Arrow, highlighted here in red.



The **Request Description** tab opens where the user can enter detailed information about the request. Each field has a tool tip, a blue box with lowercase i, **i** which provides the requester with detailed information about the field. After all information is validate, click the **Next** arrow to review the request.

To submit the request, type your full name into the **Requestor Signature** field, then press the **tab** button or click outside the box to display additional features.

Select the appropriate STAR status and routing details then click the green **Submit** button to enter the request.

Routing a Request in the SOC

Requests received form a local jurisdiction, disaster district or a partner agency are routed through the organizational structure of the State Operations Center to the responsible party. The responsible party is the organization or entity that will manage the fulfillment of the request.

To route a STAR to the appropriate responsible party, click **Edit** form the **Options** section.

Request Number	Requestor Information	Request Description	Incident Name / Request Status	Submitted / Last Updated	Options
16D-49372 Follow	SOC Intake (King.Jonathan9471) 512-424-7053 Jonathan.King@dps.texas.gov County: Wharton DDC: 16D	Request: TRAINING - Super Sack Sandbag - Filled and Placed Qty: 1 TRAINING Placement of SuperSack sand bags in the City of Wharton, power substation #1, to protect ...More	Incident: 2018 Daily Ops Log SOC STAR Level: Submitted to SOC STAR Status: Routing Responsible Party: Branch Director - IB	Submitted: 8/29/2018 14:35:56 Last Update: 09/04/2018 15:09:05	Edit Actions [0] Details History

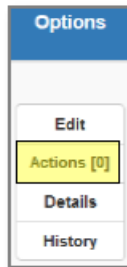
Scroll down the STAR form to the **Responsible Party** section. Click the **Select:** dropdown, identify then select the applicable **WebEOC** position from the list. In the **Responsible Party** section, click the **right arrow** to *send* the desired position to the right side. Scroll to the bottom of the page and click **Submit**.

Creating and Filling Out an Action

To fulfill a request, users will create an *Action* or *Actions* for each STAR. Specific fulfilment information is entered into the *Action* including resource details, cost, expected arrival time and other relevant details. To create an action for a STAR in which the user is the responsible party, users will first update the STAR’s status to *Working*, then create an action from the STAR’s *Options* section, highlighted in yellow, below.

Request Number	Requestor Information	Request Description	Incident Name / Request Status	Submitted / Last Updated	Options
14-48630 Follow	SOC Intake (KingJonathan9471) 512-424-7053 Jonathan.King@dps.texas.gov County: Angelina DDC: 14	Request: TRAINING - Animal Shelter Support Qty: 1 TRAINING Support for an animal shelter, including: food, pet crates and vetericare/relaxer staffing at t... More	Incident: 2018 Dally Ops Log SOC STAR Level: Submitted to SOC STAR Status: Working Responsible Party:	Submitted 8/16/2018 15:43:07 Last Update: 08/16/2018 15:43:07	Edit Actions [0] Details History

From the **Options** section, click **Actions** to open the *Actions* display. Click New Action at the top left of the new display to add the first action to the STAR.



Adding an Action to a Request

Requests that can be filled by a single agency only require the creation of a single action, assigned to the STAR’s responsible party and updated with appropriate details. Once users have created a new action, the following fields are completed by the STAR’s responsible party.

Field	What to Enter
Position	Responsible Party (your position).
Notes to Assignee Following	Not required.
TDEM Responsible for Costs	Select Box if TDEM will be paying for this resource. <i>(TIFMAS & RIMT Members)</i>
Submit for Approval	Select if SOC Manager Approval is required for this request. <i>(TIFMAS & RIMT Members)</i>
New Item	Enter a specific description of the resources provided to support this action.
Estimated Cost	Option to enter an estimated cost for this component of the request
Qty Filled	Enter the number of units provided as part of this request component

For How Long	Enter how long these resources might be assigned to the mission and select if they are consumable or demob resource
Estimated Arrival Time	Enter the estimated date and time the resources will be on scene and operational.
Status	Select appropriate status based on statuses guide listed on page 14
Notes	Option to enter any relevant notes; they are visible to any user.
Attachment	Option to attach a document for record keeping; up to 3 files
Signature	Enter the user's full name

Actions for Multi-Entity Requests

For complex requests, multiple organizations may be required to coordinate activities and resources to fulfill a specific STAR. To reduce confusion, standardized titles are assigned to each party in the process. The responsible part is the organization with primary responsibility for the STAR's management (*i.e., TFS = IMTs, Saw Crews, Firefighting Resources, ETC.*). The responsible party creates and routes the action(s) and manages the coordination of the request's fulfillment.

The supporting party is an entity that can provide supporting resources or assistance with the STAR's fulfillment. The supporting party receives action(s) from the responsible party for specific parts of the request. The table below identifies which party fills out each part of the action and what should be entered in each field.

Field	*Who*	What to Enter
Position	RP	The first position to receive the Action based on routing guidance.
Notes to Assignee	RP	Include any relevant notes and clearly identify the final recipient.
Following	SP/RP	Include any relevant notes and clearly identify the final recipient.
TDEM Responsible for Costs	SP	Select if TDEM is paying for this resource.
Submit for Approval	SP	Select if SOC Manager Approval is required for this request.
New Item	RP, then SP	Enter a description of a resource required of the supporting party. May be edited by the final recipient.
Estimated Cost	SP	Option to enter an estimated cost for this component of the request.
Qty Filled	SP	Enter the number of units provided as part of this request component.
For How Long	RP	Enter how long these resources will be assigned to the mission and select if they are consumable or demobile resource.
Estimated Arrival Time	RP/SP	Enter the estimated date and time the resources will be operational.
Status	RP/SP	Select appropriate status based on status guide listed on page 14.
Notes	RP/SP	Option to enter any relevant notes which are visible to any user.
Attachment	RP/SP	Option to attach document for record keeping; up to 3 files.
Signature	RP	Enter user's full name
*RP (Responsible Party) & SP (Supporting Party)		

Completing & Filling a Request

This section outlines the steps required to receive, update, seek approval for, and complete assigned actions to STARS.

Receiving an Action

Actions are routed through the SOC organizational structure to the intended supporting party. After receipt, the user enters the relevant details and updates the action status, based on the table on page 14. When users open the action view, assigned actions that require attention are visible and flagged with the red: *Attention Required* flag:

Attention Required

Action Approval

Select agencies or organizations require the approval of the SOC Manager before their resources can be deployed (*TIFMAS, RIMT, TxTF1, TMD*). To submit an action for approval, click the **Submit Action For Approval** box. The action will be submitted to the SOC Management for review and approval. The Action is locked for update until the approval is processed.

Is TDEM responsible for covering associated costs?

Submit Action For Approval:

The process for action approval is outlines below:

- Fill out all required fields identified on Page 11 & Page 12.
- *Select* the appropriate position (your position or a supporting party).
- *Select* the Submit Action for Approval box.
- Sign the action and *click submit*.

The locked action will be visible to the supporting party until approved by SOC Management. Note: users do not need to route the action to the SOC Manager for their approval. Once approved, the action is available to edit.

Completing an Action

After an action has been received, *select* the Edit button from the *options* section. The edit action window opens. To complete the Action:

- Enter required information into each field based on the tables on Page 11 & Page 12.
- Update the action's status as appropriate.
- If you have received the action from another organization, select the working status.
- If this is your action entered into the document activities performed by your agency, select working, then updated to **filled** when all activities are completed.
- *Sign* the action and *click* the **submit** button.

Completing the STAR

After all actions associated with the STAR are completed, the STAR needs to be marked as filled and appropriate notes entered to document the STARs completion. After the user verifies there are no Incomplete Actions Remaining:

- Select the STAR's **Edit** Button.
- Scroll to the STAR Status section.
- From the dropdown menu, select the correct status.
 - Reference the STAR Status definition on Page 14 for assistance selecting the appropriate status
- Enter comments in the STAR Status Comment Log reflecting the status change and provide notes to the requestor:
- Notes may include when resources should arrive, what resources are coming, details about the submission or any information relevant to the original requestor.
- *Scroll* to the bottom of the page, and click the **submit** button.

The STAR is now complete. If the STAR Status was changed to filled or canceled, the request will drop off the display and can be located by adjusting the more filter options referenced on page 8 of this guide.

Routing Policy & Status Definitions

This section defines the status STARS and Actions

STAR STATUS

Status	Definition
Routing	The resource request is progressing through the SOC on its way to the responsible party
Working	A STAR is denoted as working after it arrives at the responsible party.
Filled	Activities fulfilling the resource request are completed at the SOC level and every associated action has been marked as filled.
Not Filled	The resource request is unable to be filled due to an external or internal factor.
Canceled	The requested resource is no longer needed or has been acquired from a different source; no further action is required.

ACTION STATUS

Status	Definition
Submitted	The status assigned after the action is created and assigned for routing to the supporting party
Submitted for Approval	The action has been marked for approval by the SOC Management Group
Working	The status assigned when the responsible party is in the process of fulfilling the action.
Filled	The status assigned when the actions' item description has been fulfilled.

Canceled	The status assigned when the action has been canceled by an individual in the SOC.
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STAR & ACTION ROUTING

Supporting Parties' Location	Action Routing Guidance
Support Party in Same ESF	The action sent directly to the supporting party, ESF Coordinator added as <i>following</i>.
Different ESF	The action sent directly to the supporting party; ESF Coordinators added as <i>following</i>.

STAR Policy Guidance & Best Practices

Create an Action for each STAR?	Yes. An Action provides additional details about the fulfillment of the request, including POCs, Estimated Costs and demobilization Status.
Documenting a Crew Swap	Generally No. A new Action is not required to do a crew swap, if the function of the crew is not changing. The exception would be beyond 14 day deployment for TIFMAS or RIMT .
Does my Action Require Approval	Yes – Action Approval by SOC Management is required if TDEM is directly responsible for the expense. Council Member that commit agency funds or agency resources to fill a request may require <i>internal</i> approval, but not necessarily the approval of SOC Management.
Tracking STARS and Actions	To keep track of STARS and Actions assigned to you or that you have created, consider keeping a list of relevant STAR and Action numbers and short description of the Request. (<i>i.e. – Personnel Tracking Form – Google Sheet</i>).
Incident Filter	An incident filter is available from the more filters option. The STAR best practice is to keep the filter set to <i>setup</i> and not to select an incident due to inconsistencies in incident names across the state.
Searching for STARS	When using the search feature in the STAR Board, users may search for items such as request number, type, description or requestor. If searching on STAR number, only enter the last 5 or 6 digits (not the xx-).
More Filters	Activating multiple filters from the more filter options can cause errors or the board to load slowly.
STAR Board Refresh	The STAR Board is set to refresh every 5 minutes. Users may manually refresh or pause the auto refresh from the arrow or pause button located at the bottom footer of the WebEOC interface.

Frequently Asked Questions

Q: Where is my STAR? I lost it. It disappeared...

A: You may locate your STAR by searching the STAR Number, adjusting the STAR filters to Attention Required, My Requests or by adjusting using More Filters.

Q: The recipient cannot see the STAR I just sent.

A: Ask the STAR recipient to refresh their STAR view. Click the green circular arrow button to the left of the work Auto Refresh at the bottom of the window.

Q: I filled the Action; do I also need to update the STAR?

A: Yes, the system requires users to update the status of both the original STAR and associated Actions.

Q: Where can I go for additional support?

A: Ask TDEM OPS-TECH for support, available in the SOC. Policy issues can be address by the appropriate ESF Coordinators or the SOC Management.

Q: Why can't I edit my STAR?

A: Once you have entered a STAR and your position is no longer the responsible party, you can no longer edit the request without it being returned to your position.

Q: What does the blue actions button do?

A: It opens the Action View, where you can review actions assigned to your position.

Q: How do I know my STAR or Action has been received by the supporting agency?

A: Communicate directly with the supporting party, WebEOC supports but does not replace face-to-face coordination, policy, and decision-making.



For additional details, please contact ESF 4 – SOC Coordinator: tfs@soc.texas.gov