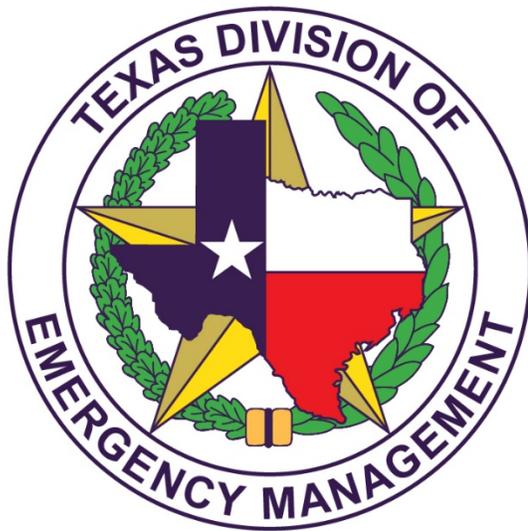


HANDBOOK for

**The State of Texas
Emergency Assistance
Registry
(STEAR)**

November 18, 2019



**STATE OF TEXAS EMERGENCY
ASSISTANCE REGISTRY**

STEAR

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TDEM Mission

TDEM is charged with carrying out a comprehensive all-hazard emergency management program for the State and for assisting cities, counties, and state agencies in planning and implementing their emergency management programs. A comprehensive emergency management program includes pre and post-disaster mitigation of known hazards to reduce their impact; preparedness activities, such as emergency planning, training, and exercises; provisions for effective response to emergency situations; and recovery programs for major disasters. Chapter 418 of the Texas Government Code lays out an extensive set of specific responsibilities assigned to the Division.

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 data base 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 the three 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. The facilities are not required to identify individual residents who may require assistance, but 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>
- Title 40, Part 1, Chapter 97, Subchapter C, Division 3, Rule 97.256, Emergency Preparedness Planning and Implementation, of the Texas Administrative Code requires that if a home and community support services agency identifies a client who may need evacuation assistance, agency personnel must provide the client with the amount of assistance the client requests to complete the Transportation Assistance Registry registration process. (The STEAR replaced the TAR in 2013.)
[https://texreg.sos.state.tx.us/public/readtac\\$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=1&ch=97&rl=256](https://texreg.sos.state.tx.us/public/readtac$ext.TacPage?sl=R&app=9&p_dir=&p_rloc=&p_tloc=&p_ploc=&pg=1&p_tac=&ti=40&pt=1&ch=97&rl=256)

The registry **DOES NOT** guarantee assistance and registrants need to have a personal emergency plan in place. Putting together a grab it 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 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. 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. 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. 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 a translating services.

System Users

Individuals utilizing the STEAR database will have different applications that are available to them in which they have the ability to update registrant information, create accounts, deactivate accounts, and download a complete list of all registrants in their area.

Users are broken into the following groups:

Individual Registrants

Individuals of any age with disabilities, access and functional needs such as: limited mobility, communication barriers, require additional medical assistance during an emergency event, require transportation assistance, and require personal care assistance needing additional assistance during an all-hazard event. Required information to register is the registrants 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.

Texans can register for STEAR by using the following methods:

- Registering online at <https://stear.tdem.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)

Annual registration begins every January to ensure accurate and up-to-date information is available for local emergency planners and responders. Information in the database is normally kept in the system for 1 year, making it important re-registering is conducted. Each individual must fill out a separate STEAR form, even if he or she lives with several others also requesting this service. Registrants will not receive an email confirming their enrollment, if there are any questions regarding information, STEAR or a local government representative may contact the registrant.

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. If the facility is not listed online they are required to complete Form 1085 <http://tdem.wpengine.com/wp-content/uploads/2019/08/NursingAsstdLvngRegForm.pdf> in order for the facility to be added to the STEAR database. Once the form has been completed the facility can send it to 2-1-1 by fax 866-557-1074 or by email to STEAR@tdem.texas.gov.

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?			
Fax completed form to 866-557-1074		Forms can be filled electronically using Adobe Reader or Acrobat and saved as uniquely named PDF files.	

Once the completed form has been received the facility will be added to the database. The facility will then be able to locate the facility name and create an online account under health care provider. When registering patients into the STEAR database it is best for the facility to use internet explorer at this time to ensure the facility code that was assigned is connected to every new registrant. In the event the facility has registrants not connected, a tab will be present that informs the facility there are *records not attached to facility*. To correct this the facility will have to edit and update each registrant under the not attached to the facility while using internet explorer. This will then add the facility code to each registrant and removing the tab records not attached to facility. If the issue continues and is not corrected the facility can contact STEAR, to

have the code entered manually.

The online account also provides health care facilities the ability to add, edit, and deactivate registrants that are no longer connected to the facility or need STEAR assistance. Annual registration is every January for registrants that are registered in the program under the health care facility.

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. 2-1-1 was advised to place a number two after the registrant's last name to alert the STEAR custodians of a duplicate entry during re-registration month. It is important for STEAR custodians to review their data in the registry monthly if not quarterly to remove any duplicates.

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, which is defined by their zip code(s). Custodians are expected to check data monthly if not quarterly to have the most up to date information. Information can be downloaded to an Excel spreadsheet which can be used to sort the information, used for geocoding, and possibly uploaded to other software available in that jurisdiction, such as CAD, tracking systems, or GIS layers. This information is to also be used for developing emergency management plans and assist in preparedness and response activities in the specific area of the custodian.

Each local government uses the information differently and have the power to remove outdated registration data from the database. The STEAR Program Manager or Coordinator will not remove any information from the database unless it's a duplicate, family member has requested the registrant be removed, or assistance is requested by the STEAR data custodian to assist in removing old entries.

Examples of custodians: EMCs and emergency management staff, fire department or law enforcement staff members, health department, and volunteers. In order to appoint a new STEAR custodian, local jurisdictions should complete TDEM 202 STEAR Data Custodian Appointment Form available at <https://tdem.texas.gov/wp-content/uploads/2019/11/TDEM-202.pdf>. The completed form can be emailed back to Samantha.fabian@tdem.texas.gov or STEAR@tdem.texas.gov, faxed to 512-424-2444, or mailed.

Jurisdictions can appoint more than one STEAR custodian to assist with their STEAR data, each jurisdictions should have at least one primary custodian and several alternate custodians as approved the EMC. In order to protect the personal information provided by registrant's username and password information should

not be shared with other city/county/volunteers who has not been appointed a data custodian. If a STEAR custodian leaves their position it is the city's/county's responsibility to notify the STEAR Coordinator to remove the former data custodian's account and contact information from the call list. The STEAR Coordinator will also check in January during re-registration with each primary and alternate custodians to make sure there have not been any changes to custodians, contact information, etc.

Roles and Responsibilities of STEAR Custodians

As stated in the above paragraph, local STEAR data custodians are a critical component to the STEAR program. Any jurisdiction participating in or who would like to participate must identify and appoint a data custodian. A jurisdiction can appoint several data custodians which is a best practice in the event the primary data custodian becomes unavailable. This also provides for backup support especially during disaster response operations where STEAR data is being used to identify residents at risk and the coordination of potential needs.

Individuals appointed as local data custodians if it is not the Emergency Management Coordinator (EMC), should be individuals who have a role in the planning process and/or have access to the EMC or their representative. It is the STEAR data custodian's responsibility to ensure that STEAR data as well as any analysis is provided to the EMC and/or planning staff to facilitate the identification of individuals registered in STEAR so that emergency plans are inclusive on the needs of individuals with access and functional needs and individuals with disabilities. We refer to this concept as a whole community planning approach.

STEAR data custodian(s) are also to encourage citizens to register in the system by utilizing different methods such as: public meetings, phone call/text reminders, social media, newspaper ad, organizational websites, reminders on the water bill, etc.

The STEAR registry allows local health care providers, various home health care agencies, volunteer organization such as Meals-on-Wheels, schools, and other outreach groups, in addition to nursing homes and assisted living facilities to register their clients/patients in STEAR. STEAR data custodians should review their STEAR data so health care providers can be identified and information is provided to the EMC or their representative to ensure emergency planning documents are inclusive of these types of facilities. STEAR data custodians and local EMCs should be checking in with nursing homes and assisted living facilities in the area, ensuring they have an emergency plan in place, and reminding the facility they need to register each patient separately. Registering a facility does not mean the patients are automatically registered as well.

Appointed data custodian are given access to information that contains personal information such as name, address, telephone numbers, and emergency contacts.

In addition, STEAR registration data contains sensitive information regarding a registrant's access and/or functional need and medical information. It is the local data custodian's responsibility to ensure the information contained in the STEAR, is protected from unauthorized access and used for official use only. Only individuals who have been appointed STEAR data custodians in addition to EMCs and first responders should have access to specific information contained in a registrant's STEAR record. The development and use of statistical data to facilitate emergency planning is releasable since that data does not identify specific persona/medical information.

STEAR Registry Management and Maintenance

Appointed STEAR data custodians should practice logging into their STEAR accounts to access and review their STEAR data at least quarterly, however monthly would be best. This will ensure data custodians have consistent visibility of their data, can identify old, out dated data, and be aware of data changes. The STEAR registry changes constantly as new registrants are enrolled and individuals no longer needing to be enrolled in STEAR are removed.

Pre-Incident- As part of the preparedness activities STEAR data custodians should practice accessing their registry information for all hazards. Preparedness activities can include, prior to severe weather seasons (spring and fall), hurricane season (for coastal jurisdictions, during seasonal wildfire periods, tornados, flood events, power outages, search and rescue, evacuations, etc. Using this information during planning stages using maps or other GIS data can provide significant information in determining the proximity to known risk areas and identifying clusters versus isolated individual or facilities. Coordination assessing procedures for response operations can, identify potential resource needs, identify resource availabilities and gaps, and allow for the development of contingency plans.

As jurisdictions prepare for specific types of hazards, the data custodian should provide the EMC updated reports on their STEAR registrants in order to determine which of their residents registered in STEAR would be vulnerable to that hazard.

Working with local EMCs and public information officers, STEAR data custodians can play a role in building relationships with the public and private sector. Publicizing and marketing the STEAR program within communities encourages individuals to register early and before a severe weather. As mentioned earlier, the use of the city/county social media page at different times of the year is good practice to ensure residents are aware of the STEAR program.

Data Retention

The STEAR Program has established a 24 month retention period for STEAR data from the date a record is created or existing record is updated. This will assist in reducing the amount of older data in the STEAR database. Any data older than two years old is generally considered not accurate information.

Currently STEAR data custodians have the ability to remove old records at any anytime. A best practice to consider is prior to removing old data, export STEAR data into an excel sheet and save the information if the data custodian wishes to keep a copy of their STEAR data before removing records. During reenrollment in January, the STEAR Coordinator will remove registries older than two years and remove any duplicates in the system. If the local jurisdiction data custodian does not want old records removed, it is their responsibility to inform the STEAR Coordinator prior to January.

Utilizing STEAR Data

Using STEAR data will depend on what software and systems are available in the city/county. There are different ways to use STEAR data in response to all hazards that may occur. The primary STEAR data custodian in conjunction with the EMC if not the data custodian has the ability to implement their own rules with alternate custodians as they deem necessary when sending out reminders or notifications in their community, mapping the data in their community, etc.

Few examples of what cities and counties have used to integrate the data into systems like Everbridge or GIS mapping.

Everbridge- Using STEAR data in notification systems like Everbridge can assist your community with sending out mass notifications by phone, text, and email. Utilizing mass notification systems allows you to quickly and easily send emergency communication through available interfaces your city/county has available.

Geographic Information System (GIS) Mapping- Utilizing 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.

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 Coordinator must be notified of all changes to data custodian appointments. Notices can be sent to Samantha.fabian@tdem.texas.gov or STEAR@tdem.texas.gov. This will ensure the division maintains an accurate list of all active data custodians as well as their contact information.

STEAR Staff Members

STEAR Program Manager

Currently, the State Coordinator for Operations is the STEAR Program Manager. Their responsibilities include:

- 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.

STEAR Coordinator

- 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.

- Participate in the development, review, maintenance and preparation of procedure manuals, program materials and registration materials.
- May assist with developing, providing or coordinating training related to the STEAR program.
- Prepare materials for committee meetings, trainings, workshops and other events.
- 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 state and 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 recommendations and requests from state and local government representatives.

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 UserID 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://tdem.texas.gov/wp-content/uploads/2019/11/TDEM-202.pdf>

2. Who should be the data custodian?

The data custodian can be any individual the local government decides will be appropriate. Some examples are: EMCs, fire department or law enforcement staff members, health department, and volunteers. A data custodian can be assigned for a single city, several cities, a county or several counties. Some local governments who don't have enough staff members to participate in this program are pooling resources. This is especially helpful for those local governments who have only a few individuals registered.

3. Can there be more than one data custodian?

Local governments can assign as many data custodians they decide they need. Some data custodians are covering the entire county, other jurisdictions have assigned several. We do require that each data custodian be formally assigned so that they receive their own UserID and Password for the system. This is due to security reasons.

4. 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.

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

TDEM periodically schedules a Data Custodian Training webinars. The training lasts for 1 ½ hours and are posted on PreparingTexas.org. Additionally, the training information is distributed to assigned data custodians as well as your TDEM District Coordinator. New custodians should review the official handbook and PowerPoint presentations for more information on STEAR.

6. How do I register as the data custodian?

An appointment form is available on the TDEM web site at: <https://tdem.texas.gov/wp-content/uploads/2019/11/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.

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

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

8. Can we use a volunteer organization to assist with Data Custodian duties?

Yes. Many jurisdictions utilize volunteers to assist with data custodian duties and some have assigned a volunteer as the data custodian. 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.

9. Can the state geocode registrants for cities and counties?

While the capability is not currently available, TDEM continues to look at solutions to assist with geo-coding STEAR data.

10. Can cities and counties correct registrations directly into the system?
Yes, STEAR custodians can make corrections, deactivate, and remove old entries. Retention period for old data is 2 years, anything older than 2 years is not considered to be accurate information.

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

Yes, several local jurisdictions have used STEAR data in preparation for disaster events and in response to them. Here are just a few examples on how STEAR data has been used; Harris County and the City of Corpus Christi used their STEAR data in response to Hurricane Harvey. In addition, TDEM used STEAR data for search and rescue operations for both Hurricane Ike and Hurricane Harvey, and the 2016 Floods. TDEM also provided STEAR data to the communities of Franklin in Robertson County and Alto in Cherokee County after being impacted by tornado events to assist with identifying STEAR registrants during search and rescue operations. Grayson County used their STEAR data to determine who in their county affected by the power outages were power dependent and conducted welfare checks.

12. 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.

13. 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.

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

Yes, STEAR information can be found on the TDEM web site at:
For information for the public: <https://tdem.texas.gov/stear/>
Or

For information for local governments:
<https://tdem.texas.gov/stear/#1574107638472-0fb0f467-90ab>

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

The STEAR Committee is in the process of developing a method in which local governments who do not participate in the STEAR Program are informed if they have registrants registered in STEAR. This is to ensure they have visibility on possible interest in the program by their residents. 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 registrant that 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.

16. What is the level of expectations created by a resident who registers?
As mentioned above, registrants are provided disclaimers when registering it DOES NOT guarantee specific services during an emergency and registrants must have an emergency plan of their own as well.

17. Can the database be broken down by jurisdictional area and if not, at what level can the information be separated?

Database information is provided primarily by Zip Code within cities and counties. The information can be exported from the registry database in MS Excel or comma separated value (.csv) format. The MS Excel spreadsheet can be filtered by any column in the document. CSV format is used for importing into databases. Data custodians should review registrants to determine if they fall into their jurisdiction. Once determined, notify STEAR@tdem.texas.gov with the information. They will associate those individuals within your jurisdiction and disassociate those that don't belong to you.

References and Contact Numbers

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://tdem.texas.gov/stear/#1574107638472-0fb0f467-90ab>

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
- Individual Registration Frequently Asked Questions

<https://tdem.texas.gov/stear/>

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://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>

Meals-on-Wheels

<https://www.mealsonwheelstexas.org/>

(512) 547-7141

FEMA

www.fema.gov

Red Cross

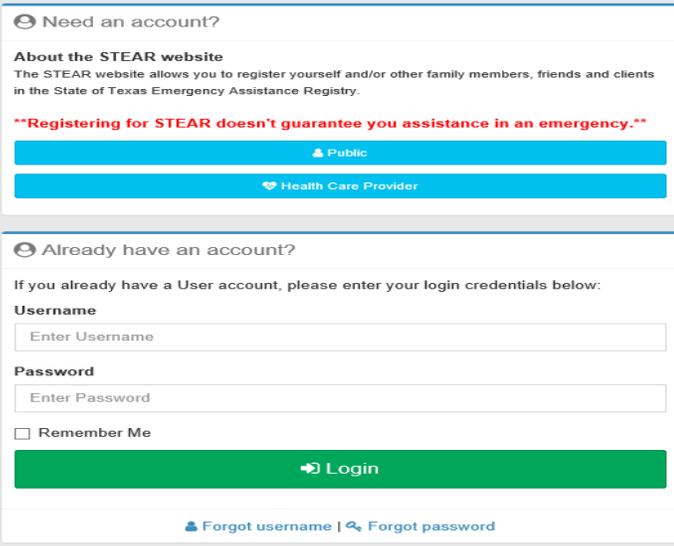
www.redcross.org

National- 800-733-2767

Golf Coast Assistance Line 866-526-8300

Screenshots of STEAR Online Registry

Log-In Screen



The screenshot displays the STEAR Online Registry login interface. It is divided into two main sections: 'Need an account?' and 'Already have an account?'. The 'Need an account?' section includes a heading, a brief description of the website's purpose, a red warning message, and two registration buttons for 'Public' and 'Health Care Provider'. The 'Already have an account?' section prompts the user to enter their login credentials, featuring fields for 'Username' and 'Password', a 'Remember Me' checkbox, a green 'Login' button, and links for 'Forgot username' and 'Forgot password'.

Need an account?

About the STEAR website
The STEAR website allows you to register yourself and/or other family members, friends and clients in the State of Texas Emergency Assistance Registry.

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

Public

Health Care Provider

Already have an account?

If you already have a User account, please enter your login credentials below:

Username
Enter Username

Password
Enter Password

Remember Me

Login

[Forgot username](#) | [Forgot password](#)

Individual Registrant View

STEAR [Click here for Account Options Meadis Newton](#)

Welcome to the STEAR Public Registration website!

STEAR Login: Meadis Newton

Not sure how to answer a question? Try our Registration Question Guide for more information.

The list below shows the person that you have enrolled in STEAR. Click on the edit button to update the record information.

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

* Please click the tab below to view record. As a public user, you will only see your record.

[Click to view your record](#)

Show 10 rows Search:

First Name	Last Name	Address	City	Zip Code	County	Emergency Contact	Creation Date	Last Updated	Status	Edit	Facility Number
[Redacted]	Newton	[Redacted]	Houston	77060	Harris	[Redacted]	5/30/2019 19:24:32	N/A	Active	Edit	None

Showing 1 to 1 of 1 entries Previous Next

Health Care View

Not sure how to answer a question? Try our Registration Question Guide for more information.

The list below shows the people that you have enrolled in STEAR. Click on the edit button to update the record information.

Need to enter someone into the STEAR? Click the register button. Please complete one registration per person. You can register as many people as you like.

[What's New?](#)

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

* Please click on one of the "Registrants" tabs or "Facility" below to view record(s).

[Active Registrants](#) [Inactive Registrants](#) [Facility](#)

[Register People](#) [Export to CSV](#)

Show 10 rows Search:

First Name	Last Name	Address	City	Zip Code	County	Emergency Contact	Creation Date	Last Updated	Status	Edit	Facility Number
ADAN	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/27/2019 12:35:53	N/A	Active	Edit	2788
AMANDA	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/22/2019 15:52:15	N/A	Active	Edit	2788
AMELIA	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/22/2019 15:13:25	N/A	Active	Edit	2788
ANSELMO	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/22/2019 10:25:43	N/A	Active	Edit	2788
AURELIO	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/27/2019 11:15:21	N/A	Active	Edit	2788
BELINDA	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/27/2019 11:20:18	N/A	Active	Edit	2788
BERNARDO	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/27/2019 11:42:08	N/A	Active	Edit	2788
CAROL	[Redacted]	[Redacted]	Robstown	78380	Nueces	[Redacted]	5/24/2019 08:46:25	N/A	Active	Edit	2788

Not sure how to answer a question? Try our Registration Question Guide for more information.

The list below shows the people that you have enrolled in STEAR. Click on the edit button to update the record information.

Need to enter someone into the STEAR? Click the register button. Please complete one registration per person. You can register as many people as you like.

What's New?

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

* Please click on one of the "Registrants" tabs or "Facility" below to view record(s).

Active Registrants

Inactive Registrants

Facility

Your Records Not tied to a Facility

Register People

Export to CSV

Show 10 rows

Search:

First Name	Last Name	Address	City	Zip Code	County	Emergency Contact	Creation Date	Last Updated	Status	Edit	Facility Number
------------	-----------	---------	------	----------	--------	-------------------	---------------	--------------	--------	------	-----------------

STEAR Custodian View

STEAR

Click here for Account Options Juan Acuna

Welcome to the STEAR Local Data Custodian Registration website!

STEAR Login: Juan Acuna

Jurisdiction:

City: All Cities in County

County: Jim Wells

Not sure how to answer a question? Try our Registration Question Guide for more information.

The list below shows the people that you have enrolled in STEAR. Click on the edit button to update the record information.

Need to enter someone into the STEAR? Click the register button. Please complete one registration per person. You can register as many people as you like.

What's New?

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

- Please click "Load Records" and wait for the records to load.
- The "Load Records" button will say "Records Loaded" when Registrants are ready to view.
- Then click on one of the "Registrants" tabs or "Facilities" to view the records.
- You can create a new record first without loading the old.
- But once the records are loaded, if you create a new record or edit a old one, you will need to load the records again to view them.

Load Records

Active Registrants

Inactive Registrants

Facilities

Register People

Export to CSV

Active Registrants View

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

- Please click "Load Records" and wait for the records to load.
- The "Load Records" button will say "Records Loaded" when Registrants are ready to view.
- Then click on one of the "Registrants" tabs or "Facilities" to view the records.
- You can create a new record first without loading the old.
- But once the records are loaded, if you create a new record or edit a old one, you will need to load the records again to view them.

Records Loaded

Active Registrants

Inactive Registrants

Facilities

Register People Export to CSV

Show 10 rows

Search:

First Name	Last Name	Address	City	Zip Code	County	Emergency Contact	Creation Date	Last Updated	Status	Edit	Facility Number
Aaron			Alice	78332	Jim Wells		11/09/2018 12:04:45	N/A	Active	Edit	None
ABEL			Sandia	78383	Jim Wells		3/07/2018 08:05:35	N/A	Active	Edit	None
Abel Jr.			Alice	78332	Jim Wells		06/16/2017 14:17:46	Dec 8 2017 8:45AM	Active	Edit	None
Abelardo			Alice	78332	Jim Wells		08/28/2017 10:13:50	Dec 8 2017 8:45AM	Active	Edit	None
Abelino			Alice	78332	Jim Wells		5/08/2019 14:17:13	N/A	Active	Edit	None
Abelino			Alice	78332	Jim Wells		11/04/2018 10:52:41	N/A	Active	Edit	None
Adela			Alice	78332	Jim Wells		07/19/2016 16:14:21	Dec 8 2017 8:45AM	Active	Edit	None
Adela G			San Diego	78384	Jim Wells		08/29/2017 16:16:49	Dec 8 2017 8:45AM	Active	Edit	None

Inactive Registrants View

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

- Please click "Load Records" and wait for the records to load.
- The "Load Records" button will say "Records Loaded" when Registrants are ready to view.
- Then click on one of the "Registrants" tabs or "Facilities" to view the records.
- You can create a new record first without loading the old.
- But once the records are loaded, if you create a new record or edit a old one, you will need to load the records again to view them.

Records Loaded

Active Registrants

Inactive Registrants

Facilities

Show 10 rows

Search:

First Name	Last Name	Address	City	Zip Code	County	Emergency Contact	Creation Date	Last Updated	Status	Edit	Facility Number
Anita			Alice	78332	Jim Wells			N/A	Inactive	Edit	None
Maria			Alice	78332	Jim Wells			N/A	Inactive	Edit	None
Maria			Alice	78332	Jim Wells			N/A	Inactive	Edit	None
Micaela			Alice	78332	Jim Wells			N/A	Inactive	Edit	None

Showing 1 to 4 of 4 entries

Previous 1 Next

Facilities View

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

- Please click "Load Records" and wait for the records to load.
- The "Load Records" button will say "Records Loaded" when Registrants are ready to view.
- Then click on one of the "Registrants" tabs or "Facilities" to view the records.
- You can create a new record first without loading the old.
- But once the records are loaded, if you create a new record or edit a old one, you will need to load the records again to view them.

Records Loaded

Active Registrants
Inactive Registrants
Facilities

Export to CSV

Show 10 rows

Search:

Facility Name	Address	City	Zip Code	County	Contact Number	Creation Date	Last Updated	Edit
RETAMA MANOR NURSING CENTER/ALLCE		Alice	78332	Jim Wells		4/19/2018 14:29:50	N/A	Edit
Garcia Ventures, Inc DBA United Home Care		Alice	78332	Jim Wells		4/17/2018 15:03:39	4/17/2018 15:06:19	Edit

Showing 1 to 2 of 2 entries

Previous 1 Next

Registration View

State of Texas Emergency Assistance Registry
New Participant Registration

▲ If you are filling this out on behalf of someone else, answer these questions from their perspective. To complete a STEAR registration, some basic information is required. This information is marked with an asterisk (*). You may choose to answer all or only some of the optional questions.

Personal Info

****Registering for STEAR doesn't guarantee you assistance in an emergency.****

Name & Login

ⓘ Please select a Facility to register individuals if they live in a facility.

*** 1. What is your primary language? If you speak more than one language, choose the best language that you would use for emergency communications. For persons who cannot communicate, please choose non-verbal.**

*** 2. Do you need a sign language interpreter?** Yes No

*** 3. What is your first name?**

*** 4. What is your last name?**

*** 5. What is your street address?**

6. Do you have an apartment number? If so, put it here.

*** 7. What is your City?**

*** 8. What is the County you live in?**

*** 9. What is your Zip Code?**

[Map It](#)

10. If you know the +4 part of your Zip Code, put it here.

Please map the address to give more accurate information to the first responders (it gets the latitude and longitude). Enter the Address, Zip Code, City, and County first, and if the boxes below are blank, click the "Map It" button and then press "OK".

/