



Delivering Mission Success

The HSIN ADVOCATE

Empowering Public Servants

The Homeland Security Information Network (HSIN) empowers government agencies to achieve mission success by enabling seamless interagency and cross-jurisdictional collaboration. In this issue of the HSIN Advocate, we profile winners of the Best of HSIN Annual Awards including the Transportation Security Administration Field Intelligence Integration Division; Centers for Disease Control and Prevention Division of Global Migration and Quarantine; Homeland Security Investigations Operation Chain Reaction; Maryland Coordination and Analysis Center; Baltimore County Police Department; and the Federal Emergency Management Agency's Individuals and Households Program.

Table of Contents:

TSA Field Intelligence Integration Division Relies on HSIN to Help Protect Transportation Systems

HSIN Honors Public Servants

HSIN in Action

HSIN Streamlines Operations for FEMA Disaster Response

HSIN Virtual Command Center Supports Multiple Operations for Baltimore County PD

HSIN Plays Instrumental Role in Homeland Security Investigations "Operation Chain Reaction"

CDC Use of HSIN Helped Prevent the Spread of COVID-19 During the Pandemic

HSIN Training Corner



BEST OF HSIN "SILVER" WINNER FOR GREATEST IMPACT TO THE INFORMATION SHARING ENVIRONMENT

TSA Field Intelligence Integration Division Relies on HSIN to Help Protect Transportation Systems

The Intelligence Production and Evaluation Branch of the Field Intelligence Integration Division (FIID) at the Transportation Security Administration (TSA) Intelligence and Analysis (I&A) office, handles information sharing between the federal government and stakeholders on the U.S. transportation system. The team's TSA Intel site on HSIN is a key asset for sharing information among personnel involved in commercial and general aviation, mass transit systems, freight and passenger rail, highways, pipelines, and ports.

"TSA I&A's presence on HSIN has enhanced the 75 TSA Field Intelligence Officers' (FIOs) ability to share information and collaborate with our stakeholders in the field," said Peter Clemens, Deputy Director, Field Intelligence Integration, TSA Intelligence and Analysis FIID. "FIOs serve as I&A's on-site incident and significant event reporters for Federal Security Directors (FSDs) at airports, their regional surface counterparts, the Federal Air Marshal's Service, and local transportation stakeholders such as law enforcement and security staff for airports, airlines, rail, and pipelines."

HSIN provides a collaborative work environment for the FIOs to share information from and with federal, state, and local entities including DHS, the Federal Bureau of Investigation (FBI), state governments, law enforcement, and private sector partners. The structure of the information within HSIN allows FIOs to identify specific topic areas and direct stakeholders to their respective interests, concerns, transportation modes, and regions.

"HSIN allows FIOs to identify and share information that might not be appropriate for normal email channels," explained Clemens. "As FIOs continue to increase local stakeholder engagement, HSIN will continue



to be vital for maintaining stakeholder relationships as well as highlighting TSA I&A as a reputable intelligence partner to industry stakeholders and other government agencies."

To simplify information sharing with key aviation stakeholders, the FIID requested the creation of a Sensitive Security Information (SSI) document library to support aviation stakeholders and the Aviation Domain Intelligence and Analysis Cell (ADIAC). The library has been instrumental in providing real-time SSI products to stakeholders.

"We also created a second SSI portal for the surface transportation stakeholders, which includes freight rail, highway motor carrier, and hazardous liquid and natural gas transportation," said Clemens. "Surface

(Cont. on page 2)

(Cont. from page 1)

transportation users have praised this HSIN portal for its information sharing capabilities, and it has become a major asset and success for them."

Both SSI portals are displayed on the site's landing page, which provides easy access for federal, state, local, tribal, territorial, international, and/or private sector partners, including transportation industry stakeholders. To learn how HSIN can support your mission, contact HSIN@hq.dhs.gov.

HSIN Honors Public Servants

The month of May is dedicated to recognizing public servants and the contributions they have made to our nation. This year's Public Service Recognition Week (May 7-13), Police Week (May 14-20), Emergency Medical Services Week (May 21-27) and Memorial Day (May 29) reminded us of the valuable services provided by individuals who safeguard the health, safety, and well-being of communities at federal, state, local, tribal, and territorial levels. The HSIN program honors your service, and we also remember the families and loved ones of those who perished in service.



Expanding the Operational Impact of HSIN

[City of Orlando Fully Integrates HSIN Into Public Safety Operations](#)

Learn how the City of Orlando Office of Emergency Management (OEM) has fully integrated HSIN into its operations. HSIN allows the City of Orlando to enhance its coordination, planning, information sharing, command and control, and situational awareness during all types of operations. The Orlando OEM uses HSIN to securely share information with hospitals, school districts, theme parks, the local airport, National Weather Service, university systems, and other public safety organizations at the federal, state, and local levels.

[HSIN Connect Is an Invaluable Tool for North Carolina National Guard](#)

See how the North Carolina National Guard (NCNG) uses HSIN as a single-source platform for interagency collaboration and communication. The NCNG Joint Operations Center (JOC) creatively leverages HSIN Connect to respond to incidents and events throughout North Carolina including hurricanes, flooding, civil unrest, and the recent pandemic. With HSIN, partners have the ability to quickly share information for shared situational awareness, which in turn streamlines the workload of operations teams.

“With HSIN, we can provide a real-time common operating picture for over 550 executive law enforcement entities with the capability to push and pull information in real time to drive policy and executive decision making.

Captain Michael Smith

Executive Officer, New Jersey State Police (March 2023)

HSIN in Action

To learn more about the innovative ways HSIN empowers public servants, check out these additional resources:

- [NYPD Intelligence Bureau Uses HSIN to Help Partners Address Complex Threat Landscape](#)
- [HSIN Strengthens Emergency Preparedness in the National Capital Region](#)
- [Maryland's Eastern Shore Information Center uses HSIN to Share Information With 38 Local Law Enforcement Agencies](#)



BEST OF HSIN "SILVER" WINNER FOR INCIDENT SUPPORT

HSIN Streamlines Operations for FEMA Disaster Response



The Federal Emergency Management Agency (FEMA) Individuals and Households Program (IHP) provides financial and direct services to eligible individuals and households affected by a disaster. Using HSIN, the Individual Assistance (IA) Division within the IHP Branch and the IA Training Section have streamlined several key processes.

"HSIN has improved the consistency and accuracy of information shared with disaster survivors by making FEMA resources available to everyone who supports our survivors, not just those who have access to information behind FEMA's firewalls on internal SharePoint sites," said Greg Schultz, FEMA Training Evaluation and Development Chief. "HSIN allows FEMA to provide access to a secure environment for our external augmentation staffing solutions such as contractors and other federal agencies who support FEMA with our mission of helping individuals and families who have been affected by a disaster."

HSIN also enabled the IA Training Section to effectively train large classes of individuals to support the FEMA mission. Through HSIN Connect, the IA Training Section conducted more daily virtual training sessions than would have been possible using FEMA's limited Adobe Connect licenses. In 2022, for example, FEMA held 14 classes with over 2,000 students, preparing them to assist disaster survivors of Hurricane Fiona in Puerto Rico, Hurricane Ian in Florida and South Carolina, and Hurricane Nicole in Florida, as well as disaster survivors from severe storms and flooding in Illinois.

"During and after training, our external staffing solutions are no longer reliant on their own repositories to access critical FEMA guidance," explained Melissa Stone, IHP Front Office and Capacity Enhancement Office Supervisor. "In the previous model, individual entities maintained different versions of repositories and FEMA couldn't confirm the information was up to date. Now, FEMA manages the HSIN site that all external augmentation staff rely on, thus ensuring all resources are current and are provided in a user-friendly manner that's equivalent to what's provided to FEMA employees."

The HSIN site houses over 80 critical documents, and with the assistance of HSIN Mission Advocates, FEMA was able to provide access to these valuable resources to almost 6,000 individuals in just over one months' time.

"With the assistance of HSIN's staff, FEMA was able to provide speedy access to the site, clarify procedures, and help resolve issues as they arose," said Amy Yi, IHP Front Office Program Analyst. "As of December 2022, agents supporting FEMA and accessing HSIN have significantly contributed to over one million approved applications for FEMA's Individual Assistance program totaling more than \$1.4 billion in financial assistance."

FEMA's use of HSIN has notably improved the efficiency and effectiveness of FEMA resources and training, thus allowing FEMA to augment their staffing capacity quickly and efficiently while ensuring FEMA can care for the needs of disaster survivors in a prompt manner. To learn how HSIN can support your mission, contact HSIN@hq.dhs.gov.



BEST OF HSIN "SILVER" WINNER FOR INTERAGENCY COLLABORATION

CDC Use of HSIN Helped Prevent the Spread of COVID-19 During the Pandemic



During the COVID-19 pandemic from 2020-2022, interagency collaboration between DHS, the Centers for Disease Control and Prevention (CDC), and Transportation Security Administration (TSA) was critical to help prevent the spread of this serious infectious disease during travel. The CDC Division of Global Migration and Quarantine (DGMQ) community on HSIN provided all agencies a secure platform for coordination and communication.

"Together, the CDC and DHS manage the tools for U.S. public health travel restrictions, which include the Do Not Board and Public Health Lookout lists," said Krista Duong, Lead Public Health Advisor, CDC. "Within HSIN, we have DGMQ individual membership sites that allow the compartmentalization of information so that each agency's users have access only to what is necessary for them to complete their role for implementing and removing travel restrictions."

The CDC in collaboration with DHS, established The Do Not Board list to prevent commercial air travel by people who are contagious with certain diseases of public health concern. A person on the Do Not Board list is prevented from obtaining a boarding pass for any flight into, out of, or within the U.S., and the TSA enforces the list for commercial air travel. Additionally, to complement the Do Not Board list, a Public Health Lookout is issued to alert DHS when a person who has been placed on the list tries to enter the U.S. through a land border crossing site, seaport, or airport.

The Public Health Lookout prompts a public health notification to CDC of a person with a suspected or confirmed infectious disease before they are admitted into the U.S. at one of the ports of entry. Customs and Border Protection (CBP) uses this tool to put the person in contact with public health authorities to ensure

appropriate isolation and follow-up care, if indicated, and other public health management.

"Due to the widespread availability of COVID-19 tests at airports and the quick turnaround of test results, some ready within 15 minutes, the need for a rapid communication system between federal agencies at the height of the pandemic became apparent," explained Duong. "The HSIN site for CDC DGMQ allowed for swift information sharing about individuals who had a recent positive COVID-19 test result and imminent travel reservations. Our use of HSIN improved urgent decision making about travel restriction for placing individuals on the Do Not Board and Public Health Lookout lists."

"These Do Not Board and Public Health Lookout lists have been primarily used for tuberculosis and COVID-19; however, these public health tools are available 24/7 and can be used for any communicable disease that poses a serious public health threat," said Duong. "For example, these restrictions were also used for the Mpox outbreak in June-September 2022 and can be evaluated for use for any future outbreak of a novel or reemerging communicable disease in the future."

The CDC DGMQ site on HSIN allows for the secure access and sharing of sensitive data with different government agencies in coordination to help prevent the introduction, transmission, and spread of communicable diseases into, within, and out of the U.S. Together, the CDC and DHS have demonstrated exemplary interagency collaboration using HSIN for the management of public health travel restrictions during the pandemic. To learn how HSIN can support your mission, contact HSIN@hq.dhs.gov.



HSIN Training Corner

To view any training materials in HSIN Learn, please login to HSIN Central first at <https://hsin.dhs.gov>

Training Central Homepage

Whether you are new to HSIN or a seasoned user, Training Central is the entry point to your HSIN learning resources. Through this portal you have access to HSIN Learn content including self-paced and computer-based training modules to help you get the most out of the HSIN platform. With the help of the HSIN Learn training tool, users can access training content whenever and wherever it is needed. Visit [Training Central](#) today!

Community Cross-Collaboration Training Opportunities

The DHS Office of Intelligence & Analysis (I&A) Intelligence Training Academy (ITA) would like to invite HSIN users to free unclassified webinars, online live classes, and virtual events. Please view the [I&A Intelligence Training Academy Outreach Bulletin](#) for free training opportunities.

Does your community have training opportunities you would like to share with other HSIN users? If so, please contact the HSIN Training team at HSIN.Training@hq.dhs.gov to have your next training opportunity posted here!

Cybersecurity Tips From CISA



More than a Password: Protect Yourself from Malicious Hackers with Multifactor Authentication

Do you ever worry about getting hacked? Your password isn't protecting you the way you think it is. Especially if someone can guess your password from looking at your social media. But let us say you have a complex password—or even a password manager—unfortunately malicious cyber actors still have ways to get past your password. So, what do you need? More than a password! A second method to verify your identity.

Multifactor authentication (MFA) can make you much more secure. Taking the extra step beyond just a password can protect your business, online purchases, bank accounts, and even your identity from potential hackers.

What is Multifactor Authentication?

Prove it is you with two! MFA is a two-step, layered approach to securing your online accounts and the data they contain. When you enable MFA in your online services, you must provide a combination of two or more authenticators to verify your identity before the service grants you access. Using MFA protects your account more than just using a username and password.

Users who enable MFA are significantly less likely to get hacked. Why? Because even if a malicious cyber actor compromises one factor (like your password), they will be unable to meet the second authentication requirement, which ultimately stops them from gaining access to your accounts.

ABOUT HSIN | HSIN is DHS's designated system for trusted sharing of Sensitive but Unclassified (SBU) information among federal, state, local, tribal, territorial, international, and private sector partners. Mission operators use HSIN to access homeland security data, send requests securely between agencies, manage operations, coordinate planned event safety and security, respond to incidents, and share the information they need to fulfill their missions and help keep their communities safe. HSIN users are making key contributions to homeland security in areas such as streamlining intelligence sharing, bolstering cybersecurity, strengthening election security, intercepting illegal drugs, keeping schools safe, and ensuring safety and security at key events.

For more information, contact the HSIN Outreach Team at HSIN@hq.dhs.gov or visit our website at www.dhs.gov/hsin.