



**COMMUNITY
HEALTH CARE
ASSOCIATION**
of New York State

chcanys.org

**Virtual Emergency
Operation Center
Software (VEOCI) User
Guide for CHCs**

Community Health Care Association of New York State (CHCANYS)

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1. Introduction

In alignment with guidance from the Health Resources and Services Administration (HRSA), Community Health Centers (CHCs) are encouraged to report their operational status to their Primary Care Association (PCA) during emergencies. This ensures coordinated response efforts, reduces redundant information requests, and allows HRSA to communicate urgent needs to federal partners such as the Department of Health and Human Services (HHS).

To streamline this process, **CHCANYS utilizes the VEOCI platform**—a secure, cloud-based system that allows CHCs across New York State to report their operational status quickly and efficiently during emergency events. By completing a brief form within VEOCI, CHCs can share critical information in real time, including:

- Type of emergency or disruption
- Name of the health center
- Site(s) affected and geographic location
- Current operational status (e.g., open, closed, limited service)
- Reason for service interruption, if applicable
- Additional remarks (e.g., infrastructure damage, staffing impacts, estimated reopening date)

VEOCI allows CHCANYS to aggregate and analyze this data to better support CHCs, advocate for resources, and keep key stakeholders informed.

Source: Health Resources and Services Administration (HRSA), Emergency Information Kit: Key Resources for Health Centers.

<https://bphc.hrsa.gov/sites/default/files/bphc/technical-assistance/emergency-information-kit-key-resources-health-centers.pdf>

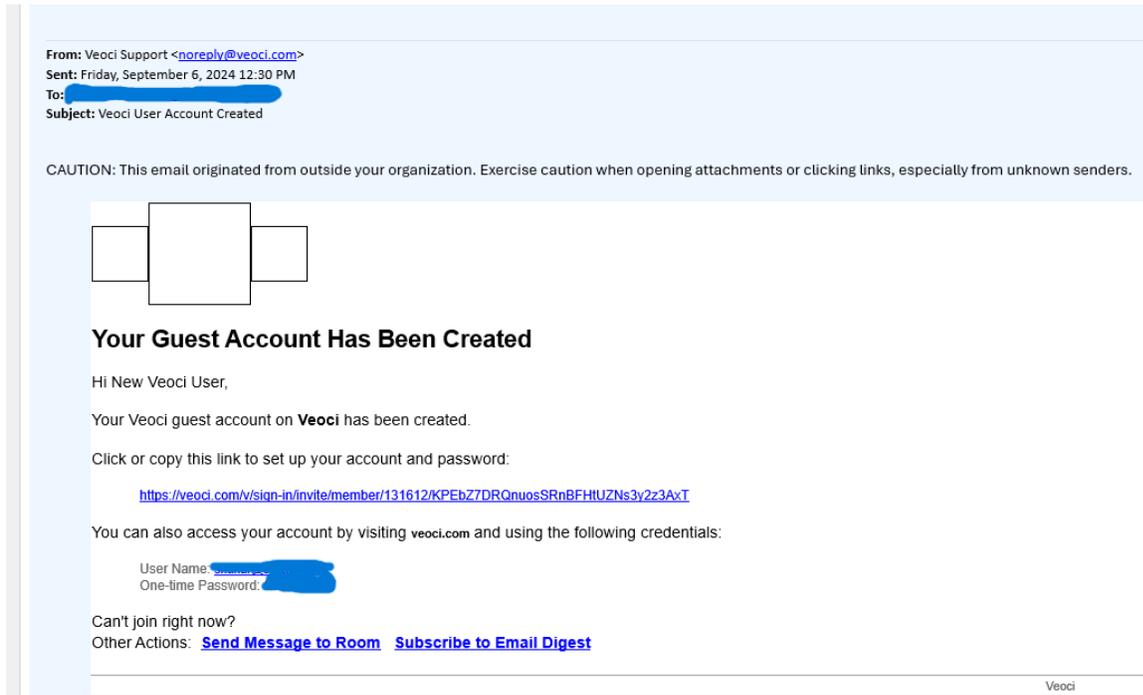
2. Getting Started with VEOCI

2.1 Step 1: Submit the MOU and Designate Your CHC's End User

1. Request/update a VEOCI MOU with the CHCANYS EM Team via email (emteam@chanys.org)
2. Have your organization's CEO/ Executive Director or other executive staff member sign the MOU with CHCANYS to confirm your organization's interest in participating.
3. Designate a staff member as the VEOCI POC/End user.
4. The designated point of contact (POC)/end user will be responsible for responding to emergency notifications, drills, and platform updates. They will also be expected to keep their organization's CEO or Executive Director informed of relevant communications and activities.

2.2 Step 2: Receive an Invite and Complete Your Profile

1. Once the MOU is fully executed, CHC's will receive a copy, and CHCANYS will then finalize end user access. The designated end user will be prompted via email from VEOCI to complete their profile and login credentials.



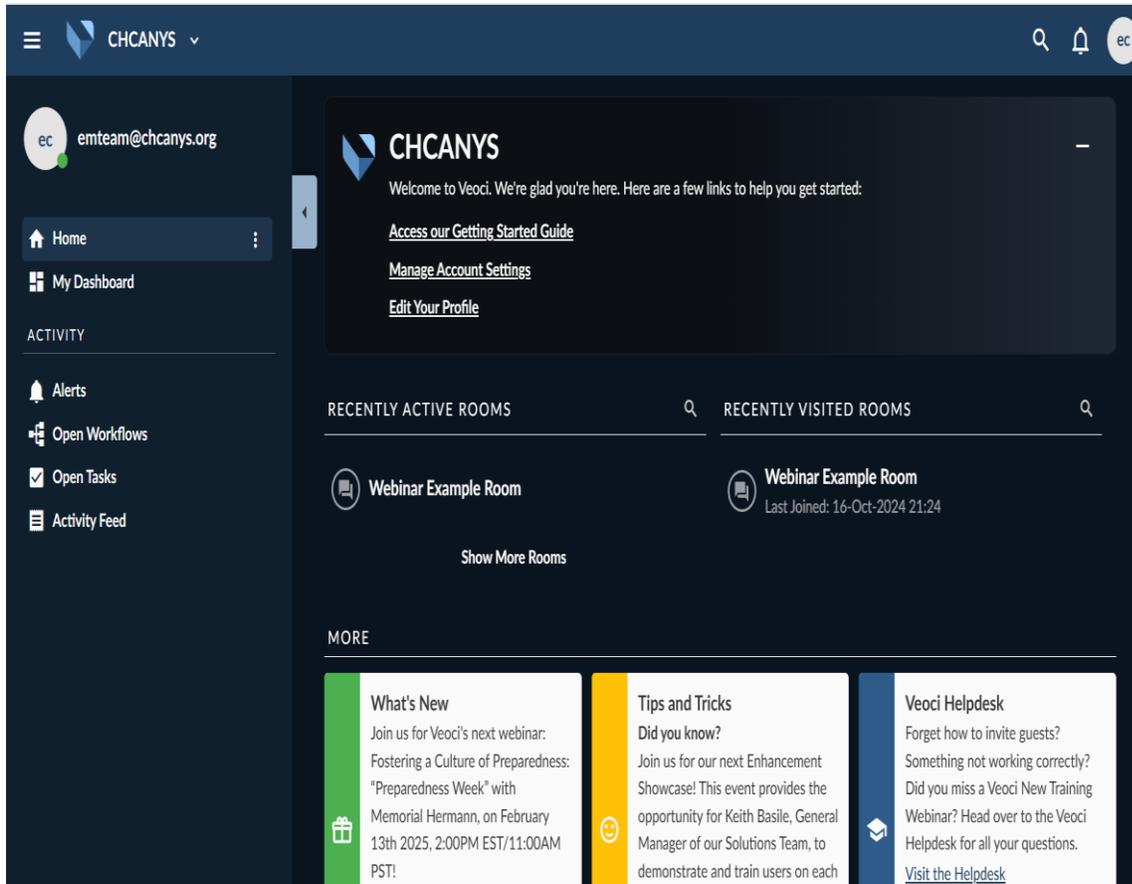
2. Click the link in the email and follow the instructions to create a VEOCI profile.

a. Update the temporary password.

3. Ensure your information is up to date for future notifications.

2.3 Step 3: Ready to respond to Mass notifications and Drills

1. The end user will now have access to their dashboard and will be able to respond to mass notifications and CHCANYS drills.



3. Using VEOCI: Key Features

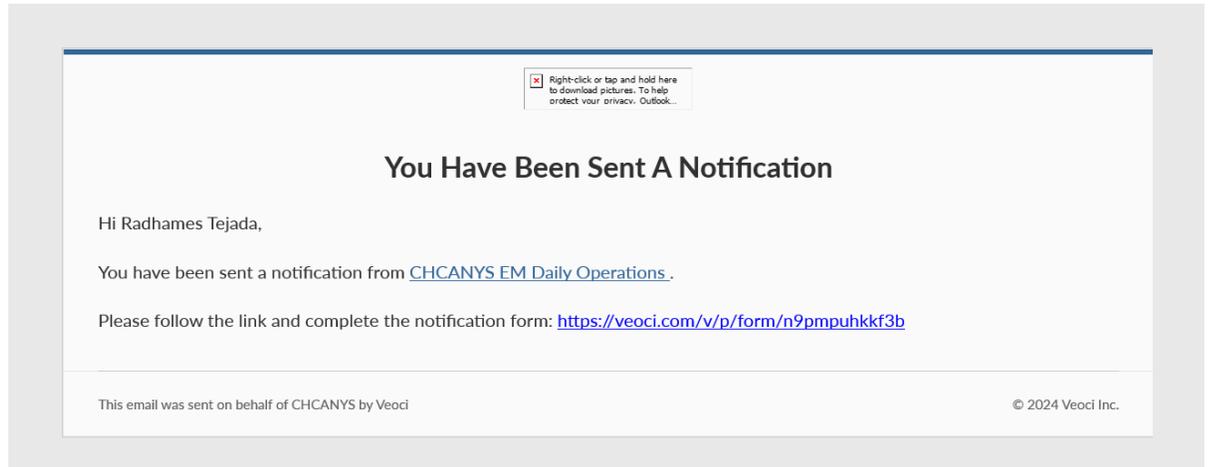
3.1 Drill Responses

- CHCANYS uses VEOCI to facilitate routine drills to test emergency response readiness.
 - a. You will receive notifications via email and/or text message with instructions on how to respond.
 - b. Users can participate in drills/exercises and provide information in real-time during emergencies.
- During actual emergencies, users will receive text and/or email notifications along with instructions.

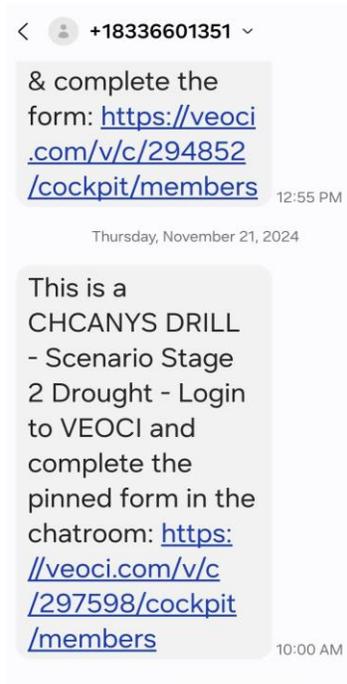
3.2 Receiving Mass Notifications from CHCANYS

CHCANYS notifications include clear instructions and typically require minimal actions such as clicking a link to complete a brief form or, in some cases, logging in for real-time updates in a sideroom.

a. Via Email:



b. Via SMS (please provide cellphone number in your profile):



- Users should monitor notifications and follow any emergency instructions.

4. Best Practices for VEOCI Users

- Log in regularly to stay familiar with VEOCI features.
- Notify CHCANYS if your CHC needs to change their POC. A new MOU will need to be completed.
- Respond to drills and alerts promptly to maintain preparedness.

5. Frequently Asked Questions (FAQ)

****Q: What if I don't receive a VEOCI invitation? ****

- : Contact CHCANYS to verify that the correct email was used.

****Q: How do I know if I am my CHC's End User/POC for VEOCI? ****

- : Ask your colleague(s) responsible for EM who is the designated VEOCI POC at your health center.
- : Reach out to emteam@chanys.org to verify the list point of contact.

****Q: How do I update my contact details in VEOCI? ****

- : Go to your VEOCI profile settings and edit your contact information.
- : To switch your CHC's listed end user, contact the CHCANYS EM Team at emteam@chanys.org (A new MOU will be required.)

6. Support and Contact Information

For assistance, contact the CHCANYS Emergency Management team:

Email: emteam@chanys.org

Phone: 212-279-9686 ext: [115]