



Long-Term Care Regulatory Provider Letter

Number: PL 20-28
Title: Volunteer Portal
Provider Types: Assisted Living Facility (ALF), Day Activity and Health Services (DAHS) Facility, Home and Community-based Services (HCS), Home and Community Support Services Agency (HCSSA), Intermediate Care Facility for Individuals with an Intellectual Disability or Related Condition (ICF/IID), Nursing Facility (NF), and Prescribed Pediatric Extended Care Center (PPECC), Texas Home Living (TxHmL)
Date Issued: April 27, 2020

To Our Regulated Providers:

During this time of uncertainty, one thing can always be counted on: the indelible spirit of Texans to come together and help our neighbors in need. People from all clinical backgrounds have offered to volunteer their medical services in your facility, and we want to tell you how to request their help.

The Texas Department of State Health Services (DSHS) has established a link on the Texas.gov website that will allow facilities to submit requests for volunteer medical support. A DSHS team will work to match your requests to the hundreds of medical volunteers who have signed up to help and then coordinate fulfillment of the request.

The process is as follows:

1. Visit www.texas.gov/#covid19
2. Scroll down to "Texas Needs Volunteers" where you will see two buttons: one for people who want to volunteer, the other to request volunteers.
3. Click on the "Request Volunteers" button.
4. A form will open for you to enter:
 - your information (facility name, contact information, location);
 - the volunteer type and number requested; and

- a brief description of the duties to be performed.
5. Once your request is complete, click "submit."
 6. If your submission was successful, you will receive an autoreply with a unique confirmation number.
 7. The request will be transmitted to the volunteer resource request team at DSHS, which will begin the fulfillment process and contact the requesting facility.

If your facility has a local Medical Reserve Corps (MRC), the volunteer resource request team will contact the MRC as the first-choice resource to fulfill the request. Submitting a request does not guarantee volunteers will be provided—the ability to meet needs is limited by the volunteer pool including both their skills, licensures, and location.

Please note this process is for medical volunteers in support of medical operations. This group would fall under "visitors providing critical assistance," who are allowed under the governor's executive order and emergency rules.

If you have any questions or need additional information, please contact tdvr@dshs.texas.gov.

Sincerely,

David Kostroun
Deputy Executive Commissioner
for Regulatory Services