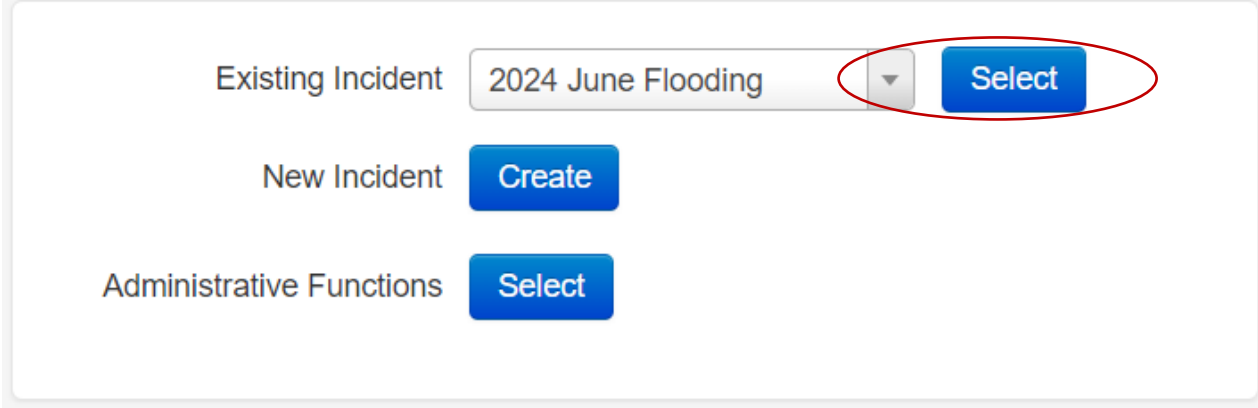
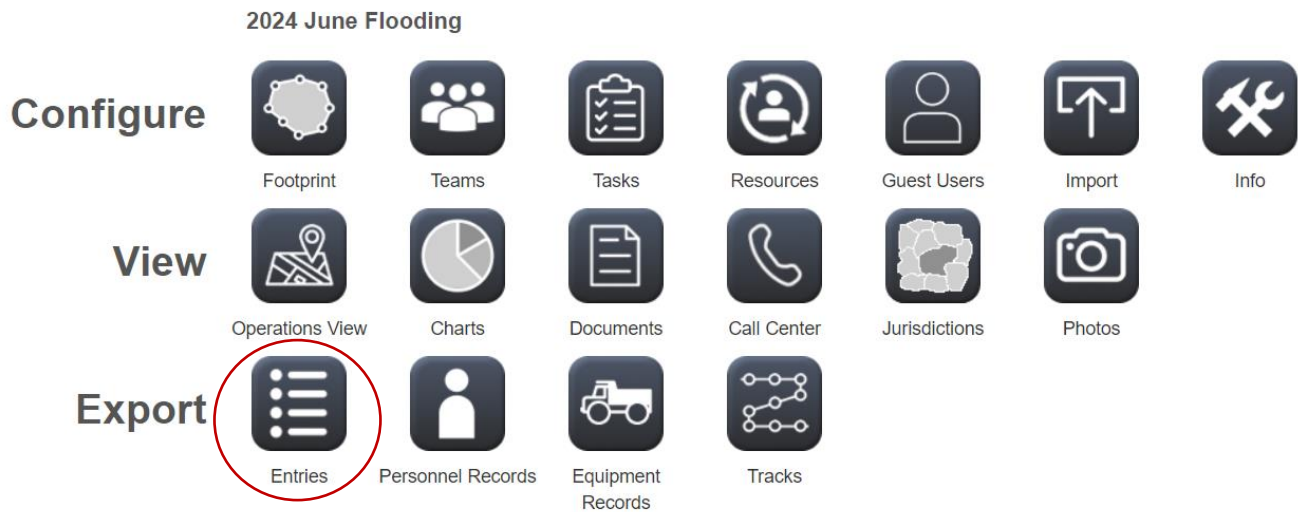


Crisis Track: Validating Damage Entries

1. Go to the Sign In page for Crisis Track: <https://crisistrack.juvar.com/ctc2/login.jsp> and log in to your county's Crisis Track account. **Damage entries can only be validated using the web version of Crisis Track.**
2. County level administrators should see three options on their home page:

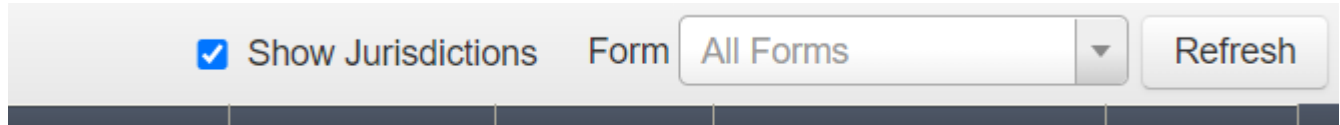


3. Make sure the incident showing is the one you want to validate entries for, then click on the blue Select button next to Existing Incident
4. From the Incident menu, click on the Entries button next to Export:

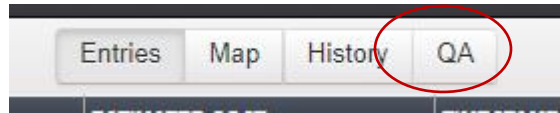


Home / Incident / Entries												Entries											
New												Export	Import	Filter	Search	Entries	Map	History	QA	Show Jurisdictions	Form	All Forms	Refresh
DETAILS	EDIT	FORM	APPLICANT	INFORMATION	ESTIMATED COST	TIMESTAMP	STATUS	EDITOR	JURISDICTION	REPORT	TASK	DELETE											
View	Edit	* Road Damage (Cat C)	Pleasant Township, Lincoln County	Gravel C	\$2,222.80	6/22/2024 15:16:46	Unconfirmed	SDOEM Admin	Pleasant Township	Download	Assign Task	Delete											
View	Edit	* Road Damage (Cat C)	Pleasant Township, Lincoln County	Gravel C	\$4,938.80	6/23/2024 16:35:07	Complete	hansen_21x@hotmail.com	Pleasant Township	Download	Assign Task	Delete											
		* Road Damage	Pleasant	Gravel																			

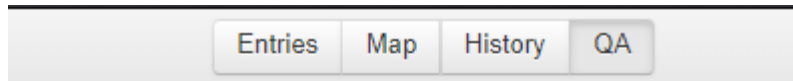
5. Make sure the box next to “Show Jurisdictions” is checked, and hit the Refresh button to make sure all damage entries are being shown:



6. Next, hit the QA button at the top of the entries page to look for duplicate entries, or entries with known errors:



7. On the next screen, hit the blue Run Tests button:



These tests will detect duplicates and other inconsistencies in the entries.



8. After the QA runs, you will see a list of all entries that have issues:

A screenshot of the QA results page. At the top, there are navigation buttons for "Entries", "Map", "History", and "QA". Below this, there are two sections. The first section is titled "Duplicates found" and contains two rows of data. The second section is titled "Entry is missing photos" and contains one row of data. Each row includes details about the entry and buttons for "View" and "Delete".

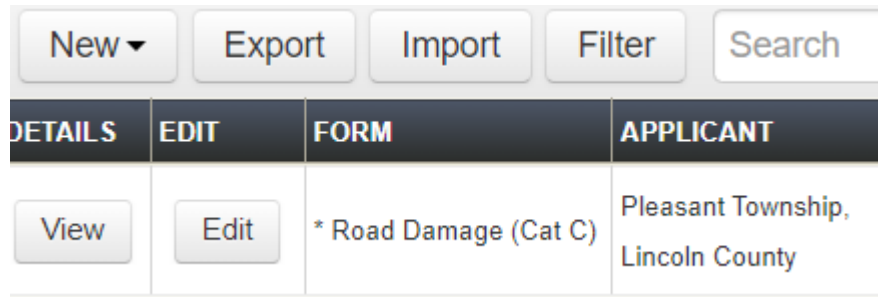
Duplicates found			
Mixed	Complete * Debris (Cat A)	6/25/2024 15:06:33	View Delete
Mixed	Complete * Debris (Cat A)	6/25/2024 15:11:13	Same Address View Delete

Entry is missing photos			
Hallie Jackson 608 W BECK ST, WORTHING, SD 57077	Report Residential Damage	6/26/2024 10:28:25	View Delete

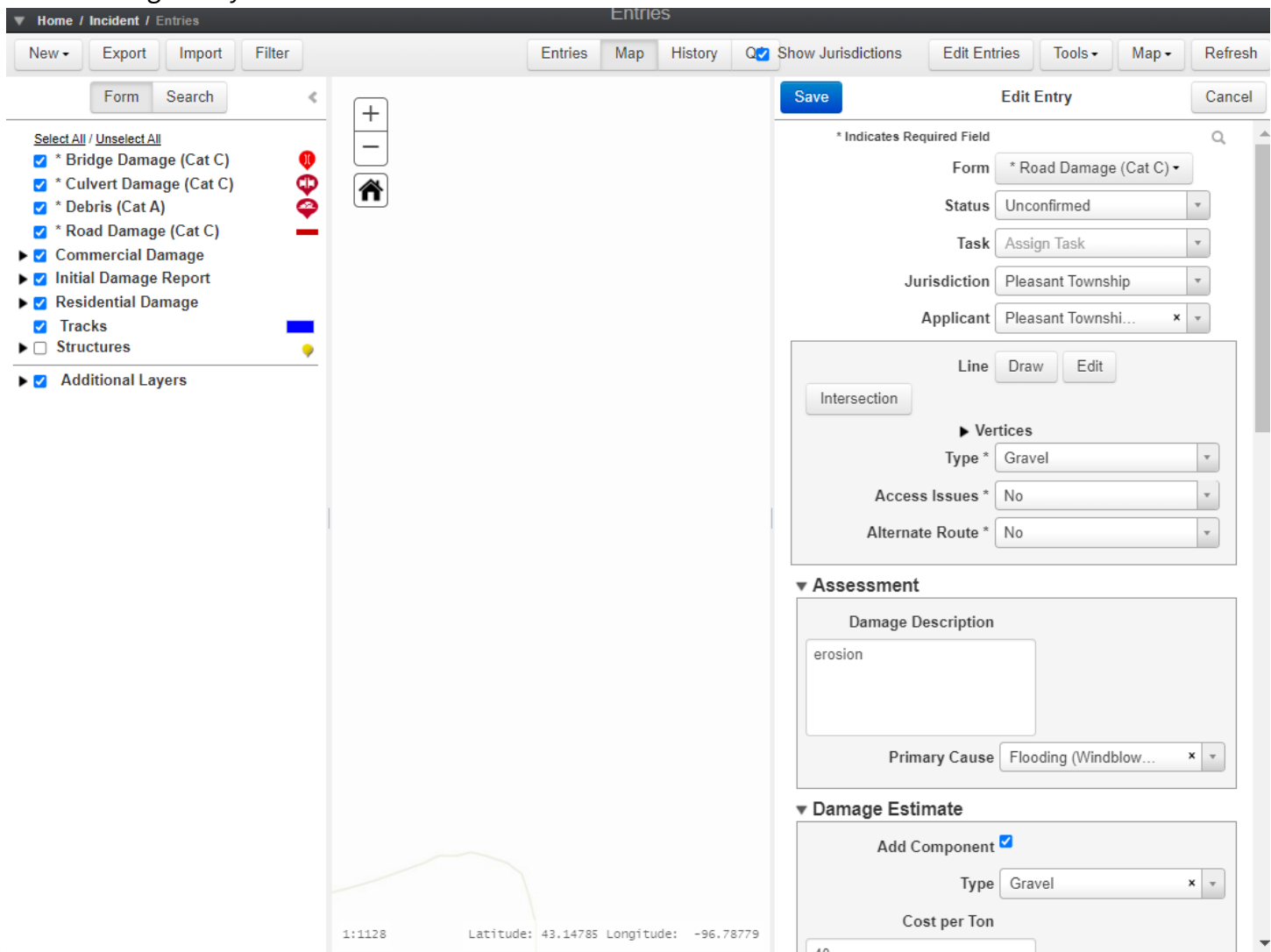
9. For duplicate entries, you can verify that the entries are the same, then either delete one entry, or change the status of one entry to Unfounded so that it is not counted towards PDA totals.
10. If entries are missing photos or information, view the entry details and reach out to the person who created the entry to have them send you the missing information or photos. Change the status of the entry to Request while the missing information is being gathered.
11. Once a damage entry has been updated, the status of the entry should be changed back to Unconfirmed by the person who updates the entry.

12. Once you've corrected the damage entries flagged by QA, you can go back to the Entries list and begin validating damage entries.

13. From the damage entry list, click on the Edit button next to the damage entry you'd like to validate:



14. On the next screen, you will see a map with the location of the damage you're viewing, and the details of the damage entry:



15. When reviewing damage entries, key items to look for include:

- Accurate GPS coordinates – make sure the site location looks correct on the map
- Dimensions for damaged components – for road damage, verify that the length, width, and depth of damage for each component matches the photos and description of the damage being

reported. If base and subbase are being claimed, check the dimensions to make sure they have been updated from the dimensions being claimed for gravel wash.

- Cost – all damage entries must have a cost entered in order to be counted towards the county’s threshold during the PDA. Verify that the cost associated with the damage entry seems accurate based on the damage components, description, and photos submitted.
- Photos – all damage entries must have a minimum of two photos uploaded that clearly show the damage being described/claimed.

16. The initial status of all damage entries will be Unconfirmed:

The screenshot shows a web form for creating a damage entry. At the top are three buttons: 'Save' (blue), 'Edit Entry', and 'Cancel'. Below the buttons is a search icon and the text '* Indicates Required Field'. The form contains several dropdown menus: 'Form' is set to '* Road Damage (Cat C)', 'Status' is set to 'Unconfirmed' (this field is circled in red), 'Task' is set to 'Assign Task', 'Jurisdiction' is set to 'Pleasant Township', and 'Applicant' is set to 'Pleasant Townshi...'. There is also a small 'x' icon next to the Applicant field.

17. County EMs should change the status of a damage entry to Holding once they have validated the entry:

This screenshot shows the same damage entry form as above, but with the 'Status' dropdown menu open. The menu lists several options: 'Unconfirmed', an empty text input field, 'Assigned', 'Report', 'Request', 'Active', 'Holding' (which is highlighted in blue), and 'Unconfirmed' again at the bottom. The 'Intersection' field is visible in the background, showing the text 'Intersection'.

18. Once you have validated all the damage entries in your county, please let SDOEM PA staff know that they can begin their validation. EMs should plan to have all their damages validated before the PDA deadline issued by OEM. This will give counties time to correct anything that is found during OEMs validation.

19. OEM staff will change the status of validated damage entries to Active once they have completed their review.

20. OEM staff will change the status of entries to Validated after FEMA staff have completed their validation of the entry.
21. OEM staff will change the status of an entry to Request, and notify the EM of this change, if there are changes or additional information that are needed for a damage entry.
22. EM staff should change the status of the damage entry back to Holding after the damage entry has been corrected, or additional requested information has been uploaded.
23. Any entries for inundated roads, or entries that should not count toward PDA totals, will have a status of Unfounded.
24. OEM staff will notify County EMs when all damage entries in their County have been validated.

For more information, please contact the SD OEM Public Assistance team at 605-773-3231, or visit us online at <https://dps.sd.gov/emergency-services/emergency-management/recovery/public-assistance>