



# Delivering Mission Success

The Homeland Security Information Network (HSIN) provides the solution that partners rely on for seamless interagency and cross-jurisdictional collaboration. Federal, state, local, tribal, territorial, private sector and international homeland security professionals use HSIN's unique capabilities to support daily operations, incident response and security at planned events.

The three examples below provide a snapshot of how partners use HSIN to meet mission requirements.



## Enhancing Interagency Collaboration

HSIN facilitates interagency collaboration, allowing teams to effectively coordinate resources, respond to threats and perform other mission-related operations.

### HSIN Solution:

- The City of Orlando's Office of Emergency Management (OEM) has fully incorporated HSIN into their daily operations. The OEM uses HSIN as the primary means to share information within the city and with external partners.
- Using HSIN during full-scale exercises allows agencies, hospitals and other response partners across the Orlando metro area to better train for emergency situations, including hurricanes.

*"Effective planning before a disaster strikes expedites response and prevents greater loss of life. In planning and training for these scenarios, HSIN allows interagency communication among local, state and federal partners, which is essential for a coordinated response."*

**Manuel Soto**  
City of Orlando OEM  
Emergency Manager



## Responding to the COVID-19 Pandemic

Approximately 250 organizations used HSIN to coordinate operations related to the COVID-19 pandemic, including federal, state, local, tribal and private sector entities.

### HSIN Solution:

- HSIN Connect was used by public safety officials to create local Situational Awareness Rooms (SitRooms), where rapidly changing information could be exchanged freely among vetted partners.
- HSIN Exchange was used by approximately 65 fusion centers to respond to COVID-19 Requests for Information (RFIs), which resulted in more than 1,000 responses from fusion center personnel.

*"The integration of state law enforcement and the emergency services sector in Delaware has been greatly enhanced by the use of HSIN to keep us better connected and communicating information in real-time."*

**Luis Rovira**  
DHS Field Intelligence  
Officer, Delaware



## Advancing Information Sharing

HSIN provides a trusted network that allows officials to confidently share sensitive data in support of diverse missions, which increases operational efficiencies.

### HSIN Solution:

- HSIN facilitates the flow of information across all levels of government and the private sector, advancing situational awareness, intelligence gathering and analysis, and emergency preparedness and response.
- Public safety partners who are otherwise separated by incompatible communications systems can seamlessly share information in areas such as law enforcement, emergency management, intelligence, infrastructure protection and cybersecurity.

*"Law enforcement officers, investigators and analysts from local, state and federal partners use the Fort Worth Intelligence Exchange HSIN site to share information related to ongoing regional incidents, criminal suspects and operations."*

**Jeff Keck**  
Lieutenant and Director of the  
Fort Worth Intelligence Exchange



**AN INSIDE LOOK:**

**HSIN Helps NJ State Police Dismantle a Fentanyl-Laced Heroin Distribution Group**

**HSIN Solution**

The New Jersey Drug Monitoring Initiative (DMI) community on HSIN, managed by the New Jersey State Police (NJSP) Office of Drug Monitoring and Analysis (ODMA), supports hundreds of users across numerous states who specialize in areas such as forensic crime analysis, medical examination, toxicology, law enforcement and healthcare, each with a specific focus on the opioid epidemic. By bringing together a versatile set of stakeholders and analyzing non-traditional data, the ODMA is able to provide valuable insight into factors outside of traditional law enforcement consideration.

**Impact in the Field**

Officers determined that a drug distribution group supplied various brands, or “stamps,” of heroin that were on the scene of 84 fatal and 149 non-fatal overdose incidents in New Jersey over a one-year period. As the result of a coordinated multijurisdictional effort, multiple high-level suppliers and distributors of the group were identified and arrested, and a deadly batch of heroin laced with fentanyl was removed from the streets of New Jersey.

**Mission Success Stories**

“Throughout this investigation, the ODMA used HSIN to disseminate valuable intelligence to our local, state and federal partners, and hosted numerous conference calls and webinars to coordinate efforts with our operational partners,” said Captain Daniel Engelhardt, NJSP Office of Drug Monitoring and Analysis. “The ODMA also posted Intelligence Dissemination Reports (IDRs) on HSIN to share intelligence about this batch of heroin circulating throughout the state of New Jersey.”

When comparing the first 30 days after the distribution group was dismantled to the 30 days prior, the ODMA observed a 33 percent reduction in naloxone administrations (an approved medication to treat opioid overdoses) within the top six affected counties. The dismantling of this opioid packaging facility by members of the NJSP Opioid Enforcement Task Force saved the lives of countless citizens in New Jersey. HSIN’s collaboration with the ODMA proved invaluable, demonstrating the critical importance of information sharing capabilities and teamwork.

**HSIN Mission Advocates: Your Strategic Partners**

HSIN Mission Advocates help meet your mission requirements by leveraging lessons learned from supporting hundreds of homeland security and other public safety operations. They provide onsite and online support, and they work with organizations to:

- Understand operational needs
- Identify potential risks and determine how to mitigate them
- Help deploy HSIN resources to fulfill the mission

For more information about HSIN or to request assistance, contact the HSIN Outreach team at [HSIN@hq.dhs.gov](mailto:HSIN@hq.dhs.gov).