

3/13 DHS CISA Call (recorded)

Updates on the current situation

- ASPR Laura Wolf
- Outbreak is now pandemic. CDC 1,215 confirmed. 42 states and DC. 36 deaths.
- WHO declared pandemic, but that does not change severity of illness. Pandemic is considered when disease infects easily, is global, etc. have been 4 pandemics in the past. Many orgs have pandemic plans for similar issues like the flu.
- Many orgs tracking plan based on phases of pandemic. Most of the US is in the "initiation phase," but some areas on in the "community spread" phase, where spread is accelerated.
- Reminder that immediate risk is low, but as outbreak expands, risk increases. For those at higher risk, shield as much as possible. Risk increases for older adults and those with chronic conditions, etc.
- CDC is pushing out information on trying to flatten the curve. They are hopeful that community mitigation causes outbreak to extend and spreading out so health care resources can deal with it normally without surge. Ex. school closures, preventing mass gatherings. This does not suggest that the illness has changed.

Overview of CISA activities

- Christopher Krebs CISA director
- CISA provides information to critical infra partners
- CDC.gov is always trusted source on virus. Ready to roll business resources on how to protect WF, how to clean up, how to interact with public. Tell people CDC, wash your hands, good hygiene, social distancing
- 4 core lines of effort
- Physical
 - o This has to do with your WF and the customers you may interact with
 - o Working with CDC who has great guidance they have tailored to specific infrastructure. CISA engaging sector-specific agencies, we are here to help. Go to CISA.gov if you need guidance
- Telework/remote employment. How does that change your risk from cyber perspective. Do you have to monitor different? Guidance released this morning
 - o Bad guys take advantage, lots of spear phishing ex. "COVID 19 insurance or tips" Be on the lookout for scams.
 - o Let CISA know about scams
- Business Continuity
 - o Leadership succession, large absenteeism rate
 - o Aspects of the economy that are needed on a daily basis ex. water – what do those companies need from federal government.
- Monitor Disinformation
 - o Ex. rumor about Manhattan was quarantined
 - o Always defer these questions/rumors to state and local officials.
- Recent changes
 - o National emergency declaration to combat pandemic. Will allow to feds to open funding and emergency support to state and local governments. All 50 states can tap into funds. Additional support from feds more broadly
- Working with several infrastructure partners through agencies. Issued an RFI to identify unmet needs.

Questions for Laura Wolf

- Q: Is there any info that would be useful to us as we try to ID who to sequester? For example, duration of illness, what might be total population affected, whether likelihood mild vs severe
- A: Duration – longer than a normal flu. Ex. over a week of illness in many cases. 2 weeks is reasonable. Total population affected – could be all Americans, because we haven't seen it yet. But with mitigation, not a given that everyone will get it. Expecting mild vs. severe difference – clearly with age as in indicator. Over 65 is severe and those with underlying conditions are also susceptible to more severe, but not given.
- Q: As time progresses, will you have more info?
- A: research is ongoing. Studies are published based on infection – china, s. korea, Europe. As clarity builds, will be on CDC. What is now available is on CDC website.
- Q: how to calm people down and give correct information? There is hysteria. Shopping, avoiding all people, etc. what are biggest points to hit home?
- A: correct info is always on CDC website. How to keep yourself safe. How to protect those vulnerable. Lot of mitigation measures. Ex. mass gatherings
- Q: In regards to seniors, what are best practices to take precautions, but also not to isolate, which could also be bad for seniors.
- A: Good question – will take back to CDC and partners as an area to look into.
- Q: When does mandatory quarantine happen?
- A: State and local decision
- Q: how many phases are there?
- A: investigation, recognition, initiation, acceleration. Will present more on this next time

Questions for CISA

- Q: Any official guidance for business event cancellations that would enable insurance claims to kick in?
- A: There may be guidance from state and local level. We'll take the question back for further analysis and run around to partners for more directed guidance.
- Q: Based on learning from other countries, is there any better prediction on trends to do readiness assessment? Are we ready?
- A: some analytical efforts going at fed, state, and local levels. Lots of analysis going into identifying areas for more planning. That is happening and informing decision-making
- Q: Many people are going to work remotely. There may be challenges with systems functioning properly ex. teams, webex. What is CISA doing to make sure this can work for large amount people?
- A: Internal CISA – Today, telework test. Everyone WFH and made sure everything works. Going as you would expect. Some issues. Important to understand this is the “new normal”. CISA is not advertising this broadly, but they are working with telecom cos to ensure they have stability and reliability to handle shift to teleworking and distance learning. They companies seem to be confident. CISA is also trying to understand what might cause a “bad day” for them.
- Q: Any clarity on timeline between what would be more a peaked curve vs. what we are expecting? At what point do we know if things are moving forward?
- A: ASPER- looking at variety of ways to model to disease, it varies. We will take it back to CDC that it would be helpful to find indicators of where we are on the curve and how to communication.

- Q: What is the real availability of tests and can there be consistent messaging about when to get tested? . People are pointing fingers.
- A: agreed confusion at local level. CDC guidance recommends calling ahead. Will take back for more input.
- Q: At local level, we want expired masks. Do requests go through the state level?
- A: yes, product is available – for access you must go through state public health and/or local emergency management
- Q: Anything different for rural communities? A. No.
- Q: Stores do not have sanitizer. What are you going to do about this? What do you tell an older person to do if they get sick?
- A: Krebs –global supply chain is affected by china + south east Asian. Mainly seeing issues with PPE, run on sanitizer, etc. also seeing impacts in durable goods – cars, technology. There will be disruptions but will come back online. Looking to work with domestic partners to see how they can ramp up. For ex. 3m company makes masks and has gone to three shifts a day instead of 2 shifts. Might not see uptick, because of demand. Wolf on elderly Q. Actions are the same no matter age. On the CDC website. Handwashing and social distancing. Call your doctor to discuss if you think you are sick
- Q: Any special considerations for public safety and water supply?
- A: generally, working with the electricity/water industry to try to understand critical functions/workforce elements. Ex. do you need a human to control operations and what are the appropriate security procedures, risk mitigation procedures? Working with DOE to talk about those playbooks. Should be able to get out soon.