

Illinois Emergency Operations Plan Annex 7 – Mass Care

Illinois Emergency Management Agency

August 2021





This page intentionally left blank



This page intentionally left blank



Annex 7 – Mass Care

Primary

Organization: American Red Cross (Red Cross)

Support Agencies: Illinois Capital Development Board (CDB)
Illinois Board of Higher Education (IBHE)
Illinois Commerce Commission (ICC)
Illinois Community College Board (ICCB)
Illinois Deaf and Hard of Hearing Commission (IDHHC)
Illinois Department of Agriculture (IDOA)
Illinois Department of Central Management Services (CMS)
Illinois Department of Children and Family Services (IDCFS)
Illinois Department of Commerce and Economic Opportunity (DCEO)
Illinois Department of Corrections (IDOC)
Illinois Department of Healthcare and Family Services (IDHFS)
Illinois Department of Human Services (IDHS)
Illinois Department of Innovation and Technology (DoIT)
Illinois Department of Juvenile Justice (IDJJ)
Illinois Department of Natural Resources (IDNR)
Illinois Department of Public Health (IDPH)
Illinois Department of Transportation (IDOT)
Illinois Department of Veterans' Affairs (IDVA)
Illinois Department on Aging (IDoA)
Illinois Emergency Management Agency (IEMA)
Illinois Environmental Protection Agency (IEPA)
Illinois Guardianship and Advocacy Commission (IGAC)
Illinois National Guard (ILNG)
Illinois Secretary of State (SOS)
Illinois State Board of Education (ISBE)
Illinois State Police (ISP)

Support

Organizations: Illinois Voluntary Organizations Active in Disaster (ILVOAD)
Illinois Emergency Services Management Association (IESMA)
The Salvation Army (TSA)

I. Introduction

A. Purpose

1. To provide strategic and operational guidance and coordinate state support of mass care operations throughout response and short-term



and intermediate recovery.

B. Scope

1. State supported operations are scalable and modular based on the scope and magnitude of the incident and capability and capacity of the Authority Having Jurisdiction (AHJ).
2. A gubernatorial proclamation is required for certain assistance programs and processes.
3. A presidential declaration is required for certain assistance programs and processes.
4. For the purposes of this annex mass care activities include but are not limited to:
 - a) Sheltering; see Appendix 7-X1, Shelter Support;
 - b) Feeding; see Appendix 7-X2, Feeding and Hydration Support;
 - c) Distribution of emergency supplies; see Appendix 7-X3, Distribution of Emergency Supplies;
 - d) Reunification; see Appendix 7 X-4, Reunification Support;
 - e) Repatriation; see Appendix 7-X5, Repatriation and Non-combatant Foreign Evacuees;
 - f) Household pets and service animals; see Appendix 7-X6, Household Pets and Service Animals, and
 - g) Support to evacuees; see Appendix 7-X7, Support to Evacuees.
5. This annex does not directly address the care for people with Access and Functional Needs (AFN), but incorporates the principles outlined in Annex 31, Access and Functional Needs to ensure Functional Needs Support Services (FNSS) are provided to those who need them.
6. For the purposes of this annex, FNSS incorporates services that enable individuals to maintain their independence, including but not limited to:
 - a) Reasonable modification to policies, practices and procedures;
 - b) Access to durable medical equipment;



- c) Access to consumable medical supplies;
 - d) Personal assistance services, and
 - e) Other goods and services as needed.
7. Emergency assistance activities include but are not limited to:
- a) Non-congregate and transitional sheltering;
 - b) Provision of FNSS in mass care facilities;
 - c) Support to children in disasters, and
 - d) Support to evacuees.
8. Mass care operations occur during response and the short-term and intermediate recovery operational phases.
9. Emergency assistance operations occur within response and the short-term and intermediate recovery I phases.
10. Critical modes of transportation for the movement of displaced persons, supplies, and support personnel may extend beyond the geographical boundaries of the state through established mutual aid agreements and dependent systems.
11. This appendix applies to local, state and federal government agencies, private sector entities, non-governmental organizations (NGO), and faith-based organizations and event-based volunteers having a role and responsibility in response and recovery.
12. End state will be reached when local and NGO resources are enough to assume and maintain coordination of mass care operations.
13. This annex does not address:
- a) Tactical level guidance;
 - b) Procurement of resources; see Annex 9, Resource Management and Logistics;
 - c) Site security; see Annex 16, Law Enforcement Coordination and Management;
 - d) Military support; see Annex 27, Military Coordination;



- e) Volunteer and donations management; see Annex 21, Volunteer and Donations Management;
- f) Waivers and exemptions; see Appendix 4-X3, Waivers and Exemptions, and
- g) Just-in-time training (JITT) procedures.

C. Policy

1. The AHJ over a resource will retain command and control of that resource throughout short-term, intermediate and long-term recovery.
2. State response will not be dependent on federal response posture.
3. The governor or designee will authorize and direct the use of state resources to provide support and assistance to mass care operations for internal and external organizations after consideration of priority and cost.
4. Procedures for control and use of mass care resources will incorporate operational priorities that include, but are not limited to:
 - a) Protection of life;
 - b) Public health and safety;
 - c) Property protection;
 - d) Environmental protection;
 - e) Restoration of essential utilities;
 - f) Restoration of essential program functions, and
 - g) Coordination as appropriate.
5. At the direction of the governor or designee, state agencies may be tasked with providing agency personnel in support of mass care operations.
 - a) State employees and resources may be reassigned in accordance with the IEMA Act.
 - b) State agency personnel will be trained to the assigned mission and be made aware of the potential risks involved.



6. Staff from responding agencies, organizations, mutual aid agreements and compacts are responsible for adhering to operational policies established herein.
7. For the purposes of the IEOP, the Red Cross is deemed to be a state agency and operates under the Illinois Disaster Management System (IDMS).
8. The Red Cross maintains administrative, financial and operational control over its activities and direction over its own personnel.
9. The IEOP will not supersede Red Cross response and relief activities nor shall it require the Red Cross to perform any services contrary to its policies and procedures.
10. Shelters and mass care facilities not approved by the State Emergency Operations Center (SEOC) may be supported based on resource availability.
11. Medical services provided at mass care facilities under Red Cross policies and protocols will not supersede laws, regulations or protocols governing local emergency medical services (EMS providers responding to the facility).
12. All services will be provided without unlawful discrimination as defined by the Illinois Human Rights Act.
13. Service animals will be permitted to accompany their owners in all areas where the public is normally allowed to go throughout all aspects of mass care operations.
14. The governor will support the activation of the Disaster Services Volunteer Leave Act (5 ILCS 335/3) to authorize state employees to assist the Red Cross with mass care operations.
15. Laws, rules, regulations and policies of the United States government and agencies involved in mass care are applicable within the state.
16. Agencies and organizations responding under SEOC coordination are responsible for arranging their own sheltering and feeding operations.

D. Situation Overview

1. A natural, human-caused or technological disaster has occurred or is expected to occur.



2. Damage to critical lifeline infrastructure has hindered or limited initial response efforts.
3. Mass care and emergency assistance services are required.
4. Local capabilities and resources (personnel, equipment, critical facilities and supplies) are engaged in response and recovery efforts and are insufficient due to the scope, nature and magnitude of the event.
5. Whole community coordination is necessary to affect timely and effective response and recovery.

E. Assumptions

1. Spontaneous humanitarian relief efforts will occur.
2. Communities providing relief and services, both those in affected areas and hosting displaced populations, will require mass care support.
3. State assistance may be required to support local response and carry out short, intermediate and long-term recovery efforts.
4. Existing mutual aid agreements, memoranda of understanding, memoranda of agreement, intergovernmental agreements, compacts and service agreements will be activated.
5. Ad-hoc mutual aid agreements, memoranda of understanding, memoranda of agreement, intergovernmental agreements, compacts and service agreements will be required.
6. The Federal Emergency Management Agency (FEMA), in its role as coordinating agency for Emergency Support Function (ESF) #6 of the National Response Framework (NRF), will provide federal resources to augment the state's capabilities.
7. Mass care operations will be prioritized against resource availability and capability and restoration efforts aimed at re-establishing critical infrastructure.
8. State assisted or coordinated mass care operations are required for an extended period.

II. Concept of Operations

A. General



1. The Red Cross, in coordination with IEMA, will execute mass care operations throughout short-term, intermediate and long-term recovery.
2. The provision of disaster services by the Red Cross or other agencies and service organizations acting under their own authorities will not be dependent upon activation of the SEOC or a gubernatorial proclamation.
3. Red Cross response and recovery operations will conform to the American Red Cross Board of Governor's Disaster Cycle Services Policy Statements and will be performed in accordance with American Red Cross Disaster Cycle Services Regulations and Procedures.
4. The SEOC will coordinate integration of state agencies, private sector resources, non-governmental, voluntary and faith-based organizations required for execution of mass care operations.
5. For the purpose of mass care, the state maintains the following annexes, appendices in the Illinois Emergency Operations Plan (IEOP) and associated plans addressing specific related functions:
 - a) Annex 17, Long-term Community Recovery, addresses disaster housing and human services.
 - b) Annex 21, Volunteers and Donations Management addresses volunteer and donations management and administration.
 - c) Annex 8, Public Health, Healthcare, EMS and Behavioral Health Services addresses public health, healthcare, EMS and behavioral health services available through a variety of state agencies and private non-profit and for-profit entities.
 - d) Appendix 7-X1, Shelter Support addresses shelter services.
 - e) IEOP Appendix 7-X2, Feeding and Hydration Support addresses feeding and hydration services.
 - f) Appendix 7-X3, Distribution of Emergency Supplies addresses the distribution of emergency supplies used in mass care.
 - g) Appendix 7-X4, Reunification addresses family reunification activities.
 - h) Appendix 7-X5, Repatriation and Non-combatant Foreign Evacuees addresses the repatriation of American citizens and the receiving of evacuees from foreign countries.



- i) Appendix 7-X6, Household Pets and Service Animals addresses the sheltering and care of household pets and service animals.
 - j) Appendix 7-X7, Support to Evacuees addresses support provided to evacuees from one portion of the state to another and the evacuation of out of state citizens into Illinois.
 - k) Annex 31, Access and Functional Needs (AFN) addresses the provision of Functional Needs Support Services (FNSS) for people with AFN.
 - l) The Illinois Plan for Radiological Accidents (IPRA) addresses sheltering for nuclear power station response.
- B. Notification, Alert and Warning (NAW)
- 1. SEOC NAW of SEOC liaisons will be handled in accordance with IEOP Base Plan, Appendix X-1, Notification, Alert and Warning.
 - 2. Primary and support agencies are responsible for internal and support partner NAW.
 - 3. IEMA will coordinate notification of Illinois Voluntary Organizations Active in Disaster (ILVOAD) and share information with them about the incident and response actions.
- C. Activation
- 1. The SEOC will provide state support through the activation of identified liaisons in accordance with SEOC Activation Level Standard Operating Procedure (SOP).
 - 2. SEOC Activation Level SOP will be used to determine SEOC staffing levels necessary for mass care operations.
- D. Communications
- 1. Communications throughout response and recovery will be conducted in accordance with SOPs and managed using established procedures, processes and policies outlined in IEOP Annex 3, Communications.
 - 2. Communications will be conducted in a National Incident Management System (NIMS) compliant manner utilizing clear-text and frequencies coordinated with the SEOC.
- E. Resource Management and Logistics



1. Resource management and logistics will be carried out in accordance with IEOP Annex 9, Resource Management.
2. Resource management includes mutual aid and assistance agreements, the use of federal and state teams and resource mobilization protocols.

F. Reporting Requirements

1. Upon activation of the SEOC, all SEOC liaison officers (LNOs) for agencies having a role in mass care operations will compile and disseminate situational reports on mass care capabilities and services.
2. SEOC information, intelligence and situation reporting will be conducted in accordance with the SEOC Situation and Rapid Needs Assessment Standard Operating Guideline.

G. Implementation Requirements

1. Notification, activation, deployment, coordination, implementation and sustainment of state resources in support of mass care operations will be approved and coordinated through the SEOC.
2. Implementation of state-supported mass care operations is predicated on SEOC approval of a request for support.
3. Coordination and sustainment requirements of mass care operations must be fully addressed prior to implementation.

H. Safety

1. Response and recovery operations will incorporate operational priorities that include but are not limited to:
 - a) Life, safety and health;
 - b) Property protection;
 - c) Environmental protection;
 - d) Restoration of essential utilities;
 - e) Restoration of essential program functions, and
 - f) Coordination as appropriate.
2. All mass care operations will be conducted in accordance with laws, rules



and regulations of local and county jurisdictions, the state, and federal government.

I. Site Control

1. Mass care facilities include, but are not limited to:
 - a) State supported shelter sites as defined in IEOP Annex 7-X1, Shelter Support;
 - b) Fixed feeding sites and canteens;
 - c) Evacuation assembly points and assistance sites;
 - d) Staging and resource mobilization areas, and
 - e) Commodity distribution points.
2. Mass Care Goals and Objectives
 - a) Coordinate short, intermediate and long-term information and logistical requirements to sustain operations, and
 - b) Maintain mass care capabilities and support resources.
3. Coordinate operational integration of response organizations.
 - a) Feeding Operations (Short-term)
 - i) Assess operational and logistical requirements for feeding at designated mass care shelters;
 - ii) Coordinate state and federal support, and
 - iii) Ensure operational infrastructure for feeding.
 - b) Shelter Operations (Short-term)
 - i) Assess operational and logistical requirements for sheltering;
 - ii) Coordinate state and federal support;
 - iii) Coordinate FNSS for shelter residents;
 - iv) Coordinate household pet and service animal support, and



- v) Coordinate processes for shelter data collection and reporting.
- c) Emergency Relief Supplies Operations (Short-term)
 - i) Assess operational and logistical requirements for emergency relief supplies;
 - ii) Coordinate state and federal support, and
 - iii) Establish operational infrastructure for distribution of emergency relief supplies.
- d) Reunification Operations (Short-term)
 - i) Assess reunification services requirements;
 - ii) Coordinate state reunification support, and
 - iii) Coordinate with reunification resource providers.
- e) Evacuation Support Operations (Short-term)
 - i) Assess feeding and sheltering requirements for evacuated individuals at assembly points and along evacuation routes;
 - ii) Coordinate state evacuation support, and
 - iii) Establish evacuee accountability processes.
- f) Transition to Long Term Feeding (Intermediate term)
 - i) Coordinate the implementation of state and federal disaster assistance programs in eligible jurisdictions;
 - ii) Coordinate the implementation of targeted household disaster feeding, if required, and
 - iii) Coordinate demobilization of mass care feeding operations.
- g) Transition of Shelter Residents (Intermediate term)
 - i) Support transition of general population shelter residents, including those with AFN, to temporary or permanent



- housing;
- ii) Coordinate daily with shelter providers;
- iii) Transition responsibility for shelter support to IEOP Annex 17, Long-Term Community Recovery, and
- iv) Coordinate demobilization of shelter operations.
- h) Support Recovery Operations (Long-term)
 - i) Support Multi-Agency Resource Centers (MARC) and Disaster Recovery Centers (DRC);
 - ii) Coordinate requirements for disaster unemployment assistance;
 - iii) Coordinate requirements for temporary disaster employment;
 - iv) Coordinate requirements for disaster case management, and
 - v) Coordinate client casework for determination of longer-term recovery needs.

J. Organization

1. Direction & Control

- a) State agencies and external organizations retain operational control of their mass care resources.
- b) The SEOC is the single point of coordination for state support of mass care operations.
- c) For the purposes of unity of command, coordination and management of the SEOC, the SEOC Manager will transfer command to the state disaster recovery coordinator at the cessation of short-term recovery efforts.

2. Coordinating Elements

- a) Emergency Management Assistance Teams (EMAT) may be assigned to support or coordinate local or state strategic operations.



- i) For the purposes of support to local or state tactical operations, Incident Management Teams (IMT) may be assigned under the direct coordination and management of EMAT.
- b) State Unified Area Command (SUAC) and State Area Command (SAC) elements may be deployed by the SEOC to coordinate information and resource requirements.
- c) One or more Lines of Effort (LOE) may be implemented by the SEOC for specific strategic action planning for mass care or mass care sub-functions.
 - i) LOEs are responsible for short-term, intermediate and long-term operational planning, coordination and resource allocation;
 - ii) As directed by the SEOC manager, LOEs will be coordinated and administratively supported by EMAT;
 - iii) LOEs operate as strategic planning and coordinating elements of the SEOC and do not play an operational role;
 - iv) Additional agency staff will be assigned to LOEs based on the level of activation established by the SEOC, and
 - v) Strategic and operational guidance on LOE operations can be found in IEOP Base Plan Appendix 4 - Lines of Effort.

3. Federal Coordination

- a) SEOC LNOs, state agencies, boards and commissions will coordinate with federal counterparts in accordance with enabling authority.

III. Roles and Responsibilities

A. American Red Cross (Red Cross)

- 1. Determine necessity of and identify and coordinate opening, management and closing of emergency shelters.
- 2. Provide basic health support services at Red Cross managed facilities.
- 3. Coordinate provision of FNSS within Red Cross managed facilities.



4. Establish and maintain public information, messaging and education for the affected population in coordination with the IEMA PIO.
 5. Coordinate the provision of feeding and hydration services.
 6. Coordinate the distribution of emergency supplies.
 7. Support reunification efforts in coordination with community and government partners.
 8. Coordinate response and recovery efforts with the whole community.
 9. Coordinate mental, spiritual and health care services in shelters and reception centers
- B. Capital Development Board (CDB)
1. Coordinate administrative processes for construction of temporary mass care facilities and temporary housing.
 2. Assist in providing qualified staff or contractors to inspect the structural safety of mass care facilities.
- C. Illinois Board of Higher Education (IBHE)
1. Maintain an updated list of primary and secondary response coordinators for each university and college campus.
 2. Coordinate use of colleges and universities for mass care services.
 3. Coordinate assignment of external resources and personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel and logistics staff) available to assist with mass care service delivery.
- D. Illinois Commerce Commission (ICC)
1. Serve as the liaison to utility companies to arrange for priority restoration of power and landline telephone services for mass care operations.
 2. Assist in coordinating the transportation of emergency supplies by rail.
 3. Provide information about power outages and estimated restoration times to assist in determining locations for the provision of mass care services.



- E. Illinois Community College Board (ICCB)
 - 1. Coordinate the use of community colleges as mass care facilities.
 - 2. Coordinate assignment of external resources and personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel and logistics staff) available to assist with mass care service delivery.
- F. Illinois Deaf and Hard of Hearing Commission (IDHHC)
 - 1. Assist in providing interpreters for the deaf and hard of hearing.
- G. Illinois Department of Agriculture (IDOA)
 - 1. Serve as the lead agency for Appendix 7-X6, Household Pets and Service Animals.
 - 2. Coordinate veterinary care, treatment, shelter and other essential services to household pets and service animals.
 - 3. Coordinate use of state and county fairgrounds as mass care facilities.
- H. Illinois Department of Central Management Services (CMS)
 - 1. Assist IEMA in the procurement of mass care resources.
 - 2. Assist in identifying translators and interpreters.
 - 3. Provide mobile vehicle maintenance support through traveling mechanics.
 - 4. Coordinate the use of state facilities and property, including state fuel depots and garages.
 - 5. Assist in identifying non-state-owned facilities that may need to be leased or purchased to be used as mass care facilities.
 - 6. Assist in recruiting state employees available for assignment at mass care facilities.
 - 7. Coordinate the acquisition/allocation of state and federal surplus property and excess supplies.
 - 8. Support the recruitment of armed and unarmed security personnel.



- I. Illinois Department of Children and Family Services (IDCFS)
 1. Assist with placement and stabilization of children separated from parents and/or guardians.
 2. Coordinate financial assistance provisions for youth in state care.
 3. Provide for support services for youth in state care.
 4. Support coordination of emergency daycare services.
 5. Provide subject matter experts, and personnel with specialized training necessary for child protective services, to include support for unaccompanied minors.

- J. Illinois Department of Commerce and Economic Opportunity (IDCEO)
 1. Arrange for the provision and analysis of census data of disaster areas.
 2. Provide information on available housing, lodging and commercial space.

- K. Illinois Department of Corrections (IDOC)
 1. Provide individuals in custody to assist with disaster relief activities (loading and unloading of supplies, cleaning of food and beverage containers, etc.).
 2. Provide staff as available for the management of mass care facilities.
 3. Coordinate assignment of external resources and personnel with specialized skills (e.g., food service staff, mental health personnel, health care personnel and logistics staff) available to assist with mass care service delivery.
 4. Arrange for the use of correctional institutions (including the use of individuals in custody and correctional center staff) for the preparation of food for disaster victims and emergency workers.
 5. Provide for the use of correctional center laundry facilities to wash disaster victims' and emergency workers' clothing.
 6. Provide assistance with storage of disaster relief supplies at correctional facilities.
 7. Provide products from Correctional Industries.



- L. Illinois Department of Healthcare and Family Services (IDHFS)
 - 1. Coordinate the provision of durable medical equipment from network providers.
 - 2. Provide lists of individuals in the Medicaid program who have been issued durable medical equipment.

- M. Illinois Department of Human Services (IDHS)
 - 1. Coordinate placement and support for clients in IDHS facilities.
 - 2. Support of individuals with Alcohol and Other Drug Abuse (AODA) problems for whom congregate care facilities may not provide appropriate support.
 - 3. Support delivery of AODA prevention, outreach, intervention and treatment services throughout intermediate and long-term recovery.
 - 4. Support assignment of external resources and personnel with specialized skills (e.g., food service staff, mental health personnel, health care personnel, private care attendants and logistics staff) available to assist with mass care service delivery.
 - 5. Assist in identifying translators, interpreters and staff experienced in communicating with those with Access and Functional Needs (AFN) and other diverse populations.
 - 6. Support identification and coordination of facilities for feeding operations.
 - 7. Provide support and coordination, as outlined in IEOP Annex 17, Long-term Community Recovery, for the following:
 - a) Women, Infants and Children (WIC) program;
 - b) The Crisis Assistance Program; and
 - c) The Disaster Supplemental Food Assistance Program (DSNAP).
 - 8. Assist with identification of IDHS staff to support mass care facilities.
 - 9. Provide assistance in assigning social work staff in resolving difficulties in shelters and other places where disaster victims congregate.
 - 10. Provide assistance in coordinating emergency day care services.



11. Authorize state use of pharmaceuticals.
- N. Illinois Department of Innovation and Technology (DoIT)
1. Assist in providing telecommunications and technology support for state supported shelters and other state supported facilities.
 2. Assist in providing video conferencing services for state supported disaster relief personnel.
 3. If resources are available, assist in providing computers, internet access and video conferencing at volunteer intake centers to assist with training event-based volunteers and local and state government employees assigned to the relief operation.
 4. Assist in providing critical information about the location of shelters and assistance centers and tips for disaster survivors on the state web sites.
- O. Illinois Department of Natural Resources (IDNR)
1. Coordinate the use of state parks and IDNR facilities for use as mass care facilities.
 2. Provide logistical support and boat/snowmobile transportation of mass care supplies, personnel and equipment.
 3. Provide IDNR staff and support to mass care facilities.
- P. Illinois Department of Public Health (IDPH)
1. Collaborate with local health care providers to support the provision of medical services.
 2. Collaborate with local public health departments to support the provision of public health services.
 3. Collaborate with local Emergency Medical Services (EMS) systems and EMS providers for pre-hospital care and transport.
 4. Collaborate with IDHS on the provision of FNSS for those with AFN.
 5. Provide technical assistance for shelter operations, including food safety, safe drinking water, sanitary waste disposal, vector control and structural pest control management.
 6. Assist with determining appropriate medical care facilities for persons



determined not to be medically appropriate for placement in mass care facilities.

7. Coordinate the activation of volunteer disaster medical support based on resource availability.

Q. Illinois Department of Transportation (IDOT)

1. Provide transportation support for mass care operations.
2. Provide disaster intelligence regarding road conditions.
3. Assist in identifying and locating facilities near state-owned transportation systems.
4. Assist in identifying airport facilities that may be available to use as mass care facilities.
5. Provide storage of mass care supplies.
6. Provide IDOT road information radio system and emergency highway signs to broadcast critical information.

R. Illinois Department of Veterans' Affairs (IDVA)

1. Coordinate the use of Illinois veterans' homes and IDVA facilities in support of mass care operations.
2. Assist in the coordination of assistance to veterans.
3. Coordinate assignment of IDVA health care personnel.
4. Provide IDVA staff and support to mass care facilities.

S. Illinois Department on Aging (IDoA)

1. Coordinate and support the implementation of state and federal disaster assistance programs to meet the needs of elderly populations.
2. Assist with providing FNSS to people with AFN.
3. Coordinate and manage contact with elderly populations and their caregivers in the community.
4. Provide information on status and needs of elderly populations and their caregivers in the community.



5. Support identification and provision of specialized personnel at designated mass care facilities.
 6. Assist in determining whether senior citizen community centers may be available to use as mass care facilities.
- T. Illinois Emergency Management Agency (IEMA)
1. SEOC Manager:
 - a) Coordinate the provision of Disaster Housing and Human Services support outlined in IEOP Annex 17, Long-term Community Recovery.
 - b) Establish critical and essential information priorities.
 - c) Coordinate the transition from mass care operations to long-term community recovery activities.
 - d) Coordinate the state procurement of mass care resources.
 - e) Coordinate communications and logistical support including but not limited to:
 - i) Disaster intelligence support;
 - ii) Public information, and
 - iii) Safety inspection of mass care facilities.
 2. Radiological Task Force:
 - a) Provide assessment, dose projections and public information related to radiological events.
 - b) Coordinate Radiological Assessment Field Teams to measure radiation in the environment, collect environmental samples, ensure contamination control and sample chain of custody and analyze samples.
 - c) Coordinate radiological detection and decontamination at IPRA Reception Centers.
 - d) Support hospitals by providing technical assistance in establishing facility contamination control protocols and patient radiological surveys.



3. MOU: Illinois Emergency Services Management Association (IESMA):
 - a) Provide staff and support to mass care facilities and operations at the local and state levels.
 - b) Provide generators to mass care facilities and operations.
4. Business Emergency Operations Center (BEOC)
 - a) Coordinate with private sector food service and retail establishments to identify functioning locations and support the restoration of critical lifeline infrastructure.
 - b) Coordinate with private cellular telephone and internet providers to restore services to priority areas.
- U. Illinois Environmental Protection Agency (IEPA)
 1. Provide technical assistance on operating and assessing public water supply and wastewater treatment infrastructure, as requested.
 2. Provide expertise on assessing and evaluating threats to public health, public welfare and the environment.
- V. Illinois Guardianship and Advocacy Commission (IGAC)
 1. Support and advocate for the rights of persons with specific developmental disabilities.
 2. Provide lists of clients living in affected areas.
 3. Make available or provide legal counsel to persons with specific developmental disabilities where necessary and appropriate.
 4. Assume legal guardianship of persons with specific developmental disabilities where necessary and appropriate.
 5. Coordinate investigations of complaints alleging that the rights of a person with a specific developmental disability have been violated.
- W. Illinois Department of Juvenile Justice
 1. Provide personnel with specialized skills (e.g., food service staff, mental health personnel, bi-lingual personnel, health care personnel and logistics staff) as available to assist with service delivery for mass care operations.



2. Provide meals to support shelters or emergency workers.
 3. Provide laundry services for shelter residents or emergency workers.
 4. Provide for the storage of emergency supplies.
- X. Illinois National Guard (ILNG)
1. Coordinate resources for approved mission support requests from the SEOC Manager in accordance with IEOP Annex 27, Military Coordination.
 2. Coordinate the use of armories.
 3. Provide logistical support and air/ground transportation of mass care supplies, personnel and equipment.
 4. Coordinate provision of resources for humanitarian aid and well-being services, life essential needs, and security and protection.
- Y. Illinois State Board of Education (ISBE)
1. Coordinate the acquisition and transportation of United States Department of Agriculture (USDA) commodity foods.
 2. Coordinate the use of schools as mass care facilities.
 3. Coordinate assignment of external resources and personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel, private care attendants, nutritionists and logistics staff).
- Z. Illinois State Police (ISP)
1. Coordinate the provision of security for mass care operations.
 2. Coordinate the activities of law enforcement mutual aid resources activated through the SEOC.
 3. Assist in providing background checks of event-based volunteers wishing to provide mass care services.
 4. Coordinate with the Department of Juvenile Justice (DJJ) on the assignment of personnel with specialized training in juvenile services, including services for unaccompanied minors.
 5. In collaboration with the Red Cross, coordinate law enforcement



agencies efforts to support sheltering of registered sex offenders.

AA. Illinois Secretary of State (SOS)

1. Coordinate use of state capitol complex facilities.
2. Coordinate capitol police support.
3. Provide assistance in the replacement of state identification including drivers' licenses, state ID cards, vehicle titles and license plates.
4. Provide for the issuance of specialized identification for restricted access to mass care facilities.
5. Assist with the verification of licensures and certifications for individuals providing mass care assistance.

BB. Illinois Voluntary Organizations Active in Disaster (ILVOAD)

1. Coordinate feeding and hydration operations done by VOAD members to limit duplication of efforts.
2. Maintain situational awareness and information sharing with the SEOC.

CC. Illinois Emergency Services Management Association (IESMA)

1. Coordinate SEOC requests for personnel and resources to augment mass care operations with Red Cross SEOC LNO.
2. Coordinate the notification, activation, deployment, coordination and implementation of EMATs and IMTs as requested by the SEOC Manager.
3. Establish and support LOE-Mass Care strategic operations as directed by the SEOC Manager in coordination with the SEOC Red Cross LNO.
 - a) Coordinate the collection, analysis and dissemination of LOE-Mass Care disaster intelligence and provide situation reports to the SEOC Manager.
 - b) Coordinate resource management requests for LOE-Mass Care with the SEOC to fulfill logistical requirements.
 - c) Develop strategic action plans for support and sustainment of LOE-Mass Care.

DD. The Salvation Army (TSA)



1. Coordinate with Salvation Army Disaster Response Operation leadership to determine necessity of, identify and coordinate feeding operations during mass care operations.
2. Coordinate Salvation Army feeding operations with primary and support agencies conducting state mass care.
3. Coordinate with SEOC Liaison Officers (LNO's) for state agency resourcing and support in accordance with support agency roles and responsibilities and based on scope and magnitude of event.
4. Coordinate with resource providers as necessary, including:
 - a) Commercial procurement;
 - b) National vendor contracts;
 - c) State agency vendor contracts;
 - d) USDA commodity support, and
 - e) Donated commodities;
5. Coordinate and disseminate public information, crisis communications, educational messaging with SEOC and Red Cross PIOs.
6. Provide personnel and critical resources to support mass care operations.
7. Coordinate licensure requirements and possible waivers for feeding operations at state supported mass care facilities.
8. Coordinate public health inspection of feeding operations at state supported mass care facilities.
9. Coordinate provisions for functional needs support services within Salvation Army facilities with primary and support agencies conducting state supported mass care.
10. Coordinate collection, receipt, compilation and development of situational reports on feeding operations at state supported mass care facilities.
11. Provide JITT and site-specific training to Salvation Army personnel assigned responsibilities, missions and tasks.
12. Coordinate notification, activation and deployment of personnel and



equipment in support of state-approved feeding operations at state supported mass care facilities.

13. Provide emotional and spiritual care specialists at state supported mass care facilities.

IV. Authorities and References

A. Authorities

1. United States Code, Robert T. Stafford Disaster Relief and Emergency Assistance Act, as amended, 42 U.S.C. 5121 *et seq.*, as amended
2. United States Code, 42 U.S.C. 3001 *et seq.*, Older Americans Act of 1965, as amended.
3. Illinois Compiled Statutes, 5 ILCS 335/3, Disaster Service Volunteer Leave Act, as amended.
4. Illinois Compiled Statutes, 20 ILCS 105, Illinois Act on the Aging, as amended.
5. Illinois Compiled Statutes, 20 ILCS 110, Civil Administrative Code of Illinois, (Department on Aging Law), as amended.
6. Illinois Compiled Statutes, 20 ILCS 505, Children and Family Services Act, as amended.
7. Illinois Compiled Statutes, 20 ILCS 510, Civil Administrative Code of Illinois. (Department of Children and Family Services Powers Law), as amended.
8. Illinois Compiled Statutes, 20 ILCS 1305, Department of Human Services Act, as amended.
9. Illinois Compiled Statutes, 20 ILCS 805, Civil Administrative Code of Illinois, (Department of Natural Resources), Conservation Law, as amended.
10. Illinois Compiled Statutes, 20 ILCS 1705, Mental Health and Developmental Disabilities Administrative Act, as amended.
11. Illinois Compiled Statutes, 20 ILCS 1710, Civil Administrative Code of Illinois. (Department of Human Services (Mental Health and Developmental Disabilities) Law), as amended.



12. Illinois Compiled Statutes, 20 ILCS 2205, Civil Administrative Code of Illinois. (Department of Healthcare and Family Services Law), as amended.
13. Illinois Compiled Statutes, 20 ILCS 205, Civil Administrative Code of Illinois. (Department of Agriculture Law), as amended.
14. Illinois Compiled Statutes, 20 ILCS 2705, Civil Administrative Code of Illinois. (Department of Transportation Law), as amended.
15. Illinois Compiled Statutes, 20 ILCS 2305, Department of Public Health Act., as amended.
16. Illinois Compiled Statutes, 20 ILCS 2310, Civil Administrative Code of Illinois. (Department of Public Health Powers and Duties Law), as amended.
17. Illinois Compiled Statutes, 20 ILCS 2605 Civil Administrative Code of Illinois. (Department of State Police Law), as amended.
18. Illinois Compiled Statutes, 20 ILCS 3305, Illinois Emergency Management Agency Act, as amended.
19. Illinois Administrative Code, Title 29, Emergency Services, Disasters, and Civil Defense, as amended.
20. Illinois Compiled Statutes, 775 ILCS 5, Illinois Human Rights Act, as amended.
21. Illinois Administrative Code, Part 400 Illinois Accessibility Code, Section 400.310, as amended
22. United States Code of Federal Regulations, 28 C.F.R. 35, Nondiscrimination on The Basis of Disability in State And Local Government Services, as amended
23. United States Code of Federal Regulations, 42 U.S.C. 3601, Title VIII of the Civil Rights Act, (Fair Housing Act), as amended.
24. United States Code of Federal Regulations, 44 C.F.R. Part 7, Nondiscrimination in Federally Assisted Programs, as amended.
25. United States Code, 20 U.S.C. 1405; 29 U.S.C. 794; 42 U.S.C. 290dd–2; 21 U.S.C. 1174, Part 84, Nondiscrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance, as amended.



26. United States Department of Homeland Security, Homeland Security Presidential Directive-12, August 27, 2004.
27. United States Code of Federal Regulations, 28 C.F.R. Part 35, Nondiscrimination on the Basis of Disability in State and Local Government Services, as amended.
28. United States Code of Federal Regulations, 28 C.F.R. Part 36, Nondiscrimination on the Basis of Disability by Public Accommodations and in Commercial Facilities, as amended.
29. United States Code, 29 U.S.C. 794, Section 504, Rehabilitation Act of 1973, § 794, as amended.
30. United States Code, 42 U.S.C. 12132, Americans with Disabilities Act, Subchapter II – Public Services, as amended
31. United States Code, 36 U.S.C. §§300101-300111, re-codified 2007, Congressional Charter of the American National Red Cross, as amended

B. References

1. Standard Guide for Population Related Disaster Services, IEMA, as amended.