

Illinois Emergency Operations Plan

ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services

Illinois Emergency Management Agency and
Office of Homeland Security

September 23, 2026



Illinois Emergency Management Agency
and Office of Homeland Security



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State of Illinois Emergency Operations Plan (IEOP)

Emergency Support Function (ESF) 6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services

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 State of Illinois Managed Plan Emergency Support Function (ESF) 6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services	
Managing Division/Branch	Division of Operations	Strategic Planning – Inter-Agency Strategic Planning Cell (ISPC)
Drafted/Evaluated	The ISPC, in coordination with the ESF planning group.	January 2026
Evaluated Against	1. Prior version, if applicable. 2. Federal statutes and regulations. 3. State statutes and administrative codes. 4. Federal, state, and IEMA-OHS policies and directives. 5. National Preparedness Goal 6. National Response Framework 7. NRF Emergency Support Function Annexes 8. FEMA Community Lifelines 9. National Disaster Recovery Framework (NDRF) 10. IEMA-OHS policies, plans, and common definitions list. 11. Corrective actions from After-Action Reports (AARs) and real-world events where this ESF was engaged.	
Plan Type	☐ New ☒ Revised	
Branch Manager Review and Approval	Scott Gauvin, Manager of Strategic Operations and Preparedness	July 7, 2026
Senior Official Review and Approval	Theodore ‘Ted’ Berger, Director Clayton Kuetemeyer, Deputy Director Christopher Dodd, Chief of Operations Louise Conway, Chief Legal Counsel	September 23, 2026
Supersedes	August 2021, IEOP, Annex 7 Mass Care	



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State ESF - 6 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Board of Higher Education (IBHE) Illinois Capital Development Board (CDB) 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 (DCFS) Illinois Department of Commerce and Economic Opportunity (DCEO) Illinois Department of Corrections (IDOC) Illinois Department of Healthcare and Family Services (HFS) 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 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) Salvation Army (SA) Voluntary Organizations Active in Disaster (IL VOAD)
Primary State Agencies & Organizations	
American Red Cross (ARC)	
Federal ESF - 6 Coordinator	
Federal Emergency Management Agency (FEMA)	



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Record of Changes

When changes are made to this document, the following procedures will be followed:

1. Changes will be issued by the Inter-Agency Strategic Planning Cell at IEMA-OHS and transmitted to agencies, personnel, and other designees specified by the IEMA-OHS Director or designee via electronic means.
2. When a change is made, an entry will be made in the following log:

CHANGE NUMBER	DATE ENTERED	PAGES OR SECTIONS CHANGED	ENTERED BY
1	January 2026	Biannual Review	Glenn Smith



1. Introduction

1.1. Purpose

- 1.1.1. To provide strategic and operational guidance and coordinate state support of mass care, emergency assistance, temporary housing, and human service operations throughout response, short-term, and intermediate recovery.

1.2. Scope

- 1.2.1. State-supported operations are scalable and modular based on the scope and magnitude of the incident and the capability and capacity of the Authority Having Jurisdiction (AHJ).
- 1.2.2. A gubernatorial proclamation is required for certain assistance programs and processes.
- 1.2.3. A presidential declaration is required for certain assistance programs and processes.
- 1.2.4. For this function, mass care activities include but are not limited to:
 - 1.2.4.1. Sheltering; see ESF-6, X-1, Shelter Support.
 - 1.2.4.2. Feeding; see ESF-6, X-2, Feeding and Hydration Support.
 - 1.2.4.3. Distribution of emergency supplies; see ESF-6, X-3, Distribution of Emergency Supplies.
 - 1.2.4.4. Reunification; see ESF-6, X-4, Notification, and Information Center.
 - 1.2.4.5. Repatriation; see ESF-6, X-5, Repatriation and Non-Combatant Foreign Evacuees.
 - 1.2.4.6. Household pets, service animals, and assistance animals; see ESF-6, X-6,
 - 1.2.4.7. Support to evacuees; see ESF-6, X-7, Support to Evacuees.
 - 1.2.4.8. Alternate Housing; see ESF-6, X-8, Alternate Housing Support



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- 1.2.4.9. Volunteers and Donations; ESF-6, X-9, Volunteer and Donation Management.
- 1.2.5. For this function, Access and Functional Needs incorporates services that enable individuals to maintain their independence, including but not limited to:
 - 1.2.5.1. Reasonable modification to policies, practices, and procedures,
 - 1.2.5.2. Access to durable medical equipment and technology,
 - 1.2.5.3. Access to consumable medical supplies,
 - 1.2.5.4. Communication, personal assistance services, and
 - 1.2.5.5. Other goods and services as needed.
- 1.2.6. Emergency assistance activities include, but are not limited to:
 - 1.2.6.1. Non-congregate and transitional sheltering,
 - 1.2.6.2. Provision of Access and Functional Needs Support Services (AFNSS) in mass care facilities,
 - 1.2.6.3. Support children in disasters,
 - 1.2.6.4. Support for household pets and service animals, and
 - 1.2.6.5. Support to evacuees.
- 1.2.7. Mass care operations occur during response, short-term, and intermediate recovery operational phases.
- 1.2.8. Emergency assistance operations occur within response and the short-term and intermediate recovery phases.
- 1.2.9. 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.
- 1.2.10. This function applies to local, state, and federal government agencies, private sector entities, non-governmental organizations (NGOs), faith-based organizations,



and event-based volunteers having a role and responsibility in response and recovery.

- 1.2.11. State support will transition to a monitoring posture when local jurisdictions and NGOs have sufficient resources to assume and maintain mass care coordination. This ESF does not address:

- 1.2.11.1. Tactical level guidance
- 1.2.11.2. Procurement of resources; ESF-7, Resource Management and Logistics
- 1.2.11.3. Site security; see ESF-13, Public Safety and Security
- 1.2.11.4. Waivers and exemptions; see ESF-1, X-2, Waivers and Exemptions
- 1.2.11.5. Just-in-time training (JITT) procedures

1.3. Policy

- 1.3.1. The AHJ over a resource will retain command and control of that resource throughout the lifecycle of the event.
- 1.3.2. State response will not be dependent on federal response posture.
- 1.3.3. 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.
- 1.3.4. Procedures for control and use of mass care resources will incorporate operational priorities that include, but are not limited to:
 - 1.3.4.1. Protection of life
 - 1.3.4.2. Public health and safety
 - 1.3.4.3. Property protection
 - 1.3.4.4. Restoration of essential utilities and rapid stabilization of FEMA Community Lifelines
 - 1.3.4.5. Restoration of essential program functions



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- 1.3.4.6. Coordination as appropriate, and
 - 1.3.4.7. Consider those with physical, mobility, visual, auditory, and cognitive needs, impairments, and requirements to maintain their standard of independence
- 1.3.5. At the direction of the Governor or designee, state agencies may be tasked with providing agency personnel in support of mass care operations.
 - 1.3.5.1. State employees and resources may be reassigned in accordance with the IEMA Act.
 - 1.3.5.2. State agency personnel will be trained for the assigned mission and be made aware of the potential risks involved.
- 1.3.6. Staff from responding agencies, organizations, mutual aid agreements, and compacts are responsible for adhering to operational policies established herein.
- 1.3.7. The Red Cross maintains administrative, financial, and operational control over its activities and direction over its own personnel and resources.
- 1.3.8. 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, procedures, and capabilities.
- 1.3.9. Mass care facilities not approved by the State Emergency Operations Center (SEOC) may be supported based on resource availability; however, state funding or resource deployment to non-SEOC-approved facilities may not qualify for federal Stafford Act Public Assistance (PA) reimbursement.
- 1.3.10. Medical services provided at mass care facilities will not supersede laws, regulations, or protocols governing local emergency medical services (EMS) providers responding to the facility.
- 1.3.11. All services will be provided without discrimination as defined by the Illinois Human Rights Act.
- 1.3.12. Service animals must be permitted to accompany their owners in all areas where the public is normally allowed to go, through all aspects of mass care operations.



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- 1.3.13. 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, as required.
- 1.3.14. Laws, rules, regulations, and policies of the United States government and agencies involved in mass care are applicable within the state.
- 1.3.15. Agencies and organizations responding under SEOC coordination are responsible for arranging their own sheltering, feeding, and staff support operations.

1.4. Situation

- 1.4.1. A natural, human-caused, or technological disaster has occurred or is expected to occur.
- 1.4.2. Damage to critical lifeline infrastructure has hindered or limited initial response efforts.
- 1.4.3. Mass care and emergency assistance services are required.
- 1.4.4. 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.
- 1.4.5. Whole community coordination is necessary to allow a timely and effective response and recovery.

1.5. Assumptions

- 1.5.1. Spontaneous humanitarian relief efforts will occur.
- 1.5.2. Communities providing relief and services, both those in affected areas and hosting displaced populations, will require mass care support.
- 1.5.3. State assistance may be required to support local response and carry out short, intermediate, and long-term recovery efforts.
- 1.5.4. Existing mutual aid agreements, memoranda of understanding, memoranda of agreement, intergovernmental agreements, compacts, and service agreements will be activated.



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- 1.5.5. Ad hoc mutual aid agreements, memoranda of understanding, memoranda of agreement, intergovernmental agreements, compacts, and service agreements will be required.
- 1.5.6. The Federal Emergency Management Agency (FEMA), in its role as coordinating agency for ESF-6 of the National Response Framework (NRF), will provide federal resources to augment the state's capabilities upon request of the state.
- 1.5.7. Mass care operations will be prioritized based on resource availability and capability, and restoration efforts aimed at re-establishing critical infrastructure.
- 1.5.8. State-assisted or coordinated mass care operations are required for an extended period.

2. Concept of Operations

2.1. General

- 2.1.1. IEMA-OHS, in coordination with the Red Cross and supporting agencies and organizations identified in this ESF, will execute mass care operations throughout short-term, intermediate, and long-term recovery.
- 2.1.2. The provision of disaster services by the Red Cross and supporting agencies or organizations acting under their own authorities will not be dependent upon the activation of the SEOC or a gubernatorial proclamation.
- 2.1.3. Red Cross response and recovery operations will conform to the Red Cross Board of Governors' Disaster Cycle Services Policy Statements and will be performed in accordance with Red Cross Disaster Cycle Services Regulations and Procedures.
- 2.1.4. The SEOC will coordinate the integration of state agencies, private sector resources, and non-governmental, voluntary, and faith-based organizations required for the execution of mass care operations.
- 2.1.5. For mass care, the state maintains the following functions, appendices in the IEOP, and associated plans addressing specific related functions:
 - 2.1.5.1. ESF-6, X-1, Shelter Support addresses shelter services.
 - 2.1.5.2. ESF-6, X-2, Feeding and Hydration addresses feeding and hydration services.



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- 2.1.5.3. ESF-6, X-3, Distribution of Emergency Supplies addresses the distribution of emergency supplies used in mass care.
- 2.1.5.4. ESF-6, X-4, Notification and Information Center addresses family reunification activities.
- 2.1.5.5. ESF-6, X-5, Repatriation and Non-Combatant Foreign Evacuees address the repatriation of American citizens and the reception of evacuees from foreign countries.
- 2.1.5.6. ESF-6, X-6, Household Pets and Service Animals address the sheltering and care of household pets and service animals.
- 2.1.5.7. ESF-6, X-7, 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.
- 2.1.5.8. ESF-6, X-9, Volunteer and Donations Management addresses volunteer and donations management and administration.
- 2.1.5.9. ESF-8, Public Health, Healthcare, EMS, and Behavioral Health addresses public health, healthcare, EMS, and behavioral health services available through a variety of state agencies and private non-profit and for-profit entities.
- 2.1.5.10. ESF-16, Recovery addresses disaster housing and human services.

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. The Notification, Alert, and Warning (NAW) of the SEOC Agency Representatives will be handled in accordance with ESF-2, X-1 Notification, Alert, and Warning.
- 2.2.2. Primary and support agencies are responsible for internal and support partner NAWs.
- 2.2.3. IEMA-OHS will coordinate notification of Illinois Voluntary Organizations Active in Disaster (ILVOAD) and share information with them about the incident and response actions.



2.3. Activation

- 2.3.1. The SEOC will provide state support through the activation of identified Agency Representatives in accordance with the SEOC Coordination and Administration SOP.
- 2.3.2. The SEOC Coordination and Administration SOP will be used to determine SEOC staffing levels necessary for mass care operations.

2.4. Communications

- 2.4.1. Communications throughout response and recovery will be conducted in accordance with SOPs and managed using established procedures, processes, and policies outlined in ESF-2, Communications.
- 2.4.2. Communications will be conducted in a National Incident Management System (NIMS) compliant manner utilizing clear-text and frequencies coordinated with the SEOC.

2.5. Resource Management

- 2.5.1. Resource management and logistics will be carried out in accordance with ESF-7, Resource Management and Logistics.
- 2.5.2. Resource management includes mutual aid and assistance agreements, the use of federal and state teams, and resource mobilization protocols.

2.6. Reporting Requirements

- 2.6.1. Upon activation of the SEOC, all SEOC Agency Representatives for agencies having a role in mass care operations will compile and disseminate situational reports on mass care capabilities and services.
- 2.6.2. SEOC information, intelligence, and situation reporting will be conducted in accordance with the SEOC Coordination and Administration SOP.

2.7. Safety

- 2.7.1. Response and recovery operations will incorporate operational priorities that include, but are not limited to:
 - 2.7.1.1. Life, safety, and health,



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- 2.7.1.2. Property protection,
 - 2.7.1.3. Environmental protection,
 - 2.7.1.4. Restoration of essential utilities,
 - 2.7.1.5. Restoration of essential program functions, and
 - 2.7.1.6. Coordination as appropriate.
- 2.7.2. All mass care operations will be conducted in accordance with laws, rules, and regulations of local and county jurisdictions, the state, and the federal government.

2.8. Site Control

- 2.8.1. Mass care facilities include, but are not limited to:
- 2.8.1.1. State supported shelter sites as defined in ESF-6, X-1, Shelter Support,
 - 2.8.1.2. Fixed feeding sites and canteens,
 - 2.8.1.3. Evacuation assembly points and assistance sites,
 - 2.8.1.4. Staging and resource mobilization areas, and
 - 2.8.1.5. Commodity distribution points.
- 2.8.2. Mass Care Goals and Objectives
- 2.8.2.1. Coordinate short-, intermediate-, and long-term information and logistical requirements to sustain operations, and
 - 2.8.2.2. Maintain mass care capabilities and support resources.
- 2.8.3. Coordinate operational integration of response organizations
- 2.8.3.1. Feeding Operations (Short-term),
 - 2.8.3.2. Assess operational and logistical requirements for feeding at designated mass care shelters, with consideration for individuals with access and functional needs, including individuals with



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physical, mobility, visual, auditory, and cognitive-related needs, abilities, or impairments.

2.8.3.3. Assess operational and logistical requirements for mobile community feeding, with consideration for those with physical, mobility, visual, auditory, and cognitive needs, abilities, or impairments,

2.8.3.4. Coordinate state and federal support, and

2.8.3.5. Ensure operational infrastructure for feeding.

2.8.4. Shelter Operations (Short-term)

2.8.4.1. Assess operational and logistical requirements for sheltering, with consideration for those with physical, mobility, visual, auditory, and cognitive needs, abilities, or impairments,

2.8.4.2. Coordinate state and federal support,

2.8.4.3. Coordinate Access and Functional Need Support Services (AFNSS) for shelter residents, such as, but not limited to, access to durable medical equipment, access to medical supplies, and access to assistance services.

2.8.4.4. Coordinate household pet, service animal, assistance animal support, and

2.8.4.5. Coordinate processes for shelter data collection and reporting.

2.8.5. Distribution of Emergency Supplies Operations (Short-term)

2.8.5.1. Assess operational and logistical requirements for emergency supplies, with consideration for those with physical, mobility, visual, auditory, and cognitive needs, abilities, or impairments,

2.8.5.2. Coordinate state and federal support, and

2.8.5.3. Establish operational infrastructure for the distribution of emergency supplies.

2.8.6. Reunification Operations (Short-term)



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- 2.8.6.1. Assess reunification services requirements, with consideration for those with physical, mobility, visual, auditory, and cognitive needs, abilities, or impairments,
- 2.8.6.2. Coordinate state reunification support, and
- 2.8.6.3. Coordinate with reunification resource providers.

2.8.7. Evacuation Support Operations (Short-term)

- 2.8.7.1. Assess feeding, sheltering, and reunification requirements for evacuated individuals at assembly points and along evacuation routes, with consideration for those with physical, mobility, visual, auditory, or cognitive needs, abilities, or impairments.
- 2.8.7.2. Coordinate state evacuation support, and
- 2.8.7.3. Establish evacuee accountability processes.

2.8.8. Transition to Long-Term Feeding (Intermediate term)

- 2.8.8.1. Coordinate the implementation of state and federal disaster assistance programs in eligible jurisdictions to include those with physical, mobility, visual, auditory, or cognitive needs, abilities, or impairments.
- 2.8.8.2. Coordinate the implementation of targeted household disaster feeding, if required, to include those with physical, mobility, visual, auditory, or cognitive needs, abilities, or impairments.
- 2.8.8.3. Coordinate demobilization of mass care feeding operations.

2.8.9. Transition of Shelter Residents (Intermediate term)

- 2.8.9.1. Support transition of general population shelter residents, including those with physical, mobility, visual, auditory, or cognitive needs, abilities, or impairments, to temporary or permanent housing,
- 2.8.9.2. Coordinate daily with shelter providers,
- 2.8.9.3. Transition responsibility for shelter support to ESF-16 Recovery, and



2.8.9.4. Coordinate demobilization of shelter operations.

2.8.10. Support Recovery Operations (Long-term)

2.8.10.1. Support Multi-Agency Resource Centers (MARC) and Disaster Recovery Centers (DRC) including those with physical, mobility, visual, auditory, or cognitive needs, abilities, or impairments.

2.8.10.2. Coordinate requirements for disaster unemployment assistance.

2.8.10.3. Coordinate requirements for temporary disaster unemployment.

2.8.10.4. Coordinate requirements for disaster case management.

2.8.10.5. Coordinate client casework for determination of longer-term recovery needs.

2.9. Organization

2.9.1. Direction and Control

2.9.1.1. State agencies and external organizations retain operational control of their mass care resources.

2.9.1.2. The SEOC is the single point of coordination for state support of mass care operations.

2.9.1.3. Operations and Recovery will jointly coordinate within the SEOC from initial activation. As response priorities decrease, the SEOC will seamlessly shift its primary line of effort to intermediate and long-term recovery framework alignment under ESF-16.

2.9.2. Coordinating Elements

2.9.2.1. State Unified Area Command (SUAC) and State Area Command (SAC) elements may be deployed by the SEOC to coordinate information and resource requirements.

2.9.2.2. The SEOC may implement one or more Lines of Effort (LOE) Coordination Teams for specific strategic action planning for mass care or mass care sub-functions.



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- 2.9.2.2.1. LOE Coordination Teams are responsible for short-term, intermediate, and long-term operational planning, coordination, and resource allocation.
- 2.9.2.2.2. As directed by the SEOC Manager, LOE Coordination Teams will be coordinated and administratively supported by Incident Management Teams (IMT).
- 2.9.2.2.3. LOE Coordination Teams operate as strategic planning and coordinating elements of the SEOC and do not play an operational role.
- 2.9.2.2.4. Additional agency staff will be assigned to LOE Coordination Teams based on the level of activation established by the SEOC.
- 2.9.2.2.5. Strategic and operational guidance on LOE Coordination Teams can be found in IEOP Base Plan X-4, Lines of Effort.

2.9.3. Federal Coordination

- 2.9.3.1. SEOC Agency representatives, state agencies, boards, and commissions will coordinate with federal counterparts in accordance with the enabling authority.

3. Roles and Responsibilities

3.1. State ESF Coordinator

3.1.1. Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)

- 3.1.1.1. Coordinate the utilization of required ESF-6 support to execute missions presented by the SEOC manager.
- 3.1.1.2. Coordinates, integrates, and manages overall State efforts for ESF 6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services



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- 3.1.1.3. Manages and updates resource availability for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.4. Assist in planning during activations and updates to the overall ESF plan.
- 3.1.1.5. SEOC Manager:
 - 3.1.1.5.1. Coordinate the provision of Disaster Housing and Human Services support outlined in IEOP ESF-16, Recovery.
 - 3.1.1.5.2. Establish critical and essential information priorities.
 - 3.1.1.5.3. Coordinate the transition from mass care operations to long-term community recovery activities.
 - 3.1.1.5.4. Coordinate the state procurement of mass care resources.
 - 3.1.1.5.5. Coordinate communications and logistical support, including but not limited to:
 - 3.1.1.5.5.1. Disaster intelligence support.
 - 3.1.1.5.5.2. Public information and
 - 3.1.1.5.5.3. Safety inspection of mass care facilities.
- 3.1.1.6. Radiological Task Force:
 - 3.1.1.6.1. Provide assessment, dose projections, and public information related to radiological or nuclear emergency events.
 - 3.1.1.6.2. Coordinate with the Radiological Response Group (RRG) and Radiochemistry Laboratory (RCL) activities to measure radiation in the environment, collect environmental samples, guide contamination control, maintain the sample chain of custody, and analyze samples related to radiological or nuclear emergency events.



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- 3.1.1.6.3. Guide radiological detection and decontamination at any reception center set up for any related to radiological or nuclear emergency events.
 - 3.1.1.6.4. Support hospitals related to radiological or nuclear emergency events by providing technical assistance regarding facility contamination control protocols, radiation exposure control, instrument usage, donning and doffing protocols, patient radiological surveys, and personnel monitoring.
 - 3.1.1.7. Business Emergency Operations Center (BEOC)
 - 3.1.1.7.1. Coordinate with private sector food service and retail establishments to identify functioning locations and support the restoration of critical lifeline infrastructure.
 - 3.1.1.7.2. Coordinate with private cellular telephone and internet providers to restore services to priority areas.

3.2. Primary State Agency/Organization

3.2.1. American Red Cross (ARC)

- 3.2.1.1. Assign an agency representative to the SEOC and local agency EOCs as staff availability allows.
- 3.2.1.2. Determine the necessity of and identify and coordinate the opening, management, and closing of emergency shelters.
- 3.2.1.3. Coordinate the provision of Access and Functional Needs Support Services (AFNSS) within Red Cross-managed facilities.
- 3.2.1.4. Establish and maintain accessible and inclusive public information, messaging, and education for the affected population, including individuals with access and functional needs—through coordination with the IEMA-OHS Public Information Officer (PIO) and local community PIOs, ensuring materials are available in multiple formats and languages, as appropriate.



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- 3.2.1.5. Coordinate the provision of temporary feeding and hydration services for mass care facilities and the community until community resources return.
- 3.2.1.6. Coordinate the distribution of emergency supplies to affected communities, including procuring material, supporting, or establishing distribution sites, and demobilizing equipment and supplies.
- 3.2.1.7. Support reunification efforts in coordination with community and government partners.
- 3.2.1.8. Coordinate response and recovery efforts with the whole community, especially counterpart voluntary agencies and the IL VOAD.
- 3.2.1.9. Coordinate emergency mental health, spiritual care, and basic health care services (such as replacement of medications and eyewear) in mass care facilities and the community.
- 3.2.1.10. Process, assign, and manage Event-Based Volunteers wishing to affiliate with the American Red Cross.

3.3. Support State Agencies/Organizations

3.3.1. Illinois Board of Higher Education (IBHE)

- 3.3.1.1. Maintain an updated list of primary and secondary response coordinators for each university and college campus.
- 3.3.1.2. Coordinate the use of colleges and universities for mass care services.
- 3.3.1.3. 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.

3.3.2. Illinois Capital Development Board (CDB)



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- 3.3.2.1. Coordinate administrative processes for the construction of temporary mass care facilities and temporary housing, ensuring compliance with accessibility standards and the inclusion of provisions to accommodate individuals with access and functional needs.
- 3.3.2.2. Assist in providing qualified staff or contractors to inspect the structural safety of mass care facilities.

3.3.3. Illinois Commerce Commission (ICC)

- 3.3.3.1. Serve as the Agency Representative to utility companies to arrange for priority restoration of power and landline telephone services for mass care operations.
- 3.3.3.2. Provide information about power outages and estimated restoration times to assist in determining locations for the provision of mass care services.
- 3.3.3.3. Assist in coordinating the transportation of emergency supplies by rail.

3.3.4. Illinois Community College Board (ICCB)

- 3.3.4.1. Coordinate the use of community colleges as mass care facilities.
- 3.3.4.2. 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.

3.3.5. Illinois Deaf and Hard of Hearing Commission (IDHHC)

- 3.3.5.1. Assist in providing interpreters for individuals who are deaf and hard of hearing.

3.3.6. Illinois Department of Agriculture (IDOA)

- 3.3.6.1. Serve as the primary agency for ESF-6 X-6, Household Pets, and Service Animals.



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- 3.3.6.2. Coordinate veterinary care, treatment, shelter, and other essential services to livestock, household pets, and service animals.
- 3.3.6.3. Coordinate the use of state and county fairgrounds as mass care facilities.

3.3.7. Illinois Department of Central Management Services (CMS)

- 3.3.7.1. Assist IEMA-OHS in the procurement of mass care resources.
- 3.3.7.2. Assist in identifying verified credentialed translators and interpreters and contracting their services.
- 3.3.7.3. Provide mobile vehicle maintenance support through traveling mechanics.
- 3.3.7.4. Coordinate the use of state facilities and property, including state fuel depots and garages.
- 3.3.7.5. Assist in identifying non-state-owned facilities that may need to be leased or purchased to be used as mass care facilities, coordinating lease timelines with the Disaster Housing Task Force to align with shelter demobilization schedules.
- 3.3.7.6. Assist in recruiting state employees available for assignment at mass care facilities.
- 3.3.7.7. Coordinate the acquisition/allocation of state and federal surplus property and excess supplies.
- 3.3.7.8. Support the recruitment of contracted armed and unarmed security personnel.

3.3.8. Illinois Department of Children and Family Services (DCFS)

- 3.3.8.1. Assist with placement and stabilization of children separated from parents and/or guardians.
- 3.3.8.2. Coordinate financial assistance provisions for youth in state care.
- 3.3.8.3. Provide support services for youth in state care.



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- 3.3.8.4. Support coordination of emergency daycare services.
- 3.3.8.5. Provide DCFS subject matter experts and personnel with specialized training necessary for child protective services, including support for unaccompanied minors.

3.3.9. Department of Commerce and Economic Opportunity (DCEO)

- 3.3.9.1. Arrange for the provision and analysis of census data of disaster areas.
- 3.3.9.2. Provide information on available housing, lodging, and commercial space.
- 3.3.9.3. Actively participate in the Disaster Housing Task Force to feed local lodging availability data directly into long-term client casework.

3.3.10. Illinois Department of Corrections (IDOC)

- 3.3.10.1. Provide individuals in custody to assist with disaster relief activities (loading and unloading of supplies, cleaning of food and beverage containers, etc.).
- 3.3.10.2. Provide staff as available for the management of mass care facilities.
- 3.3.10.3. 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.
- 3.3.10.4. 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.
- 3.3.10.5. Provide for the use of correctional center laundry facilities to wash disaster victims' and emergency workers' clothing.
- 3.3.10.6. Assist with the storage of disaster relief supplies at correctional facilities.



- 3.3.10.7. Provide products from Correctional Industries.

3.3.11. Illinois Department of Healthcare and Family Services (HFS)

- 3.3.11.1. Coordinate the provision of durable medical equipment and technology from network providers.
- 3.3.11.2. Provide lists of individuals in the Medicaid program who have been issued durable medical equipment and technology.

3.3.12. Illinois Department of Human Services (IDHS)

- 3.3.12.1. Coordinate placement and support for clients in IDHS facilities.
- 3.3.12.2. Support individuals with Alcohol and Other Drug Abuse (AODA) problems for whom congregate care facilities may not provide appropriate support.
- 3.3.12.3. Support the delivery of AODA prevention, outreach, intervention, and treatment services throughout intermediate and long-term recovery.
- 3.3.12.4. Support assignment of external resources and personnel with specialized skills (e.g., mental health personnel, health care personnel, and logistics staff) available to assist with mass care service delivery.
- 3.3.12.5. Assist in identifying verified credentialed translators, interpreters, and staff experienced in communicating with individuals with access and functional needs and other diverse populations.
- 3.3.12.6. Support identification and coordination of facilities for feeding operations.
- 3.3.12.7. Provide support and coordination, as outlined in IEOP ESF-16, Recovery, for the following:
- 3.3.12.7.1. Women, Infants, and Children (WIC) program.
 - 3.3.12.7.2. The Crisis Assistance Program; and



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3.3.12.7.3. The Disaster Supplemental Nutrition Food Assistance Program (DSNAP).

3.3.12.8. Assist with the identification of DHS staff to support mass care facilities.

3.3.12.9. Assist in assigning social work staff to resolve difficulties in shelters and other places where disaster victims congregate.

3.3.12.10. Authorize state use of pharmaceuticals.

3.3.13. Illinois Department of Innovation and Technology (DoIT)

3.3.13.1. Assist in providing telecommunications and technology support for state-supported shelters and other state-supported facilities.

3.3.13.2. Assist in providing video conferencing services for state-supported disaster relief personnel.

3.3.13.3. 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.

3.3.13.4. Assist in providing critical information about the location of shelters and assistance centers and tips for disaster survivors on the state websites, while ensuring that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.14. Illinois Department of Juvenile Justice (IDJJ)

3.3.14.1. 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.

3.3.14.2. Provide meals to support shelters or emergency workers.

3.3.14.3. Provide laundry services for shelter residents or emergency workers.



- 3.3.14.4. Provide for the storage of emergency supplies.

3.3.15. Illinois Department of Natural Resources (IDNR)

- 3.3.15.1. Coordinate the use of state parks and IDNR facilities for use as mass care facilities.
- 3.3.15.2. Provide logistical support and boat/snowmobile transportation of mass care supplies, personnel, and equipment.
- 3.3.15.3. Provide IDNR staff and support to mass care facilities.

3.3.16. Illinois Department of Public Health (IDPH)

- 3.3.16.1. Collaborate with local healthcare providers to support the provision of medical services, ensuring inclusive care by addressing access and functional needs, and CMIST needs such as communication aids, mobility support, medication access, and culturally competent services for individuals with chronic conditions, disabilities, and other functional limitations.
- 3.3.16.2. Collaborate with local public health departments to support the provision of public health services, incorporating CMIST principles to ensure that public health outreach and services are accessible to individuals with limited English proficiency, disabilities, sensory integration and processing needs, and other access and functional needs.
- 3.3.16.3. Collaborate with local Emergency Medical Services (EMS) systems and EMS providers for pre-hospital care and transport, promoting inclusive triage and transport strategies that address mobility limitations, communication barriers, durable medical equipment needs, and other CMIST resource needs impacting individuals with access and functional needs.
- 3.3.16.4. Collaborate with IDHS on the provision of Access and Functional Needs Support Services (AFNSS) for individuals with access and functional needs, ensuring that Access and Functional Needs Support Services (AFNSS) are fully aligned with CMIST categories—including accessible communication methods, dietary



accommodations, behavioral health support, and independence-sustaining resources within shelters and community support settings.

- 3.3.16.5. Provide technical assistance for shelter operations, including food safety, safe drinking water, sanitary waste disposal, vector control, and structural pest control management, while ensuring shelter environments are accessible and inclusive. This includes access and functional needs considerations such as dietary restrictions, accessible sanitation facilities, allergen-free environments, and clear communication about environmental risks in multiple languages and formats.
- 3.3.16.6. Assist with determining appropriate medical care facilities for persons determined not to be medically appropriate for placement in mass care facilities, with an emphasis on ensuring continuity of care and CMIST-informed assessments for individuals with chronic health needs, disabilities, or who require assistive devices and technology, durable medical equipment, or personal care assistants.
- 3.3.16.7. Coordinate the activation of volunteer disaster medical support based on resource availability, while ensuring volunteer responders are trained to recognize and address the needs of individuals with access and functional needs and understand how to incorporate the CMIST principles framework into service delivery, triage, and ongoing support.

3.3.17. Illinois Department of Transportation (IDOT)

- 3.3.17.1. Provide inspection and/or repair of critical transportation routes on state and federal highways. Assist in identifying airport facilities that may be available to use as mass care facilities.
- 3.3.17.2. Provide portable message boards, if applicable, to broadcast critical traffic information. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.18. Illinois Department of Veterans Affairs (IDVA)



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- 3.3.18.1. Coordinate the use of Illinois veterans' homes and IDVA facilities in support of mass care operations.
- 3.3.18.2. Assist in the coordination of assistance to veterans.
- 3.3.18.3. Coordinate assignment of IDVA health care personnel.
- 3.3.18.4. Provide IDVA staff and support to mass care facilities.

3.3.19. Illinois Department on Aging (IDoA)

- 3.3.19.1. Coordinate and support the implementation of state and federal disaster assistance programs to meet the needs of older adult populations.
- 3.3.19.2. Assist with providing Access and Functional Needs Support Services (AFNSS) to individuals with access and functional needs.
- 3.3.19.3. Coordinate and manage contact with older adult populations and their caregivers in the community.
- 3.3.19.4. Provide information on the status and needs of older adult populations and their caregivers in the community. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.19.5. Support identification and provision of specialized personnel at designated mass care facilities.
- 3.3.19.6. Assist in determining whether senior citizen community centers may be available to use as mass care facilities.

3.3.20. Illinois Environmental Protection Agency (IEPA)

- 3.3.20.1. Provide technical assistance on operating and assessing public water supply and wastewater treatment infrastructure, as requested.
- 3.3.20.2. Provide expertise on assessing and evaluating threats to public health, public welfare, and the environment, with consideration of



potential medical, functional, or other additional needs or requirements of the public.

3.3.21. Illinois Guardianship and Advocacy Commission (IGAC)

- 3.3.21.1. Support and advocate for the rights of people with specific developmental disabilities.
- 3.3.21.2. Provide lists of clients living in affected areas.
- 3.3.21.3. Make it available or provide legal counsel to people with specific developmental disabilities where necessary and appropriate.
- 3.3.21.4. Assume legal guardianship of people with specific developmental disabilities where necessary and appropriate.
- 3.3.21.5. Coordinate investigations of complaints alleging that the rights of a person with a specific developmental disability have been violated.

3.3.22. Illinois National Guard (ILNG)

- 3.3.22.1. Coordinate resources for approved mission support requests from the SEOC Manager in accordance with ESF-13, Public Safety and Security. Available mission support packages include:
 - 3.3.22.1.1. A deployable free-standing mobile kitchen to prepare and serve hot meals to emergency responders and activated ILNG Service members.
 - 3.3.22.1.2. Religious and/or spiritual support to authorized Department of Defense (DoD) personnel. However, following certain emergency disasters, religious support teams could serve as liaisons to NGOs and Fixed-Base Operators (FBOs) when directed by the Joint Force Commander.
 - 3.3.22.1.3. Mobile, temporary, climate-controlled shelters that can be used as Joint Reception, Staging, Onward Movement, and Integration (JRSOI), Command and Control Operations Center, Medical Triage Field Office, or as a rest and refit for support personnel.



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3.3.22.1.4. Bulk water delivery and resupply operations.

3.3.22.1.5. Support the SEOC to establish temporary locations for the distribution of life-sustaining commodities before basic services are fully restored.

3.3.22.1.6. A team trained in Cultural Awareness and consisting of team members with language equivalent skills. This package may provide human services and shelter support as well as assist in conducting verification and intake procedures (for displaced individuals or asylum seekers).

3.3.22.2. Coordinate the potential use of Army National Guard (ARNG) and Air National Guard (ANG) facilities.

3.3.23. Illinois Secretary of State (SOS)

3.3.23.1. Coordinate use of state capitol complex facilities.

3.3.23.2. Coordinate Capitol police support.

3.3.23.3. Assist in the replacement of state identification, including driver's licenses, state ID cards, vehicle titles, and license plates.

3.3.23.4. Provide for the issuance of specialized identification for restricted access to mass care facilities.

3.3.23.5. Assist with the verification of licensures and certifications for individuals providing mass care assistance.

3.3.24. Illinois State Board of Education (ISBE)

3.3.24.1. Coordinate the acquisition and transportation of United States Department of Agriculture (USDA) commodity foods.

3.3.24.2. Coordinate the use of schools as mass care facilities.

3.3.24.3. 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).

3.3.25. Illinois State Police (ISP)

- 3.3.25.1. Coordinate the provision of security for mass care operations.
- 3.3.25.2. Coordinate the activities of law enforcement mutual aid resources activated through the SEOC.
- 3.3.25.3. Assist in providing background checks of event-based volunteers wishing to provide mass care services.
- 3.3.25.4. Coordinate with the Illinois Department of Juvenile Justice (IDJJ) on the assignment of personnel with specialized training in juvenile services, including services for unaccompanied minors.

3.3.26. The Salvation Army (SA)

- 3.3.26.1. Coordinate with Salvation Army Disaster Response Operation leadership to determine the necessity of, identify, and coordinate feeding operations during mass care operations.
- 3.3.26.2. Coordinate Salvation Army feeding operations with primary and support agencies conducting state mass care.
- 3.3.26.3. Coordinate with SEOC Agency Representatives for state agency resourcing and support in accordance with support agency roles and responsibilities and based on the scope and magnitude of the event.
- 3.3.26.4. Coordinate with resource providers as necessary, including:
 - 3.3.26.4.1. Commercial procurement.
 - 3.3.26.4.2. National vendor contracts.
 - 3.3.26.4.3. State agency vendor contracts.
 - 3.3.26.4.4. USDA commodity support, and
 - 3.3.26.4.5. Donated commodities.



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- 3.3.26.5. Coordinate and disseminate public information, crisis communications, and educational messaging with SEOC and Red Cross PIOs. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.26.6. Provide personnel and critical resources to support mass care operations.
- 3.3.26.7. Coordinate licensure requirements and possible waivers for feeding operations at state-supported mass care facilities.
- 3.3.26.8. Coordinate public health inspection of feeding operations at state-supported mass care facilities.
- 3.3.26.9. Coordinate provisions for functional needs support services within Salvation Army facilities with primary and support agencies conducting state-supported mass care.
- 3.3.26.10. Coordinate collection, receipt, compilation, and development of situational reports on feeding operations at state-supported mass care facilities.
- 3.3.26.11. Provide JITT and site-specific training to Salvation Army personnel assigned responsibilities, missions, and tasks.
- 3.3.26.12. Coordinate notification, activation, and deployment of personnel and equipment in support of state-approved feeding operations at state-supported mass care facilities.
- 3.3.26.13. Provide emotional and spiritual care specialists at state-supported mass care facilities.

3.3.27. Illinois Voluntary Organizations Active in Disaster (IL VOAD)

- 3.3.27.1. Coordinate feeding and hydration operations done by VOAD members to limit duplication of efforts.
- 3.3.27.2. Maintain situational awareness and share information with the SEOC.



4. 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.



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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 based on 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
26. U.S.C. 1174, Part 84, Nondiscrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance, as amended.
27. United States Department of Homeland Security, Homeland Security Presidential Directive-12, August 27, 2004.
28. 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.
29. 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.
30. United States Code, 29 U.S.C. 794, Section 504, Rehabilitation Act of 1973, § 794, as amended.



31. United States Code, 42 U.S.C. 12132, Americans with Disabilities Act, Subchapter II – Public Services, as amended.
32. United States Code, 36 U.S.C. §§300101-300111, re-codified 2007, Congressional Charter of the American National Red Cross, as amended.

5. References

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

6. Acronyms & Definitions

1. For all definitions and acronyms addressed in this plan, please refer to the IEOP Base Plan, Appendix X-7 Glossary of Terms.