

Illinois Emergency Operations Plan

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

Appendix X-1 Shelter Support

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 Managed Plan Emergency Support Function (ESF) 6 Appendix X-1 Shelter Support		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-1 Shelter Support	
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.	
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Supersedes	August 2021, IEOP, Appendix 7, X1 - Shelter Support	



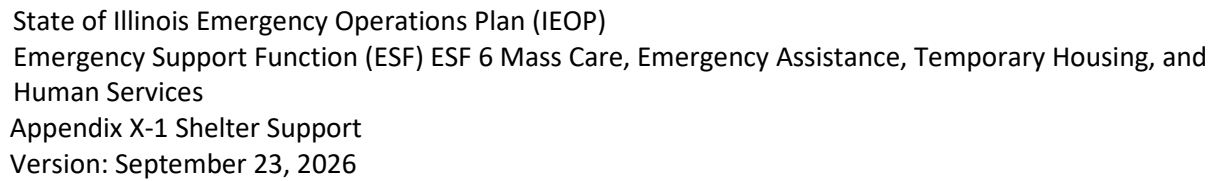
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State ESF-6, X-1 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Department of Public Health (IDPH) Illinois Department of Human Services (IDHS) Illinois Department of Healthcare and Family Services (HFS)
Primary State Agencies & Organizations	Illinois Deaf and Hard of Hearing Commission (IDHHC)
American Red Cross (ARC)	Illinois Department on Aging (IDoA)
Federal ESF-6, X-1 Coordinator	Illinois Board of Higher Education (IBHE) Illinois Community College Board (ICCB) Illinois Department of Agriculture (IDOA) Illinois Department of Central Management Services (CMS)
Federal Emergency Management Agency (FEMA)	Illinois Department of Children and Family Services (DCFS) Illinois Department of Commerce and Economic Opportunity (DCEO) Illinois Department of Corrections (IDOC) Illinois Department of Innovation and Technology (DoIT) Illinois Department of Natural Resources (IDNR) Illinois Department of Juvenile Justice (IDJJ) Illinois State Board of Education (ISBE) Illinois State Police (ISP) Illinois National Guard (ILNG) Voluntary Organizations Active in Disaster (IL VOAD)



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

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1. Introduction

- 1.1. Sheltering is a Population-Related Disaster Service (PRDS) that requires the convergence of efforts under this appendix with those of ESF-8 Public Health, Healthcare, EMS, and Behavioral Health, and ESF-8, X-7, Access and Functional Needs.

1.2. Purpose

- 1.2.1. Provide strategic and operational guidance for the coordination of state support for congregate shelter operations throughout the response to and recovery from a state-declared disaster or public health emergency.

1.3. Scope

- 1.3.1. This appendix provides the strategic framework and responsibility assignments for agencies and partner organizations responding to and assisting with recovery from a disaster requiring state-recognized or supported sheltering operations.
- 1.3.2. This appendix addresses the sheltering element of Emergency Support Function (ESF) 6 of the National Response Framework (NRF) necessary to maintain the Federal Emergency Management Agency (FEMA) Food, Hydration, Shelter, and Community Lifeline.
- 1.3.3. This appendix addresses congregate sheltering operations during response and short-term recovery:
 - 1.3.3.1. Sheltering is the provision of short-term (generally not intended to exceed two weeks) lodging and wrap-around health and human services in a congregate or non-congregate facility for individuals who have been displaced and are unable to meet their own immediate post-disaster housing needs.
 - 1.3.3.1.1. Congregate shelters are private or public facilities that provide contingency refuge to evacuees, but serve a non-refuge function (e.g., convention centers, civic centers, stadiums, etc.).
 - 1.3.3.1.2. Non-Congregate Shelters are private or public facilities (e.g., hotels, college dorms, cruise ships, etc.) that, by



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design, day-to-day provide a short-term lodging function with an increased degree of privacy over congregate shelters.

1.3.3.1.3. Long-term shelters are congregate or non-congregate shelters that must be operated beyond two weeks.

1.3.4. This appendix addresses congregate sheltering operations that are state-recognized or supported:

1.3.4.1. State-recognized shelters are shelters that the state has verified, offered to provide resources to, and has publicized their existence through channels determined by the SEOC communications team. Red Cross-managed and supported shelters are state-recognized.

1.3.4.2. State-supported shelters are state-recognized shelters to which the state has deployed resources. Red Cross-managed and supported shelters may be, but generally are not, state-supported shelters.

1.3.5. This appendix does not address:

1.3.5.1. Independent shelters that are implemented and managed by local governments or partner organizations without recognition or support from the state.

1.3.5.2. Sheltering of first responders and personnel deployed by the state, NGOs, or local governments.

1.3.5.3. Individuals acting independently to remain in their own homes or stay with friends, family, or in commercial facilities, such as hotels.

1.3.5.4. Temporary housing, which is the intermediate period of housing assistance that covers the gap between sheltering and an individual's ability to attain permanent housing.

1.3.6. This appendix applies to:

1.3.6.1. Illinois local units of government with state-recognized or supported shelters operating in their jurisdictions.



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- 1.3.6.2. State agencies and partner organizations with a role in state-supported shelter operations.
 - 1.3.6.3. Federal government employees, when deployed to the state to support state-supported sheltering operations.
 - 1.3.6.4. State coordinating elements with a role in state-supported sheltering operations.
- 1.3.7. Operational and tactical details necessary to implement this function can be found in:
 - 1.3.7.1. Plans, policies, and procedures of the Red Cross and other partner organizations.
 - 1.3.7.2. Plans, policies, and procedures of local EMAs.

1.4. Policy

- 1.4.1. General state response and recovery policy is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and incorporated herein by reference.
- 1.4.2. All policy statements under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 1.4.3. The state recognizes the American Red Cross as the primary organization responsible for operational and tactical congregate sheltering planning and for the coordination of response to and recovery from a disaster requiring congregate sheltering in state-recognized and state-supported shelters.
- 1.4.4. The state recognizes that the American Red Cross does not have the authority or responsibility to dictate planning and operations for independent shelters but will work to coordinate their operations into the state's common operating picture (COP).
- 1.4.5. The state recognizes that the American Red Cross does not have the authority or responsibility to dictate planning and operations for state-recognized shelters and state-supported shelters that are not American Red Cross-managed or American



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Red Cross-supported, but will work to coordinate their operations into the state's COP.

- 1.4.6. Independent shelters are not eligible for state support without first requesting state recognition through their local EMA and receiving such recognition, at which time they become a "state-recognized shelter."
- 1.4.7. State-recognized shelters become "state-supported shelters" when the operating entity of a state-recognized shelter receives resources from the state.
- 1.4.8. Shelters operated by local governments and NGOs may be independent, state-recognized, or state-supported.
- 1.4.9. When possible, shelter selection criteria will follow standards and practices in accordance with FEMA P-785, National Mass Care Strategy.
- 1.4.10. Operators of state-recognized and state-supported shelters are responsible for coordinating the provision of staff, supplies, and equipment necessary to meet the needs of at-risk individuals with access and functional needs (AFN) as outlined in ESF-8, X7 Access and Functional Needs.

1.5. Situation

1.5.1. General

- 1.5.1.1. The general situation overview for the state is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions, Situation Overview, and is incorporated herein by reference.
- 1.5.1.2. The situation overview stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services is incorporated herein by reference.
- 1.5.1.3. An incident has disrupted the FEMA Food, Hydration, Shelter, and Community Lifeline, leading to state-supported congregate sheltering initiatives.



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- 1.5.1.4. An incident requires congregate shelter operations in more than one county concurrently.
- 1.5.1.5. An incident leads local governments and NGOs operating shelters to request resources from the state to support congregate shelter operations.
- 1.5.1.6. An incident leads local governments and NGOs not to have access to enough shelter locations and/or space for the affected population, and request state-supported sites.
- 1.5.1.7. An incident has led to sheltering operations for state residents in other states or residents from other states within the state, or
- 1.5.1.8. An incident has caused any state agency or organization with responsibilities listed in this appendix to request that the appendix be activated.

1.5.2. Hazard and Threat Analysis Summary

- 1.5.2.1. The state's hazard and threat analysis summary for natural, technological, and human-caused disasters is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and is incorporated herein by reference.

1.6. Assumptions

- 1.6.1. General planning assumptions for the state are outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and are incorporated herein by reference.
- 1.6.2. Planning assumptions stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 1.6.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline to the extent that a local disaster has been declared, and resources have been requested from the state to support congregate sheltering efforts.



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- 1.6.4. An incident that requires congregate sheltering will disrupt the FEMA Health and Medical Community Lifeline to an extent that resources will be requested from the state to support efforts under ESF-6 and ESF-8 outlined in ESF-8 Public Health, Healthcare, EMS, and Behavioral Health.
- 1.6.5. Authorities Having Jurisdiction (AHJ) and NGOs will implement independent congregate shelters without state knowledge, which will request to become state-recognized shelters or state-supported shelters.
- 1.6.6. Spontaneous sheltering will lead to the establishment of independent shelters without a coordination element or sustainment plan and will need to be integrated into the state's COP.
- 1.6.7. Approximately 10% of the affected area's population will seek congregate sheltering, and approximately 30% of those will require Access and Functional Needs Support Services (AFNSS).
- 1.6.8. Just-in-time training (JITT) will be required for volunteers providing shelter support. JITT should include local policies, procedures, and plans to assist and include all individuals, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

2. Concept of Operations

2.1. General

- 2.1.1. CONOP principles for the state are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.1.2. CONOP principles under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 2.1.3. During a state-declared disaster that requires shelter operations, the Red Cross will deploy a liaison to the SEOC.
- 2.1.4. The Red Cross will incorporate the capabilities and capacities of independent shelters into the state's CONOP.



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- 2.1.5. The local AHJ, either directly or through partner NGOs, is responsible for establishing independent congregate shelter operations in their community and must be able to provide care for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 2.1.6. An independent shelter may request to become a state-recognized shelter by submitting a request to its local EMA.
- 2.1.7. When a state-recognized shelter exhausts its resources, it will request resources through its local EMA.
- 2.1.8. When a local EMA cannot fulfill a resource request from a state-recognized shelter operator, it will request resources on the operator's behalf from the state through a WebEOC request routed to their IEMA-OHS Regional Coordinator.

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. NAW for IEMA-OHS staff, state agencies, non-governmental organizations (NGOs), and mobile support teams (MSTs) is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.2.2. Detailed procedures governing NAW for the state are outlined under ESF-2 Communication, Appendix X-1 Notification, Alert, and Warning, and incorporated herein by reference.
- 2.2.3. The SEOC Manager or designated representative is responsible for NAW for the Red Cross Liaison when a state-declared disaster requires congregate sheltering.
- 2.2.4. Local governments and NGOs operating state-recognized and state-supported congregate shelters are responsible for NAW for their personnel and volunteers using established plans, policies, procedures, and technologies.
- 2.2.5. The American Red Cross SEOC Liaison is responsible for NAW for their personnel and volunteers staffing Red Cross-managed and Red Cross-supported shelters using established plans, policies, procedures, and technologies.

2.3. Activation

- 2.3.1. SEOC activation decision-making is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.



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- 2.3.2. Local governments and NGOs operating state-recognized and state-supported congregate shelters are responsible for activating their coordinating elements.
- 2.3.3. The Red Cross SEOC Liaison is responsible for notifying appropriate Red Cross coordinating elements that support Red Cross-managed and Red Cross-supported shelters.
- 2.3.4. The SEOC Manager or designee is responsible for activating state-coordinating elements that support state-recognized and state-supported shelters.

2.4. Communications

- 2.4.1. General communications coordination requirements for the state are outlined in the IEOP Base Plan: Communications Coordination and incorporated herein by reference.
- 2.4.2. Detailed communications coordination guidance for the state is outlined in ESF-2, Communications, and incorporated herein by reference.
- 2.4.3. The Red Cross and other NGO shelter operators may use internal communications systems to their organizations that may not align with state systems.

2.5. Resource Management

- 2.5.1. General logistics requirements for the state are outlined in the IEOP Base Plan: Administration, Finance, and Logistics and incorporated herein by reference.
- 2.5.2. Detailed logistics requirements for the state are outlined under ESF-7, Resource Management and Logistics, and incorporated herein by reference.
- 2.5.3. Resource management and logistics for Red Cross resources may be carried out in accordance with the Red Cross policies and procedures, with or without state assistance.
- 2.5.4. Resource management and logistics for NGO resources will be carried out in accordance with each NGO's policies and procedures, with or without state assistance.



2.6. Organization

2.6.1. Direction, Control, and Coordination

- 2.6.1.1. General guidance governing direction, control, and coordination for the state is outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.
- 2.6.1.2. Detailed guidance governing direction, control, and coordination for the state is outlined under ESF-5, X-1, Direction and Control and Coordination, and incorporated herein by reference.
- 2.6.1.3. The SEOC Red Cross Representative is the primary point of coordination for state support for shelter services in the SEOC.

2.6.2. Coordinating Elements

- 2.6.2.1. The SEOC Manager, in coordination with the SEOC Red Cross Representative, may establish a Line of Effort (LOE) for sheltering and the associated needs of individuals with access and functional needs residing in congregate shelters.
- 2.6.2.2. The activities of the Red Cross-managed and Red Cross-supported shelters and other state-recognized and state-supported shelters are coordinated by the Red Cross Disaster Relief Operation Headquarters established for the incident.
- 2.6.2.3. The Red Cross and other NGO shelter providers operating state-recognized or supported shelters may establish coordinating elements internal to their organizations that must be aligned with state efforts.

2.6.3. Federal Coordination

- 2.6.3.1. General procedures for federal coordination with the state are outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.



- 2.6.3.2. The SEOC Red Cross Representative will request that the appropriate Red Cross federal liaison coordinate with FEMA to resolve shelter-related issues that require federal intervention.
- 2.6.3.3. Through the IDPH SEOC Representative, the Red Cross SEOC Representative will coordinate the provision of federally supported Access and Functional Needs Support Services (AFNSS) from the U.S. Department of Health and Human Services (HHS) for individuals requiring sheltering.

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
- 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. Assists in planning during activations and updates to the overall ESF plan.
- 3.1.1.5. SEOC Manager
 - 3.1.1.5.1. Coordinate with SEOC Agency Representatives, internal and external organizations, and community partners in support of sheltering operations, including logistical support, fuel supply, cots, and other commonly used shelter items.



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- 3.1.1.5.2. Assist in the identification, acquisition, timely distribution, and accounting of services, equipment, and materials in support of resource requests.
- 3.1.1.5.3. Establish and direct LOEs required for strategic planning and coordination of state-supported sheltering operations.
- 3.1.1.5.4. Establish incident management systems and assign coordinating elements for personnel and resources deployed by or on behalf of the state.
- 3.1.1.5.5. Coordinate and direct transitions between short-, intermediate-, and long-term recovery; establish priorities for resources and services, and guide sheltering operations.
- 3.1.1.5.6. Coordinate with the SEOC private sector representative to develop and disseminate updates, briefings, and intelligence to the private sector.
- 3.1.1.5.7. Coordinate with the SEOC voluntary agency representative for the integration of volunteers and donations management support into shelter support operations.
- 3.1.1.5.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.1.1.5.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.1.1.6. Radiological Emergency Assessment Center Manager



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- 3.1.1.6.1. Guide the integration of sheltering operations related to nuclear power station radiological or nuclear emergency events. The Radiological Emergency Assessment Center (REAC) program may provide recommendations for sheltering options based on scientific assessments related to nuclear power station (NPS) radiological emergency events. The assessment information is passed to the SEOC ONS LIA (liaison) to the SEOC Manager and ONS OIC (Office of Nuclear Safety Officer in Charge) to be coordinated at a higher level and with coordination of other State and County resources. Radiological Response Group (RRG) will guide the integration of sheltering operations related to nuclear power station radiological or nuclear emergency events.
- 3.1.1.6.2. Guide the integration of sheltering operations due to non-nuclear power station radiological or nuclear emergency events. REAC (Radiological Emergency Assessment Center) may provide recommendations for sheltering options based on scientific assessments related to non-nuclear power station radiological or nuclear emergency events. This assessment information is passed to the SEOC ONS LIA (liaison) to the SEOC Manager and ONS OIC to be coordinated at a higher level and with coordination of other State and County resources. Radiological Response Group (RRG) will guide the integration of sheltering operations related to non-nuclear power station radiological or nuclear emergency events.
- 3.1.1.6.3. Identify the need for and deploy the Radiological Response Group (RRG). REAC (Radiological Emergency Assessment Center) may identify a needs-based assessment for deployment of field units to reconcile plume phase modeling and gather on-site dose assessments related to radiological emergency events. The REAC program may recommend the deployment of



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the Radiological Response Group to the ONS (Office of Nuclear Safety) LIA (liaison), who will coordinate with the ONS OIC (Office of Nuclear Safety Officer in Charge) to provide guidance or authorization for activation and deployment of Office of Nuclear Safety personnel, including the Radiological Response Group.

- 3.1.1.6.4. Provide guidance on radiological decontamination and monitoring activities at shelter facilities related to radiological or nuclear emergency events. REAC (Radiological Emergency Assessment Center) may recommend, Emergency Classification Levels may dictate for nuclear power station (NPS) radiological or nuclear emergency events, or non-nuclear power station radiological or nuclear emergency events may initiate the need for radiological decontamination and monitoring activities. REAC may assist with radiological dose assessment guidance related to radiological emergency events. Radiological Response Group (RRG) will provide guidance on the integration of sheltering operations related to radiological or nuclear emergency events.
- 3.1.1.6.5. Provide technical guidance on radiological impacts to sheltering operations related to radiological or nuclear emergency events.
- 3.1.1.6.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP) related to radiological or nuclear emergency events to maintain statewide radiological situational awareness through integration of fixed environmental monitoring systems, field monitoring assets, laboratory analyses, atmospheric dispersion modeling, and facility or licensee technical information related to radiological or nuclear emergency events.
- 3.1.1.6.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues



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with internal and external response and recovery partners related to radiological emergency events. REAC provides scientific and technical clarification in support of Agency-approved messaging and does not serve as the Agency spokesperson. Technical information provided by REAC supports Protective Action Recommendations and other decisions. ONS supports the Public Information Officer by providing scientifically accurate technical information consistent with Agency-approved messaging.

- 3.1.1.6.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public related to radiological or nuclear emergency events. Ensure that all communication with the public related to radiological emergency events is clear and accessible, regardless of mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.1.1.6.9. ONS supports the Public Information Officer by providing scientifically accurate technical information consistent with Agency-approved messaging.

3.1.1.7. Business Emergency Operations Center (BEOC)

- 3.1.1.7.1. Coordinate needs identified by the SEOC with potential procurement or donor sources in the private sector.
- 3.1.1.7.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.1.1.7.3. With the SEOC PIO and/or the JIC, coordinate public information and messaging on BEOC response-related issues with internal and external response and recovery partners.



- 3.1.1.7.4. With the SEOC PIO and/or the JIC, coordinate public information and messaging on BEOC response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.2. Primary State Agency/Organization

3.2.1. American Red Cross (ARC)

- 3.2.1.1. Staff the ARC SEOC Agency Liaison position.
- 3.2.1.2. When established, staff the sheltering LOE.
- 3.2.1.3. Coordinate with American Red Cross disaster response operations leadership to determine the necessity for and coordinate sheltering operations.
- 3.2.1.4. Coordinate the provision of Access and Functional Needs Support Services (AFNSS) in state-recognized, ARC-managed, and ARC-supported shelters:
 - 3.2.1.4.1. Communications Services: IDHS
 - 3.2.1.4.2. Health Maintenance Services: IDPH
 - 3.2.1.4.3. Independence Devices and Equipment: HFS
 - 3.2.1.4.4. Support and Safety Services: IDHS
 - 3.2.1.4.5. Non-Medical Transportation Services: HFS
- 3.2.1.5. Incorporate state-recognized and state-supported shelters into the state's common operating picture (COP).
- 3.2.1.6. When aware of their status, incorporate independent shelters into the state's COP.
- 3.2.1.7. Coordinate ARC casework operations with the state disaster recovery coordinator during the transition to long-term recovery.



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- 3.2.1.8. Provide JITT or site-specific training to Red Cross personnel assigned responsibilities, missions, and tasks. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.9. Coordinate notification, activation, and deployment of personnel and equipment in support of state-supported sheltering operations.
- 3.2.1.10. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.2.1.11. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.2.1.12. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public. 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. Support State Agencies/Organizations

3.3.1. Illinois Department of Public Health (IDPH)

- 3.3.1.1. Staff the IDPH SEOC Agency Representative position, ensuring the representative is trained on and applies Communication, Maintaining Health, Independence, Support, Safety, and Self-Determination, Transportation (CMIST) principles to support inclusive coordination of public health response and recovery operations for individuals with access and functional needs.
- 3.3.1.2. When established, staff the sheltering LOE, ensuring personnel are equipped to identify and address CMIST-defined access and functional needs within shelter environments, including



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communication supports, durable medical equipment and technology, mobility aids, and behavioral health supports.

- 3.3.1.3. Coordinate the provision of health maintenance services as outlined under ESF-8, Appendix X-9 Maintaining Health Services, ensuring these services are accessible and inclusive of individuals with chronic conditions, disabilities, and other functional needs in accordance with CMIST principles.
- 3.3.1.4. Coordinate the provision of maternal, child, and family health services as outlined in ESF-8, Appendix X-6 Maintaining Health Services, integrating CMIST considerations to ensure culturally, linguistically, and developmentally appropriate services for pregnant individuals, children, and families with access and functional needs.
- 3.3.1.5. Coordinate the provision of public health services as outlined under ESF-8, Appendix X-1 Public Health Services, ensuring services are accessible to individuals with limited English proficiency, sensory impairments, cognitive disabilities, and mobility challenges, consistent with CMIST guidance.
- 3.3.1.6. Coordinate the provision of healthcare services as outlined under ESF-8, Appendix X-2 Healthcare Services, ensuring that services account for CMIST-aligned needs, including transportation, interpretation, assistive devices and technology, and equitable access to medical care.
- 3.3.1.7. Coordinate the provision of EMS as outlined under ESF-8, Appendix X-3 Emergency Medical Services, ensuring EMS operations integrate CMIST-based protocols for equitable triage, transport, and care of individuals with access and functional needs, including those requiring communication support or equipment transport.
- 3.3.1.8. IDPH personnel with specialized skills (e.g., food service staff, foreign language interpreters, health care personnel, and logistics staff) available to assist in sheltering operations, prioritizing staff with expertise in addressing CMIST categories such as



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communication accessibility, culturally responsive services, and support for maintaining health and independence.

- 3.3.1.9. Assist IEMA-OHS with the procurement of potable water, ice, and portable toilets, ensuring these resources are accessible and appropriate for individuals with mobility limitations, compromised immune systems, or other access and functional needs identified through CMIST.
- 3.3.1.10. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs in accordance with CMIST, such as availability of accessible sheltering, communication supports, and continuity of care services.
- 3.3.1.11. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring messaging is inclusive, accessible, and reflective of CMIST categories to support whole community response.
- 3.3.1.12. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the general public, ensuring all messaging is delivered in plain language, translated into multiple languages, and available in accessible formats such as large print, American Sign Language (ASL) interpretation, and audio formats to meet the needs of individuals across the CMIST categories, and is disseminated and available broadly, regardless of financial needs, abilities, or impairments.

3.3.2. Illinois Department of Human Services (IDHS)

- 3.3.2.1. Staff the IDHS SEOC Agency Representative position.
- 3.3.2.2. When established, staff the sheltering LOE.
- 3.3.2.3. Coordinate the provision of mental health and substance use disorder services as outlined in ESF-8, Appendix X-4 Behavioral Health Services, and Appendix X-11 – Support and Safety Services.



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- 3.3.2.4. Coordinate the provision of personal care assistance services as outlined in ESF-8, Appendix X-11 – Support and Safety Services.
- 3.3.2.5. Coordinate the provision of services for victims of domestic or intimate partner violence or human trafficking as outlined in Appendix X-11 Support and Safety Services.
- 3.3.2.6. Coordinate the provision of communications services as outlined under Appendix X-8 Communications Services.
- 3.3.2.7. Identify agency personnel and contract staff available for service support, based on available resources and organizational capacity.
- 3.3.2.8. Coordinate notification, activation, and use of personnel required for congregate sheltering operations as directed by the SEOC Manager, based on available resources and organizational capacity.
- 3.3.2.9. Determine the necessity of site representatives to congregate shelter facilities and coordinate notification, activation, deployment, coordination, and sustainment as necessary, based on available resources and organizational capacity.
- 3.3.2.10. Monitor and advise the SEOC on sustainment requirements for IDHS personnel support.
- 3.3.2.11. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.2.12. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.2.13. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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

- 3.3.3.1. Staff the HFS SEOC Agency Representative Position.
- 3.3.3.2. When established, staff the sheltering LOE.
- 3.3.3.3. Coordinate the procurement and delivery of durable medical equipment and technology (DME) and consumable medical supplies as outlined in ESF-8, Appendix X-10 Assistive Devices, and Durable Medical Equipment.
- 3.3.3.4. Coordinate the procurement and delivery of communications devices, vision aids, mobility devices, and assistive technology as outlined in ESF-8, Appendix X-10 Assistive Devices and Durable Medical Equipment.
- 3.3.3.5. Coordinate with IDPH on the state's efforts to provide services for pregnant women, nursing mothers, infants, and children.
- 3.3.3.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.3.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.3.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

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

- 3.3.4.1. Staff the IDHHC SEOC Agency Representative Position.
- 3.3.4.2. When established, staff the sheltering LOE.



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- 3.3.4.3. Coordinate the provision of communications services for the deaf and hard of hearing as outlined under ESF-8, Appendix X-10 Assistive Devices and Durable Medical Equipment.
- 3.3.4.4. Coordinate notification, activation, and deployment of deaf and hard-of-hearing interpreters and translators with support agencies as directed by the SEOC Manager.
- 3.3.4.5. Coordinate JITT with agencies providing interpreters and translators. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.4.6. Monitor and advise the SEOC on sustainment requirements for interpreter and translator services.
- 3.3.4.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.4.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.4.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.5. Illinois Department of Aging (IDoA)

- 3.3.5.1. Staff the IDoA SEOC Agency Representative position.
- 3.3.5.2. When established, staff the sheltering Line of Effort (LOE).



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- 3.3.5.3. Coordinate with the affected area's Illinois Area Agency on Aging (AAA) to provide representatives at Multi Agency Resource Center (MARC) events to give information and assistance to the elderly population.
- 3.3.5.4. Implement the Emergency Home Response Service (EHRS) of the Community Care Program to improve the independence and safety of clients in their own homes and reduce the need for nursing home care.
- 3.3.5.5. Coordinate and manage contact with elderly populations and their caregivers through Area Agencies on Aging (AAA).
- 3.3.5.6. Provide information on the status and needs of elderly populations and their caregivers in the community.
- 3.3.5.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.5.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.5.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.6. Illinois Board of Higher Education (IBHE)

- 3.3.6.1. Staff the IBHE SEOC Agency Representative Position.
- 3.3.6.2. When activated, staff the sheltering LOE Coordination Team.
- 3.3.6.3. Identify colleges and universities available for use in coordination with the Red Cross SEOC Representative.



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- 3.3.6.4. Identify personnel from colleges and universities available to assist in sheltering operations.
- 3.3.6.5. Coordinate notification, activation, and use of colleges and universities and personnel required for sheltering operations as directed by the SEOC Manager.
- 3.3.6.6. Coordinate JITT with colleges and universities providing personnel support and shelter facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.6.7. Monitor and advise the SEOC on sustainment requirements for colleges and universities providing sheltering support.
- 3.3.6.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.6.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.6.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.7. Illinois Community College Board (ICCB)

- 3.3.7.1. Staff the ICCB SEOC Agency Representative Position.
- 3.3.7.2. When activated, staff the sheltering LOE Coordination Team.
- 3.3.7.3. Identify community colleges available for use in coordination with the Red Cross SEOC Agency Representative.



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- 3.3.7.4. Identify personnel from community colleges available to assist in sheltering operations.
- 3.3.7.5. Coordinate notification, activation, and use of community colleges and personnel required for sheltering operations, as directed by the SEOC Manager.
- 3.3.7.6. Coordinate JITT with community colleges providing personnel support and shelter facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.7.7. Monitor and advise the SEOC on sustainment requirements for community colleges providing sheltering support.
- 3.3.7.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.7.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.7.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.8. Illinois Department of Agriculture (IDOA)

- 3.3.8.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.8.2. When established, staff the sheltering LOE Coordination Team.



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- 3.3.8.3. Coordinate the sheltering and care for livestock, household pets, and service animals as outlined in IEOP ESF-6, X-6 Household Pets, and Service Animals.
- 3.3.8.4. Identify IDOA personnel available to assist in sheltering operations.
- 3.3.8.5. Coordinate administrative processes and resources necessary for the use of county and state fairgrounds in support of sheltering operations.
- 3.3.8.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.8.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.8.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.9. Illinois Department of Central Management Services (CMS)

- 3.3.9.1. Staff the CMS SEOC Agency Representative position.
- 3.3.9.2. Identify state-owned or controlled facilities available for use as shelters.
- 3.3.9.3. Identify non-essential personnel from state agencies available to assist in sheltering operations.
- 3.3.9.4. Identify CMS personnel and contractors available to assist in sheltering operations.



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- 3.3.9.5. Coordinate notification, activation, and deployment of state personnel required for sheltering operations.
- 3.3.9.6. Coordinate JITT for state agency personnel assigned to sheltering operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.9.7. Monitor and advise the SEOC on sustainment requirements for state agency personnel assigned to sheltering operations in coordination with CMS.
- 3.3.9.8. Assist in acquiring/allocating state and federal surplus resources available for use in sheltering operations.
- 3.3.9.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.9.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.9.11. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

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

- 3.3.10.1. Staff the DCFS SEOC Agency Representative position.
- 3.3.10.2. When established, staff the sheltering LOE Coordination Team.
- 3.3.10.3. Triage the needs of existing personnel and assess the need for new personnel available to assist in sheltering operations.



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- 3.3.10.4. Coordinate notification, activation, and use of DCFS personnel required for sheltering operations.
- 3.3.10.5. Identify DCFS personnel available to assist in sheltering operations.
- 3.3.10.6. Coordinate JITT with DCFS personnel required for sheltering operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.10.7. Monitor and advise the SEOC on sustainment requirements for DCFS personnel required for sheltering operations.
- 3.3.10.8. Coordinate with SEOC Red Cross Representative to identify unaccompanied minors and support youth in state care.
- 3.3.10.9. Coordinate with SEOC ISP and Red Cross Representatives for the placement of children, for whom DCFS has legal custody, and those separated from parents or guardians.
- 3.3.10.10. Coordinate the provision of youth services with SEOC Red Cross Representatives.
- 3.3.10.11. Support the system of communicating the safety and location of youth who are either separated from their families or in the legal custody of DCFS.
- 3.3.10.12. Compile and report DCFS activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication supports, and continuity of care services.
- 3.3.10.13. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.10.14. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all



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communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.11. Department of Commerce and Economic Opportunity (DCEO)

- 3.3.11.1. Staff the DCEO SEOC Agency Representative position.
- 3.3.11.2. Coordinate collection, receipt, compilation, development, and dissemination of census data for disaster areas.
- 3.3.11.3. Coordinate collection, receipt, compilation, development, and dissemination of situational reports on available housing, lodging, and commercial space, including housing, lodging, and commercial space that meets Americans with Disabilities Act (ADA) accessibility standards and is suitable for use by individuals with a variety of physical, mobility, visual, auditory, or cognitive needs, abilities, or requirements.
- 3.3.11.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.11.5. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.11.6. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.12. Illinois Department of Corrections (IDOC)

- 3.3.12.1. Staff the IDOC SEOC Agency Representative position.



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- 3.3.12.2. Identify correctional centers available in support of sheltering operations in coordination with the Red Cross SEOC Agency Representative, including laundry services, staging, receipt and repackaging, and feeding support.
- 3.3.12.3. Identify individuals in custody crews available to support sheltering operations.
- 3.3.12.4. Identify IDOC personnel available to assist in sheltering operations.
- 3.3.12.5. Coordinate notification, activation, and use of personnel required for sheltering operations.
- 3.3.12.6. Coordinate JITT for IDOC personnel and individuals in custody supporting sheltering operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.12.7. Monitor and advise the SEOC on sustainment requirements for IDOC personnel and offender support.
- 3.3.12.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.12.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.12.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.13. Illinois Department of Innovation and Technology (DoIT)



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- 3.3.13.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.13.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations.
- 3.3.13.3. Assist with the emergency procurement of telecommunications devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported mass care operations.
- 3.3.13.4. Assist state agencies, boards, and commissions assisting with state-supported mass care operations with identifying state agencies that can support the development and implementation of Geographic Information System (GIS) mapping solutions on their websites.
- 3.3.13.5. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.13.6. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.

3.3.14. Illinois Department of Natural Resources (IDNR)

- 3.3.14.1. Staff the IDNR SEOC Agency Representative position.
- 3.3.14.2. Identify IDNR lands and property, including state parks, available for use in coordination with the Red Cross SEOC Representative.
- 3.3.14.3. Identify IDNR personnel available to assist in sheltering operations.
- 3.3.14.4. Coordinate notification, activation, and use of IDNR personnel required for sheltering operations.
- 3.3.14.5. Coordinate JITT with IDNR personnel supporting sheltering operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical,



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mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

- 3.3.14.6. Identify the need for and provide logistical support to sheltering operations, including boat/snowmobile transportation of shelter supplies, personnel, and equipment.
- 3.3.14.7. Monitor and advise the SEOC on sustainment requirements for IDNR lands, property, and personnel.
- 3.3.14.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.14.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.14.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.15. Illinois Department of Juvenile Justice (IDJJ)

- 3.3.15.1. Staff the IDJJ SEOC Agency Representative position.
- 3.3.15.2. Provide personnel with specialized skills (e.g., food service staff, mental health personnel, bilingual personnel, health care personnel, and logistics staff) as available to assist in sheltering operations.
- 3.3.15.3. Provide meals to support shelters or emergency workers.
- 3.3.15.4. Provide laundry services for shelter residents or emergency workers.



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- 3.3.15.5. Provide for the storage of emergency supplies.
- 3.3.15.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.15.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.15.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.16. Illinois State Board of Education (ISBE)

- 3.3.16.1. Staff the ISBE SEOC Agency Representative position.
- 3.3.16.2. When activated, staff the sheltering LOE Coordination Team.
- 3.3.16.3. Identify schools available for use in coordination with the Red Cross SEOC Representative.
- 3.3.16.4. Identify personnel from schools available to assist in sheltering operations.
- 3.3.16.5. Coordinate notification, activation, and use of schools and personnel required for sheltering operations.
- 3.3.16.6. Coordinate JITT with schools providing personnel support and shelter facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.3.16.7. Monitor and advise the SEOC on sustainment requirements for schools providing shelter support.
- 3.3.16.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.16.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.16.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.17. Illinois State Police (ISP)

- 3.3.17.1. Staff the ISP SEOC Agency Representative position.
- 3.3.17.2. When activated, staff the sheltering LOE Coordination Team.
- 3.3.17.3. Coordinate with local law enforcement agencies and law enforcement mutual aid organizations.
- 3.3.17.4. Coordinate requests for personnel and resources to provide security and protection at shelter facilities throughout operations.
- 3.3.17.5. Coordinate requests for personnel and resources to provide security and protection for personnel and resources involved in sheltering operations.
- 3.3.17.6. 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.



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- 3.3.17.7. In collaboration with the Red Cross, coordinate law enforcement agencies' efforts to support sheltering of registered sex offenders.
- 3.3.17.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
- 3.3.17.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.17.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public. 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 National Guard (ILNG)

- 3.3.18.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:
 - 3.3.18.1.1. Coordinate requests for personnel and resources to provide security and protection at shelters.
 - 3.3.18.1.2. Coordinate requests for personnel and resources to be involved in sheltering operations.
 - 3.3.18.1.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication support, and continuity of care services.
 - 3.3.18.1.4. With the SEOC PIO and/or the JIC, coordinate public information and messaging on ILNG response-related issues with internal and external response and recovery partners, as well as the public. 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. Illinois Voluntary Organizations Active in Disaster (IL VOAD)

- 3.3.19.1. Staff the IL VOAD SEOC Representative position.
- 3.3.19.2. When established, staff the sheltering LOE Coordination Team.
- 3.3.19.3. Assist with the recruitment and deployment of shelter volunteers to support providing shelter services.
- 3.3.19.4. Compile and report activities to be included in IEMA Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible sheltering, communication supports, and continuity of care services.
- 3.3.19.5. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.19.6. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

4. Authorities

- 1. All authorities found in IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services

5. References

- 1. IEOP Base Plan
- 2. IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF 6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
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3. IEOP ESF-8, Public Health, Healthcare, EMS, and Behavioral Health Services
4. IEOP ESF-7, Resource Management and Logistics
5. IEOP ESF-13, Public Safety and Security
6. IEOP ESF-16, Recovery
7. IEOP ESF-6, X-9 Volunteers and Donations Management
8. IEOP ESF-8, X-7 Access and Functional Needs.
9. The Illinois Plan for Radiological Accidents (IPRA)
10. National Response Framework (NRF)
11. National Disaster Recovery Framework (NDRF)
12. FEMA P785, National Mass Care Strategy

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.