

Illinois Emergency Operations Plan

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

Appendix X-2 Feeding and Hydration

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) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-2 Feeding and Hydration
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State of Illinois Managed Plan Emergency Support Function (ESF) 6 Appendix X-2 Feeding and Hydration		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-2 Feeding and Hydration	
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, Appendix 7, X2 – Feeding and Hydration	



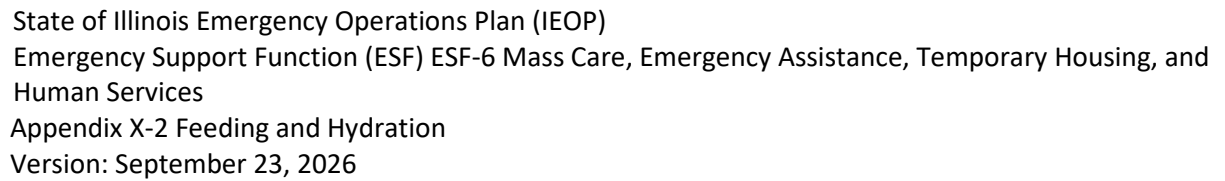
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State ESF-6, X-2 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Department of Public Health (IDPH) Illinois Department of Human Services (IDHS) Illinois Department on Aging (IDoA)
Primary State Agencies & Organizations	Illinois Department of Agriculture (IDOA) Illinois Board of Higher Education (IBHE) Illinois Community College Board (ICCB) Illinois Commerce Commission (ICC)
American Red Cross (ARC)	Illinois Department of Central Management Services (CMS)
Federal ESF-6, X-2 Coordinator	Illinois Department of Corrections (IDOC) Illinois Department of Innovation and Technology (DoIT) Illinois Department of Juvenile Justice (IDJJ) Illinois Department of Natural Resources (IDNR) Illinois Department of Transportation (IDOT) Illinois Department of Veterans' Affairs (IDVA) Illinois State Board of Education (ISBE) Illinois National Guard (ILNG) Salvation Army (SA) Illinois Voluntary Organizations Active in Disasters (IL VOAD)
Federal Emergency Management Agency (FEMA)	



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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. Feeding and hydration 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 feeding and hydration 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 organizations responding to and assisting with recovery from a disaster or public health emergency requiring state-supported feeding and hydration operations.
- 1.3.2. This appendix addresses the feeding and hydration 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. State support for feeding and hydration operations includes all systems of food and water distribution to the lay public:
- 1.3.3.1. Commercial Feeding
 - 1.3.3.1.1. Delivery of commercially prepared food is procured through contracts or agreements with private facilities.
 - 1.3.3.2. Fixed Feeding
 - 1.3.3.2.1. Distribution of prepared food from a temporary or permanent fixed location.
 - 1.3.3.2.2. The site may be walk-in and sit-down or drive-through only.



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- 1.3.3.2.3. Points of Distribution (PODs) may distribute food and water along with life-essential, comfort, and clean-up supplies.
 - 1.3.3.2.4. Feeding at shelters is designated and resourced for sheltering residents and staff only unless otherwise decided.
 - 1.3.3.3. Mobile Feeding – Community Routes
 - 1.3.3.3.1. Delivery of food and water using a van, truck, or other vehicle on a designated route.
 - 1.3.3.3.2. May be carried out in coordination with other distribution operations.
 - 1.3.3.4. Mobile Feeding - Targeted
 - 1.3.3.4.1. Delivery of food directly to residents' homes who are identified as being unable to reach PODs or other supply sites.
 - 1.3.4. This appendix addresses feeding and hydration operations that are state-recognized or state-supported:
 - 1.3.4.1. State Recognized Feeding and Hydration: Feeding and hydration operations that the state has verified, offered to provide resources to, and has publicized its existence through press releases and publication on the ready.illinois.gov website.
 - 1.3.4.2. State-Supported Feeding and Hydration: A state-recognized feeding and hydration operation that the state has deployed resources to.
 - 1.3.5. This appendix does not address:
 - 1.3.5.1. Independent Feeding and Hydration: Feeding and hydration operations are managed by local governments or NGOs without recognition or support from the state.



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- 1.3.5.2. Feeding and hydration support for first responders and personnel deployed by the state, non-governmental organizations (NGOs), or local governments.
- 1.3.5.3. Feeding and hydration support for household pets and service animals, see ESF-6, X-6, Household Pets, and Service Animals.
- 1.3.5.4. Feeding and hydration support for livestock; see ESF-11, Agriculture and Natural Resources.
- 1.3.6. This appendix applies to:
 - 1.3.6.1. Illinois local governments.
 - 1.3.6.2. Illinois state government.
 - 1.3.6.3. Federal government agencies, when deployed to the state.
 - 1.3.6.4. Private sector and NGOs with a role in delivering state-supported feeding and hydration operations, and
 - 1.3.6.5. Coordinating elements with a role in state-supported feeding and hydration operations.
- 1.3.7. Operational and tactical details necessary to implement this appendix can be found in:
 - 1.3.7.1. Plans, policies, and procedures of the American Red Cross.
 - 1.3.7.2. Plans, policies, and procedures of the Salvation Army (SA).
 - 1.3.7.3. Plans, policies, and procedures of local governments providing feeding and hydration services, and
 - 1.3.7.4. Plans, policies, and procedures of NGOs providing feeding and hydration services.



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 IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 1.4.3. The state recognizes the Red Cross as the primary organization responsible for operational and tactical feeding and hydration planning and for the coordination of response to and recovery from a disaster or public health emergency requiring feeding and hydration operations.
- 1.4.4. The state recognizes that the Red Cross does not have the authority or responsibility to dictate planning and operations for independent food and hydration operators but will work to coordinate their operations into the state's common operating picture (COP).
- 1.4.5. The state recognizes that the Red Cross does not have the authority or responsibility to dictate planning and operations for state-recognized and state-supported feeding and hydration operations that are not Red Cross-managed or Red Cross-supported, but will work to coordinate their operations into the state COP.
- 1.4.6. Independent feeding and hydration operators 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 feeding and hydration provider."
- 1.4.7. State-recognized feeding and hydration providers become "state-supported feeding and hydration providers" when the operating entity of a state-recognized feeding and hydration provider receives resources from the state.
- 1.4.8. Feeding and hydration sites operated by local governments and NGOs may be independent, state-recognized, or state-supported.
- 1.4.9. State support to feeding and hydration operations will consider at-risk populations with special dietary requirements and those needing personal assistance services.



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- 1.4.10. Commercial facilities will be incorporated into feeding and hydration operations as available and appropriate.
- 1.4.11. State support to feeding and hydration operations will require safe and sanitary food practices within those operations, including inspections of kitchens and food supplies, and safe food handling practices.

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, and 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 IEOP 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 Community Lifeline, leading to state-supported feeding and hydration initiatives.
 - 1.5.1.3.1. An incident requires feeding and hydration operations in more than one county concurrently.
 - 1.5.1.3.2. An incident leads local governments and NGOs operating feeding and hydration sites to request resources from the state.
 - 1.5.1.3.3. An incident leads local governments and NGOs to not have access to enough feeding and hydration sites for the affected population, and request state-operated sites.
 - 1.5.1.3.4. An incident has led to feeding and hydration operations for state residents in other states or residents from other states within the state, or



- 1.5.1.3.5. An incident has caused any state agency 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 incorporated herein by reference.
- 1.6.2. Planning assumptions stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in IEOP 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 state of emergency has been declared, and resources have been requested from the state to support feeding and hydration efforts.
- 1.6.4. AHJs and NGOs will implement independent feeding and hydration operations and will request to become state-recognized or state-supported sites.
- 1.6.5. Some seeking food and hydration will require Access and Functional Needs Support Services (AFNSS), as outlined in ESF-8, X-7 Access and Functional Needs.
- 1.6.6. Populations seeking shelter within or outside of the disaster area will arrive with minimal or no food and water.
- 1.6.7. Utility outages will cause an increased demand for prepared and shelf-stable meals.
- 1.6.8. Utility outages will impact how food is prepared and stored and will cause existing food stocks to be rapidly depleted.
- 1.6.9. Refrigeration and freezer capacity will be required.



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- 1.6.10. Specialized staff and licenses will be required for feeding and hydration operations, including safe food handling licenses.
- 1.6.11. Feeding and hydration sites will require inspection and oversight by the local health department (LHD).
- 1.6.12. Just-in-time training (JITT) will be required for volunteers providing feeding and hydration support.

2. Concept of Operations

2.1. General

- 2.1.1. COP principles for the state are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.1.2. COP principles under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in IEOP ESF-6, Mass Care, Emergency Services, Temporary Housing, and Human Services are incorporated herein by reference.
- 2.1.3. During a state-declared disaster that requires feeding and hydration operations, the Red Cross will deploy a liaison to the SEOC.
- 2.1.4. Red Cross is the primary organization responsible for coordinating feeding and hydration operations in the SEOC by state-recognized and state-supported feeding and hydration sites.
- 2.1.5. The local AHJ, either directly or through partner NGOs, is responsible for establishing independent feeding and hydration operations in its community.
- 2.1.6. An independent feeding and hydration operation may request to become state-recognized by submitting a request to its local EMA.
- 2.1.7. When an AHJ or NGO's state-recognized feeding and hydration operation 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 feeding and hydration provider, 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 IEOP ESF-2, 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 and Salvation Army (SA) Representative when a state-declared disaster requires feeding and hydration services.
- 2.2.4. Local governments and NGOs, including Red Cross and Salvation Army (SA), operating state-recognized and state-supported feeding and hydration sites are responsible for NAW for their personnel and volunteers 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.
- 2.3.2. Local governments and NGOs, including the Red Cross and SA, operating state-recognized and state-supported feeding and hydration operations, are responsible for activating their coordinating elements.

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 IEOP ESF-2, Communications, and incorporated herein by reference.
- 2.4.3. The Red Cross, SA, and other NGO state-recognized or supported feeding and hydration operators may use communications systems internal 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 IEOP ESF-7, Logistics, 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; however, all state-supported operations must utilize reporting documentation that satisfies FEMA Category B (Emergency Protective Measures) mass-meal and commodity tracking documentation standards.
- 2.5.4. Resource management and logistics for SA resources may be carried out in accordance with the SA policies and procedures, with or without state assistance.
- 2.5.5. Resource management and logistics for NGO resources may be carried out in accordance with each NGO's policies and procedures, with or without state assistance.

2.6. Reporting Requirements

- 2.6.1. General information collection, analysis, and dissemination guidance for the state is outlined in the IEOP Base Plan: Information Collection, Analysis, and Dissemination, and incorporated herein by reference.
- 2.6.2. Detailed information collection, analysis, and dissemination requirements for the state are outlined under IEOP ESF-5 Information and Planning and incorporated herein by reference.
- 2.6.3. The Red Cross, SA, and other NGO providers operating state-recognized or state-supported feeding and hydration sites may establish information collection, analysis, and dissemination processes internal to their organizations that must be integrated into SEOC Situation Reports (SITREP) and the state's COP.

2.7. Organization

2.7.1. Direction and Control



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- 2.7.1.1. General guidance governing direction, control, and coordination for the state is outlined in the IEOP ESF-5, X-1 Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.1.2. Detailed guidance governing direction, control, and coordination for the state is outlined under IEOP ESF-5, X-1 Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.1.3. The SEOC Red Cross Representative is the primary point of coordination for state support for feeding and hydration services in the SEOC.

2.7.2. Coordinating Elements

- 2.7.2.1. The SEOC Manager, in coordination with the SEOC Red Cross Representative, may establish a Line of Effort (LOE) for feeding and hydration services.
- 2.7.2.2. The activities of state-recognized and state-supported feeding and hydration facilities are coordinated by the Red Cross SEOC Representative.
- 2.7.2.3. The Red Cross, SA, and other NGO feeding and hydration providers operating state-recognized or state-supported feeding and hydration sites may establish coordinating elements internal to their organizations that must be aligned with state efforts.

2.7.3. Federal Coordination

- 2.7.3.1. General procedures for federal coordination with the state are outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.3.2. The SEOC Red Cross Representative will request that the Red Cross federal agency liaisons coordinate with FEMA to resolve feeding and hydration-related issues that require federal intervention.
- 2.7.3.3. In a presidentially declared disaster, or when deemed necessary by the Illinois State Board of Education (ISBE), ISBE will coordinate with the USDA's Food and Nutrition Service (FNS) regional office to



identify and obtain commodity food and infant feeding resources under ESF-11 of the NRF. ISBE, as the U.S. Department of Agriculture (USDA) state distributing agency, has the authority to release commodities for the following:

- 2.7.3.3.1. Congregate feeding for as long as needed, with FNS guaranteeing replacement of commodities used, and
- 2.7.3.3.2. Disaster household distribution, which will require advance USDA FNS approval.
- 2.7.3.4. IDHS will coordinate with the United States Department of Health and Human Services (HHS) to identify the applicability and availability of the Disaster Supplemental Nutrition Assistance Program (D-SNAP) and obtain approval for implementation from USDA's FNS.

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. Assist in planning during activations and updates to the overall ESF plan.
- 3.1.1.5. SEOC Manager



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- 3.1.1.5.1. Coordinate with SEOC Agency Representatives, internal and external organizations, and whole community partners in support of feeding and hydration operations.
- 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 LOE Coordination Teams required for strategic planning and coordination of state-supported feeding and hydration 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. Ensure continuity of operations for maintenance and sustainment of feeding and hydration operations.
- 3.1.1.5.6. Coordinate and direct transitions between short-, intermediate-, and long-term recovery; establish priorities for resources and services; and guide feeding and hydration operations.
- 3.1.1.5.7. Coordinate with the SEOC private sector Representative to develop and disseminate updates, briefings, and intelligence to the private sector.
- 3.1.1.5.8. Coordinate with the SEOC IL Voluntary Agency Representative for the integration of volunteer and donations management support into feeding and hydration operations.
- 3.1.1.5.9. 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.
- 3.1.1.5.10. 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.

3.1.1.5.11. 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.

3.1.1.6. Business Emergency Operations Center (BEOC)

3.1.1.6.1. Coordinate with private sector food service and retail establishments to identify functioning locations and support the restoration of critical lifeline infrastructure.

3.1.1.6.2. 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.

3.1.1.6.3. 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.

3.1.1.6.4. 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.

3.2. Primary State Agency/Organization

3.2.1. American Red Cross (ARC)

3.2.1.1. Staff the ARC SEOC Agency Representative position.



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- 3.2.1.2. When established, lead the feeding and hydration LOE. Feeding and hydration must be accomplished and provided to all regardless of any physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments, dietary restrictions, or sincerely held religious beliefs impacting dietary needs.
- 3.2.1.3. Coordinate with American Red Cross disaster response operation leadership to determine the necessity of, identify, and coordinate feeding operations.
- 3.2.1.4. Coordinate ARC feeding and hydration operations with primary and support agencies conducting state mass care.
- 3.2.1.5. Coordinate with SEOC Agency Representative for state agency resourcing and support in accordance with support agency roles and responsibilities and based on the scope and magnitude of the event.
- 3.2.1.6. Coordinate with resource providers as necessary, including:
 - 3.2.1.6.1. Commercial procurement.
 - 3.2.1.6.2. National vendor contracts.
 - 3.2.1.6.3. State agency vendor contracts.
 - 3.2.1.6.4. USDA commodity support, and
 - 3.2.1.6.5. Donated commodities.
- 3.2.1.7. Coordinate licensure requirements and possible waivers for feeding and hydration operations directed by ARC.
- 3.2.1.8. Coordinate public health inspections of feeding and hydration operations facilities.
- 3.2.1.9. Coordinate provisions of Access and Functional Needs Support Services (AFNSS) for individuals with Access and Functional Needs (AFN) within ARC facilities with IDPH, IDHFS, and IDHS.
- 3.2.1.10. Provide just-in-time training (JITT) and site-specific training to ARC 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.

- 3.2.1.11. Coordinate notification, activation, and deployment of personnel and equipment in support of state-approved feeding and hydration operations.
- 3.2.1.12. 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.
- 3.2.1.13. 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.
- 3.2.1.14. 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 representation includes awareness of CMIST and access and functional needs considerations to support inclusive and equitable public health emergency response operations.
- 3.3.1.2. When established, staff the feeding and hydration LOE, ensuring operations address dietary needs, culturally appropriate meals, food allergies, and the safe provision of hydration resources for individuals with access and functional needs, including those requiring adaptive utensils or assistance with feeding.



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- 3.3.1.3. Coordinate the provision of public health services as outlined under ESF-8, Appendix X1 – Public Health Services, ensuring these services are accessible and inclusive for individuals with disabilities, chronic health conditions, limited English proficiency, and access and functional needs, consistent with CMIST principles.
- 3.3.1.4. Assist IEMA-OHS with the procurement of potable water, ice, and portable toilets, ensuring these resources are accessible to individuals with mobility impairments and tailored to support the health and independence of individuals with access and functional needs, including consideration for hygiene needs of caregivers, children, and individuals using assistive devices and technology.
- 3.3.1.5. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including updates on efforts to identify, address, and resolve CMIST-related needs during response operations, such as accessible sheltering, public health services, and availability of support services for individuals with disabilities and access and functional needs.
- 3.3.1.6. 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, ensuring all communication materials reflect CMIST domains and are provided in accessible formats to support effective dissemination across diverse audiences, including those with communication or sensory limitations.
- 3.3.1.7. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring messaging is inclusive, plain-language, and available in multiple formats and languages, and addresses the needs of individuals with access and functional needs, including those with limited English proficiency, cognitive disabilities, and other barriers to accessing timely and actionable information.

3.3.2. Illinois Department of Human Services (IDHS)

- 3.3.2.1. Staff the IDHS SEOC Agency Representative position.



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- 3.3.2.2. Identify the need for and coordinate the Supplemental Nutrition Assistance Program (SNAP), Women, Infants, and Children's (WIC) program, Disaster SNAP (D-SNAP) program, and other state and federal programs.
- 3.3.2.3. Identify the capacity and availability of IDHS locations for potential use in coordination with the SEOC Red Cross Agency Representative.
- 3.3.2.4. Identify IDHS personnel available to assist in feeding and hydration operations, depending on availability and capacity.
- 3.3.2.5. Coordinate notification, activation, and use of IDHS facilities and personnel required for feeding and hydration operations, depending on availability and capacity.
- 3.3.2.6. Identify the need for feeding and hydration support services for residents and patients at IDHS facilities.
- 3.3.2.7. Coordinate feeding and hydration operations requirements at IDHS facilities with the SEOC Red Cross Representative.
- 3.3.2.8. Coordinate JITT with personnel in IDHS facilities providing personnel support and feeding 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.
- 3.3.2.9. Monitor and advise the SEOC on sustainment requirements for IDHS facilities providing feeding and hydration operations support.
- 3.3.2.10. 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 feeding and hydration locations, communication supports, and continuity of care services.
- 3.3.2.11. 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.



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- 3.3.2.12. 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.

3.3.3. Illinois Department on Aging (IDoA)

- 3.3.3.1. Staff the IDoA SEOC Agency Representative position.
- 3.3.3.2. Coordinate the use of senior citizen centers to produce meals and for use as feeding centers.
- 3.3.3.3. Coordinate the potential expansion of Meals on Wheels and senior nutrition programs to meet the unmet needs of seniors impacted by disaster.
- 3.3.3.4. Provide situational awareness of impacts on disruptions to feeding of the elderly impacted by disaster. Include reporting and information on disruptions to the feeding of the elderly, which may cause impacts to the physical, mobility, visual, auditory, or cognitive needs or abilities of the elderly population impacted by the disaster.
- 3.3.3.5. Coordinate with local Agencies on Aging and senior centers for the use of personnel to support feeding and hydration operations.
- 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 feeding and hydration services and locations, communication supports, and continuity of care services.
- 3.3.3.7. 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.
- 3.3.3.8. 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.

3.3.4. Illinois Department of Agriculture (IDOA)

- 3.3.4.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.4.2. Coordinate the use of state and county fairgrounds for use as feeding sites, warehouses, and staging areas for feeding and hydration operations.
- 3.3.4.3. Facilitate communication with industry groups (Farm Bureau, Illinois Pork Producers, Illinois Beef Association, etc.) for the provision of food products. Ensure that a variety of food groups are available, to the greatest extent feasible, to account for differing dietary needs and restrictions.
- 3.3.4.4. 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 feeding and hydration services locations, communication support, and continuity of care services.
- 3.3.4.5. 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.
- 3.3.4.6. 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.

3.3.5. Illinois Department of Higher Education (IBHE)

- 3.3.5.1. Staff the IBHE SEOC Agency Representative position.
- 3.3.5.2. Identify colleges and universities available for use in coordination with the SEOC Red Cross Agency Representative.



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- 3.3.5.3. Provide estimates of food availability for feeding and hydration operations to the SEOC Manager, including foods that may satisfy access and functional or other dietary needs and restrictions.
- 3.3.5.4. Identify personnel from colleges and universities available to assist in feeding and hydration operations.
- 3.3.5.5. Coordinate notification, activation, and use of colleges and universities and personnel required for feeding and hydration operations.
- 3.3.5.6. Coordinate JITT with colleges and universities providing personnel support and feeding 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.
- 3.3.5.7. Monitor and advise the SEOC manager on sustainment requirements for colleges and universities providing feeding support.
- 3.3.5.8. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.5.9. 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.
- 3.3.5.10. 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.

3.3.6. Illinois Community College Board (ICCB)

- 3.3.6.1. Staff the ICCB SEOC Agency Representative position.



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- 3.3.6.2. Identify community colleges available for use in feeding and hydration operations in coordination with the SEOC Red Cross Agency Representative.
- 3.3.6.3. Provide estimates of food availability for feeding and hydration operations to the SEOC manager, including foods that may satisfy access and functional or other dietary needs and restrictions.
- 3.3.6.4. Identify personnel from community colleges available to assist in feeding and hydration operations.
- 3.3.6.5. Coordinate notification, activation, and use of community colleges and personnel required for feeding and hydration operations.
- 3.3.6.6. Coordinate JITT with community colleges providing personnel support and feeding 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 community colleges providing feeding 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 feeding and hydration services locations, communication supports, and continuity of care services
- 3.3.6.9. 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.
- 3.3.6.10. 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.

3.3.7. Illinois Commerce Commission (ICC)



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- 3.3.7.1. Staff the ICC SEOC Agency Representative position.
- 3.3.7.2. Assist in arranging for priority utility (e.g., power, natural gas, and landline telephone) restoration for mass care facilities (e.g., mass care kitchens, food storage areas) and for key economic activities (e.g., grocery stores, commercial restaurants) which could reduce the need for mass feeding, with consideration to potential medical, functional, dietary or other additional needs or requirements of the public.
- 3.3.7.3. 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 feeding and hydration services locations, communication support, and continuity of care services.
- 3.3.7.4. 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.
- 3.3.7.5. 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.

3.3.8. Illinois Department of Central Management Services (CMS)

- 3.3.8.1. Staff the CMS SEOC Agency Representative position.
- 3.3.8.2. Assist with the procurement of fuel and mechanical support to feeding and hydration operations.
- 3.3.8.3. Assist in providing vehicles for use in feeding and hydration operations.
- 3.3.8.4. Assist in making state contracts available that support feeding and hydration operations.
- 3.3.8.5. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how their response efforts



are addressing access and functional needs, such as availability of accessible feeding and hydration service locations, communication support, and continuity of care services.

- 3.3.8.6. With the SEOC PIO and/or the JIC, assist with the coordination of public information and messaging on response-related issues with internal and external response and recovery partners.
- 3.3.8.7. With the SEOC PIO and/or the JIC, assist with the coordination of 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 Corrections (IDOC)

- 3.3.9.1. Staff the IDOC SEOC Agency Representative position.
- 3.3.9.2. Identify correctional institutions available for use in coordination with the SEOC Red Cross Agency Representative.
- 3.3.9.3. Identify correctional institution personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel, and logistics staff) available to assist in feeding and hydration operations.
- 3.3.9.4. Coordinate notification, activation, and use of correctional institutions and personnel required for feeding and hydration operations as directed by the SEOC Manager.
- 3.3.9.5. Identify the need for feeding support at correctional institutions.
- 3.3.9.6. Identify correctional institutions' capability and capacity for meal preparation, including meals for those with dietary restrictions or sincerely held religious beliefs, such as separate preparation stations to avoid cross-contamination.
- 3.3.9.7. Determine quantity, type, and sustainment capability for meal production, including specialized dietary considerations.



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- 3.3.9.8. Obtain meal production requirements from the SEOC Red Cross Agency Representative.
- 3.3.9.9. Identify and obtain credentials of receiving agents.
- 3.3.9.10. Coordinate distribution schedule and location, including possible delivery support, with participating agencies and organizations.
- 3.3.9.11. Determine resupply and sustainment requirements. Resources for resupply include:
 - 3.3.9.11.1. State vendor contracts.
 - 3.3.9.11.2. Commercial procurement.
 - 3.3.9.11.3. USDA commodity support, and
 - 3.3.9.11.4. Donated commodities.
- 3.3.9.12. Identify individuals in custody crews available for deployment in support of feeding.
- 3.3.9.13. Coordinate JITT with correctional institutions, providing personnel support and feeding 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.
- 3.3.9.14. Monitor and advise the SEOC on sustainment requirements for correctional institutions providing feeding and hydration operations support.
- 3.3.9.15. 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 feeding and hydration service locations, communication support, and continuity of care services. 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.



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- 3.3.9.16. 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.

3.3.10. Illinois Department of Innovation and Technology (DoIT)

- 3.3.10.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.10.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations.
- 3.3.10.3. 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, including devices and equipment that ensure effective communication for individuals with access and functional needs.
- 3.3.10.4. Assist with providing information technology support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations.
- 3.3.10.5. Assist with providing emergency procurement of information technology devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported mass care operations. Including assistive and adaptive technologies that may be used to support individuals with physical mobility, visual, hearing, or cognitive needs, abilities, or impairments.
- 3.3.10.6. Assist state agencies, boards, and commissions assisting with state-supported mass care operations in identifying state agencies that can support the development and implementation of Geographic Information System (GIS) mapping solutions on their websites, ensuring that all information is provided in a clear and accessible manner.
- 3.3.10.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are



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addressing access and functional needs, such as availability of accessible feeding and hydration service locations, communication support, and continuity of care services.

- 3.3.10.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners.

3.3.11. Illinois Department of Juvenile Justice (IDJJ)

- 3.3.11.1. Staff the IDJJ SEOC Agency Representative position.
- 3.3.11.2. Identify juvenile justice facilities available for use to support feeding and hydration operations in coordination with the SEOC Red Cross Representative.
- 3.3.11.3. Identify juvenile justice personnel with specialized skills (e.g., food service staff, foreign language interpreters, mental health personnel, health care personnel, and logistics staff) available to assist in feeding and hydration operations.
- 3.3.11.4. Coordinate notification, activation, and use of juvenile justice personnel required for feeding and hydration operations.
- 3.3.11.5. Identify juvenile justice institutions' capability and capacity for meal preparation and sustainment capability, including specialized dietary considerations such as separate preparation stations to avoid cross-contamination.
- 3.3.11.6. Obtain meal production requirements from the SEOC Red Cross Representative.
- 3.3.11.7. Coordinate JITT with juvenile justice institutions providing personnel support and feeding 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.
- 3.3.11.8. 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 feeding and hydration service locations, communication support, and continuity of care services.

- 3.3.11.9. 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.
- 3.3.11.10. 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.

3.3.12. Illinois Department of Natural Resources (IDNR)

- 3.3.12.1. Staff the IDNR SEOC Agency Representative position.
- 3.3.12.2. Coordinate the use of feeding vendors in state parks and lodges to provide meals.
- 3.3.12.3. Assist in distributing food and beverages by boat, snowmobile, or all-terrain vehicle for people in hard-to-reach areas, including those with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.12.4. Coordinate the use of state parks, lodges, recreation areas, and campsites as feeding sites and staging areas for feeding and hydration operations.
- 3.3.12.5. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.12.6. 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.
- 3.3.12.7. 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.

3.3.13. Illinois Department of Transportation (IDOT)

- 3.3.13.1. Staff the IDOT SEOC Agency Representative position.
- 3.3.13.2. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.13.3. 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.
- 3.3.13.4. 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.

3.3.14. Illinois Department of Veterans' Affairs (IDVA)

- 3.3.14.1. Staff the IDVA SEOC Agency Representative position.
- 3.3.14.2. Identify IDVA facilities available for use in coordination with the SEOC Red Cross Representative.
- 3.3.14.3. Identify IDVA personnel available to assist in feeding and hydration operations.
- 3.3.14.4. Coordinate notification, activation, and use of IDVA facilities and personnel required for feeding.
- 3.3.14.5. Identify IDVA facility capability and capacity for meal preparation, including meals for those with dietary restrictions or sincerely held religious beliefs, such as separate preparation stations to avoid cross-contamination.



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- 3.3.14.6. Identify the need for feeding support at veterans' homes.
- 3.3.14.7. Determine quantity, type, and sustainment capability for meal production, including specialized dietary considerations.
- 3.3.14.8. Obtain meal production requirements from SEOC Red Cross Representative.
- 3.3.14.9. Identify and obtain credentials of receiving agents.
- 3.3.14.10. Coordinate distribution schedule and location, including possible delivery support, with participating agencies and organizations, with consideration to potential medical, functional, or other additional needs or requirements of the public.
- 3.3.14.11. Determine resupply and sustainment requirements. Resources for resupply include:
 - 3.3.14.11.1. State vendor contracts.
 - 3.3.14.11.2. Commercial procurement.
 - 3.3.14.11.3. USDA commodity support, and
 - 3.3.14.11.4. Donated commodities.
- 3.3.14.12. Coordinate JITT with IDVA facilities, providing personnel support and feeding 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.
- 3.3.14.13. Monitor and advise the SEOC on sustainment requirements for IDVA facilities providing feeding and hydration operations support.
- 3.3.14.14. 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 feeding and hydration service locations, communication support, and continuity of care services.



- 3.3.14.15. 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.
- 3.3.14.16. 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.

3.3.15. Illinois State Board of Education (ISBE)

- 3.3.15.1. Staff the ISBE SEOC Agency Representative position.
- 3.3.15.2. Identify schools available for use in coordination with the SEOC Red Cross Agency Representative.
- 3.3.15.3. Identify personnel from schools available to assist in feeding and hydration operations.
- 3.3.15.4. Coordinate notification, activation, and use of schools and personnel required for feeding and hydration operations.
- 3.3.15.5. Coordinate JITT with schools providing personnel support and feeding 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.
- 3.3.15.6. Monitor and advise the SEOC on sustainment requirements for schools providing feeding and hydration operations support.
- 3.3.15.7. Coordinate with the SEOC Red Cross Representative to identify the need for United States Department of Agriculture (USDA) commodity support and the Department of Defense (DOD) Fresh Fruit and Vegetable Program.
- 3.3.15.8. Provide estimates of food availability and product requirements for feeding and hydration operations to the SEOC, including alternative meals that may meet dietary requirements or religious dietary needs.



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- 3.3.15.9. Provide inventory lists of food immediately available for use to the SEOC Red Cross Agency Representative.
- 3.3.15.10. Coordinate the procurement of food from existing USDA stocks in the possession of local schools or other agencies, state agencies responsible for the distribution of USDA commodities to schools, and state warehouses.
- 3.3.15.11. Initiate procurement requests for food stocked in USDA-controlled warehouses.
- 3.3.15.12. Monitor and advise the SEOC on sustainment requirements for USDA commodity foods support.
- 3.3.15.13. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.15.14. 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.
- 3.3.15.15. 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.

3.3.16. Illinois National Guard (ILNG)

- 3.3.16.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:
 - 3.3.16.1.1. Coordinate requests for field kitchens and related personnel as available to support feeding and hydration operations.
 - 3.3.16.1.2. Coordinate requests for personnel to assist in preparing and distributing food as a part of humanitarian missions.



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- 3.3.16.1.3. Coordinate requests for assistance with logistics and warehousing operations needed to support feeding and hydration operations.
- 3.3.16.1.4. Coordinate requests for assistance in the delivery of food and water to people in isolated areas using high-profile vehicles and helicopters.
- 3.3.16.1.5. Coordinate requests for assistance in providing security for food and food production areas.
- 3.3.16.1.6. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.16.1.7. 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.

3.3.17. The Salvation Army (SA)

- 3.3.17.1. Staff the Salvation Army SEOC Representative position.
- 3.3.17.2. When established, lead the feeding and hydration LOE.
- 3.3.17.3. Coordinate with Salvation Army Disaster Response Operation leadership to determine the necessity of, identify, and coordinate feeding and hydration operations.
- 3.3.17.4. Coordinate Salvation Army feeding and hydration operations with primary and support agencies conducting state mass care.
- 3.3.17.5. Coordinate with the Salvation Army SEOC Agency Representative position for state agency resourcing and support in accordance with



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support agency roles and responsibilities and based on the scope and magnitude of the event.

3.3.17.6. Coordinate with resource providers as necessary, including:

3.3.17.6.1. Commercial procurement.

3.3.17.6.2. National vendor contracts.

3.3.17.6.3. State agency vendor contracts.

3.3.17.6.4. USDA commodity support, and

3.3.17.6.5. Donated commodities.

3.3.17.7. Coordinate and disseminate public information, crisis communications, and educational messaging with the SEOC Public Information Officer (PIO), Red Cross PIO, and Salvation Army PIO. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.17.8. Coordinate licensure requirements and possible waivers for feeding and hydration operations.

3.3.17.9. Coordinate public health inspections of feeding and hydration operations facilities.

3.3.17.10. Coordinate provisions for Access and Functional Needs Support Services (AFNSS) for those with Access and Functional Needs (AFN) within The Salvation Army facilities with the Red Cross, IDPH, and IDHS. Include considerations for those with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments in traveling to feeding and hydration operations facilities, receiving services, and consuming food and hydration while at the operations facilities. Additionally, consider dietary restrictions, sincerely held religious beliefs impacting dietary needs, and how age may impact dietary needs from infancy through to senior citizens.



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- 3.3.17.11. Coordinate collection, receipt, compilation, and development of situational reports on feeding and hydration operations, including reporting on how response efforts are addressing access and functional needs, such as availability of accessible feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.17.12. Provide JITT and site-specific training to Salvation Army 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.
- 3.3.17.13. Coordinate notification, activation, and deployment of personnel and equipment in support of state-approved feeding and hydration operations.
- 3.3.17.14. Coordinate water and ice provision with IDPH.
- 3.3.17.15. Provide emotional and spiritual care specialists on mobile and at fixed feeding sites.
- 3.3.17.16. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.17.17. 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.
- 3.3.17.18. 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.

3.3.18. Illinois Voluntary Organizations Active in Disasters (IL VOAD)



State of Illinois Emergency Operations Plan (IEOP)

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

Appendix X-2 Feeding and Hydration

Version: September 23, 2026

- 3.3.18.1. Staff the IL VOAD SEOC Representative position.
- 3.3.18.2. When established, lead the feeding and hydration LOE.
- 3.3.18.3. Coordinate feeding and hydration operations done by VOAD members to limit duplication of efforts.
- 3.3.18.4. 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 feeding and hydration service locations, communication support, and continuity of care services.
- 3.3.18.5. 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.
- 3.3.18.6. 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.

4. Authorities

1. All authorities found in IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services
2. All authorities found in ESF-8, X-7 Access and Functional Needs.
3. Illinois Compiled Statutes 410 ILCS 625, Food Handling Regulation Enforcement Act, as amended.
4. Illinois Compiled Statutes 410 ILCS 635, Illinois Grade A Pasteurized Milk and Milk Products Act, as amended.
5. Illinois Compiled Statutes 410 ILCS 650, Sanitary Food Preparation Act, as amended.
6. Illinois Compiled Statutes 410 ILCS 655, Safe Bottled Water Act, as amended.
7. Illinois Administrative Code, 77 Ill. Admin. Code 750, Food Service Sanitation Code, as amended.



8. United States Code, 7 U.S.C. 1431, The Agricultural Act of 1949, Section 416, as amended.
9. United States Code, 7 U.S.C. 2011, The Food Stamp Act of 1964, as amended.

5. References

1. IEOP Base Plan
2. IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services
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. IDPH Emergency Support Function (ESF) 8 Plan
10. IDPH ESF 8 Plan, Access and Functional Needs Annex
11. The Illinois Plan for Radiological Accidents (IPRA)
12. National Response Framework (NRF)
13. National Disaster Recovery Framework (NDRF)
14. FEMA P785, National Mass Care Strategy
15. USDA Food and Nutrition Service, USDA Foods Program Disaster Manual, 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.