

Illinois Emergency Operations Plan

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

Appendix X-3 Distribution of Emergency Supplies

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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Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
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 State of Illinois Managed Plan Emergency Support Function (ESF) 6 Appendix X-3 Distribution of Emergency Supplies		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-3 Distribution of Emergency Supplies	
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
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Supersedes	August 2021, IEOP, Annex 7, X3 – Distribution of Emergency Supplies	



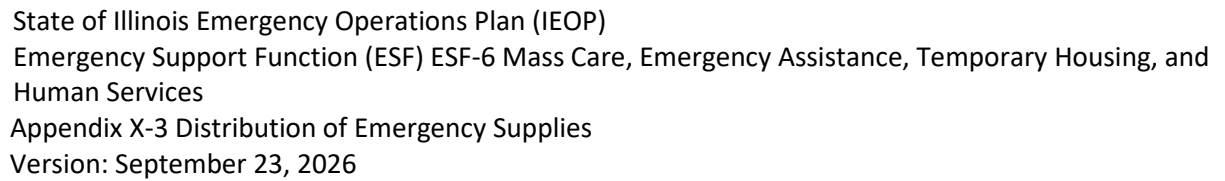
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State ESF-6, X-3 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Department of Agriculture (IDOA) Illinois Department of Central Management Services (CMS)
Primary State Agencies & Organizations	Illinois Department of Corrections (IDOC)
American Red Cross (ARC)	Illinois Department of Innovation and Technology (DoIT)
Federal ESF-6, X-3 Coordinator	Illinois Department of Juvenile Justice (IDJJ)
Federal Emergency Management Agency (FEMA)	Illinois Department of Public Health (IDPH)
	Illinois Department of Transportation (IDOT)
	Illinois Department on Aging (IDoA)
	Illinois National Guard (ILNG)
	Illinois Volunteer Organizations Active in Disasters (IL VOAD)
	Salvation Army (SA)



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

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

4 – Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)



1. Introduction

1.1. Purpose

- 1.1.1. Provide strategic and operational guidance for the coordination of state support for the distribution of emergency supplies throughout the response to and recovery from a disaster or public health emergency.

1.2. Scope

- 1.2.1. 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 distribution of emergency supplies.
- 1.2.2. This appendix addresses the distribution of the emergency supplies 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.
- 1.2.3. This appendix specifically addresses the distribution of emergency supplies, including:
 - 1.2.3.1. Life-sustaining Supplies:
 - 1.2.3.1.1. Shelf-stable food,
 - 1.2.3.1.2. Water, and
 - 1.2.3.1.3. Baby formula.
 - 1.2.3.2. Comfort Supplies:
 - 1.2.3.2.1. Hygiene supplies,
 - 1.2.3.2.2. Bathroom tissue,
 - 1.2.3.2.3. Baby wipes and diapers, and
 - 1.2.3.2.4. Clothes.
 - 1.2.3.3. Cleaning Supplies:



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- 1.2.3.3.1. Shovels,
- 1.2.3.3.2. Rakes,
- 1.2.3.3.3. Bleach,
- 1.2.3.3.4. Gloves,
- 1.2.3.3.5. Buckets,
- 1.2.3.3.6. Trash bags, and
- 1.2.3.3.7. Hand sanitizer.

1.2.4. This appendix addresses all methods of distribution, including:

- 1.2.4.1. Mobile Distribution – Community Routes
 - 1.2.4.1.1. Delivery of emergency supplies using a van, truck, or other vehicle on a designated route.
 - 1.2.4.1.2. May be carried out in coordination with mobile feeding operations.
- 1.2.4.2. Mobile Distribution – Targeted
 - 1.2.4.2.1. Delivery of emergency supplies directly to residents' homes who are identified as being unable to reach PODs or other supply sites.
 - 1.2.4.2.2. May be necessary in urban areas to reach affected individuals without power, or to reach individuals with physical, mobility, visual, auditory, cognitive, or financial needs, abilities, or impairments.
- 1.2.4.3. Fixed Site Distribution – Walk-up
 - 1.2.4.3.1. Delivery of emergency supplies from an emergency supply distribution site.
 - 1.2.4.3.2. Walk-up sites allow for personal contact with impacted individuals.



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- 1.2.4.3.3. May be co-located with other disaster recovery operations, including Multi-Agency Resource Centers (MARC).
 - 1.2.4.4. Fixed Site Distribution – Drive-through only
 - 1.2.4.4.1. Delivery of emergency supplies from an emergency supply distribution site where parking is limited, and continuous movement of residents is necessary.
 - 1.2.4.4.2. Drive-up sites allow for distribution to many impacted individuals.
 - 1.2.4.5. Supply distributions to shelters
 - 1.2.4.5.1. Delivery of supplies to shelter residents, in coordination with sheltering efforts outlined in ESF-6, X-1 Shelter Support.
 - 1.2.5. This appendix does not directly address the distribution of durable medical equipment and consumable medical supplies; see ESF-8, X-10 Assistive Devices, and Durable Medical Equipment.
 - 1.2.6. This appendix applies to:
 - 1.2.6.1. Illinois local governments,
 - 1.2.6.2. Illinois state government,
 - 1.2.6.3. Federal government agencies, when deployed to the state,
 - 1.2.6.4. Private sector and NGOs with a role in delivering state-supported emergency supply operations, and
 - 1.2.6.5. Coordinating elements with a role in state-supported emergency supply operations.
 - 1.2.7. Operational and tactical details necessary to implement this appendix can be found in:
 - 1.2.7.1. Plans, policies, and procedures of the Red Cross,



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- 1.2.7.2. Plans, policies, and procedures of local governments distributing emergency supplies, services, and
- 1.2.7.3. Plans, policies, and procedures of NGOs distributing emergency supplies and services.

1.3. Policy

- 1.3.1. 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.
- 1.3.2. 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.
- 1.3.3. The state recognizes the Red Cross as the primary organization responsible for operational and tactical emergency supply distribution planning and for the coordination of response to and recovery from a disaster or public health emergency supply operations.
- 1.3.4. Distribution can occur within the disaster area or in other areas receiving secondary effects or evacuees.
- 1.3.5. Distribution sites must be accessible to at-risk individuals with access and functional needs (AFN), as defined in ESF-8, X-7 Access and Functional Needs.

1.4. Situation

1.4.1. General

- 1.4.1.1. 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.
- 1.4.1.2. 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.



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- 1.4.1.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline and/or the Health and Medical Community Lifeline, leading to state distribution of emergency supplies to evacuees and individuals sheltering in place.

- 1.4.2. Hazard and Threat Analysis Summary

- 1.4.2.1. 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.

1.5. Assumptions

- 1.5.1. 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.
- 1.5.2. 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.
- 1.5.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline and/or Health and Medical Community Lifeline to the extent that a local state of emergency has been declared, and the distribution of emergency supplies has been requested from the state.
- 1.5.4. The Authority Having Jurisdiction (AHJ) and NGOs will implement distribution operations both independently and in coordination with partners.
- 1.5.5. Operations will be more effective and efficient with multi-agency coordination and sustainment plans.
- 1.5.6. Delays in distribution operations will necessitate AHJs to sustain themselves.
- 1.5.7. Significant overlap will occur with feeding support system capabilities.
- 1.5.8. The effective distribution of emergency supplies for household pets and service animals allows owners to manage their own animals' care and is far less costly than congregate animal sheltering.



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- 1.5.9. Damage to infrastructure may impede the delivery of emergency supplies requiring additional staging outside of the disaster area.
- 1.5.10. The disaster needs will exceed the resources and capability of any one agency or organization.
- 1.5.11. Supplies needed by survivors will be determined by the impact of the disaster, environmental conditions, population, demographics, and access to available local resources.
- 1.5.12. Mutual aid assistance will be available through the Emergency Management Assistance Compact (EMAC).

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 Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 2.1.3. During a state-declared disaster that requires the distribution of emergency supplies, the American Red Cross will deploy a Representative to the SEOC.
- 2.1.4. The American Red Cross is the primary organization responsible for coordinating the distribution of emergency supplies in the SEOC.
- 2.1.5. AHJs have the primary responsibility to ensure that adequate emergency supplies are available to meet the needs of the affected population through distribution operations.
- 2.1.6. When an AHJ or NGO exhausts its resources, it will request resources needed through its local EMA.
- 2.1.7. When a local EMA cannot fulfill a resource request, it will request resources from the state through a WebEOC request routed to its 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 American Red Cross Representative when a state-declared disaster requires the distribution of emergency supplies.
- 2.2.4. Local governments and NGOs, including the American Red Cross, distributing emergency supplies, 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 American Red Cross, distributing emergency supplies, 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 American Red Cross and other NGOs distributing emergency supplies 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, Resource Management and Logistics.
- 2.5.3. Resource management and logistics for American Red Cross resources may be carried out in accordance with the American Red Cross policies and procedures, with or without state assistance; however, all state-supported supply deployments must utilize inventory logs to fulfill FEMA Category B (Emergency Protective Measures) audit verification.
- 2.5.4. 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; however, all state-supported or state-recognized distribution sites must use reporting that satisfies federal Public Assistance tracking standards.

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 American Red Cross and other NGOs distributing emergency supplies 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 Base Plan: 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, and Control and Coordination and incorporated herein by reference.
- 2.7.1.3. The SEOC Red Cross Representative is the primary point of coordination for the state distribution of emergency supplies in the SEOC.

2.7.2. Coordinating Elements

- 2.7.2.1. The SEOC Manager, in coordination with the SEOC American Red Cross Representative, may establish a Line of Effort (LOE) for emergency supply distribution services.
- 2.7.2.2. The operations of state distribution of emergency supplies are coordinated by the American Red Cross SEOC Representative.
- 2.7.2.3. The American Red Cross, SA, and other NGOs distributing emergency supplies may establish coordinating elements internal to their organizations that must be aligned with state efforts.
- 2.7.2.4. AHJ and NGOs will determine their emergency supply requirements and then coordinate with SEOC for state-provided support to limit duplication of efforts.
 - 2.7.2.4.1. Coordination will occur between fixed-site emergency supply distribution, mobile feeding operations, and mobile supply distribution.
- 2.7.2.5. The Business Emergency Operations Center (BEOC) will coordinate with private sector entities to identify facilities to support distribution operations.

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 Red Cross federal liaisons to coordinate with FEMA to resolve emergency supply-related issues that require federal intervention.

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. Coordinates, integrates, and manages overall State efforts for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.2. Manages and updates resource availability for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.3. Assists in planning during activations and updates to the overall ESF plan.
- 3.1.1.4. Determines priorities for distribution of emergency supply operations.
- 3.1.1.5. Coordinate procurement of resources to be distributed.
- 3.1.1.6. Coordinate the delivery of resources to be distributed.
- 3.1.1.7. Coordinate the delivery of public messaging related to the distribution of emergency supplies and where they can be picked up, ensuring the information is accessible to individuals with access and functional needs, including formats suitable for individuals with disabilities, limited English proficiency, and those without access to traditional communication channels.



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- 3.1.1.8. 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.
- 3.1.1.9. 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.
- 3.1.1.10. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring that all communications are accessible to individuals with access and functional needs, including formats and languages that accommodate individuals with disabilities, limited English proficiency, and others with communication barriers.

3.2. Primary State Agency/Organization

3.2.1. American Red Cross (ARC)

- 3.2.1.1. Staff the Red Cross SEOC Representative position.
- 3.2.1.2. Coordinate with American Red Cross disaster response operation leadership to determine the necessity of, identify, and coordinate emergency supply distribution operations.
- 3.2.1.3. Identify distribution support requirements and make appropriate resource requests to the SEOC Manager.
- 3.2.1.4. Determine resource providers as necessary, including:
 - 3.2.1.4.1. Commercial procurement,
 - 3.2.1.4.2. National vendor contracts,
 - 3.2.1.4.3. State agency vendor contracts, and
 - 3.2.1.4.4. Donated goods.



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- 3.2.1.5. Determine appropriate modes for distribution operations.
- 3.2.1.6. Determine appropriate coordination with feeding operations.
- 3.2.1.7. Coordinate water and ice provision with IDPH.
- 3.2.1.8. Coordinate timelines, schedules, and operational periods for distribution operations.
- 3.2.1.9. Coordinate and disseminate public information, crisis communications, and educational messaging with the SEOC Public Information Officer (PIO) and the Red Cross PIO, ensuring that all messaging is accessible and inclusive of individuals with access and functional needs, including alternative formats, languages, and communication methods to reach individuals with disabilities, limited English proficiency, and other communication barriers.
- 3.2.1.10. Coordinate with the SEOC Representatives for resourcing and support of distribution operations.
- 3.2.1.11. If distributing bulk food and water, coordinate resource requirements for food storage and transportation.
- 3.2.1.12. Request waste disposal and environmental safety throughout Red Cross distribution operations.
- 3.2.1.13. Request security and protection support for Red Cross facilities and sites.
- 3.2.1.14. Determine the need for and coordinate resource requests for staffing and support of facilities and sites.
- 3.2.1.15. 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.



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- 3.2.1.16. 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.
- 3.2.1.17. 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 Agriculture (IDOA)

- 3.3.1.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.1.2. Assist in identifying and acquiring feed for distribution operations.
- 3.3.1.3. Coordinate administrative processes and resources necessary for the use of county and state fairgrounds in support of distribution operations.
- 3.3.1.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP).
- 3.3.1.5. 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.
- 3.3.1.6. 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.

3.3.2. Illinois Department of Central Management Services (CMS)

- 3.3.2.1. Staff the CMS SEOC Agency Representative position.



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- 3.3.2.2. Identify state-owned facilities available for use as points of distribution and determine Americans with Disabilities Act (ADA) accessibility and compliance to allow for supply distribution to the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.2.3. Assist in identifying personnel from state agencies available to assist in mass care operations.
- 3.3.2.4. Assist in coordinating the notification, activation, and deployment of state personnel required for mass care operations.
- 3.3.2.5. Assist in coordinating Just in Time Training (JITT) for state agency personnel assigned to mass care operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.2.6. Assist with the monitoring and advisement of the SEOC on sustainment requirements for state agency personnel assigned to mass care operations.
- 3.3.2.7. Identify state surplus resources available for use in emergency distribution operations, including resources which may be used to assist individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments with Access and Functional Need Support Services (AFNSS).
- 3.3.2.8. Assist in the procurement of emergency fuel and vehicle repair for vehicles being used for the distribution of emergency supplies.
- 3.3.2.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how its response efforts are addressing access and functional needs, such as availability of accessible feeding and hydration service locations, communication supports, and continuity of care services.
- 3.3.2.10. With the SEOC PIO and/or the JIC, support in coordinating public information and messaging on response-related issues with internal



and external response and recovery partners. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

- 3.3.2.11. With the SEOC PIO and/or the JIC, assist in coordinating 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 Corrections (IDOC)

- 3.3.3.1. Staff the IDOC SEOC Agency Representative position.
- 3.3.3.2. Identify correctional institutions available for use as points of distribution in coordination with the SEOC Red Cross SEOC Representative.
- 3.3.3.3. Identify correctional institution personnel with specialized skills (e.g., foreign language interpreters and logistics staff) available to assist in distribution operations.
- 3.3.3.4. Coordinate notification, activation, and use of correctional institutions and personnel required for distribution operations.
- 3.3.3.5. Identify correctional institutions' capability and capacity for repackaging support, including resources which may be used to assist individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments with Access and Functional Need Support Services (AFNSS).
- 3.3.3.6. Identify and obtain credentials of receiving agents.
- 3.3.3.7. Coordinate distribution schedule and location with participating agencies and organizations.
- 3.3.3.8. Identify individuals in custody crews available for deployment in support of distribution operations.



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- 3.3.3.9. Coordinate JITT with correctional institutions providing personnel support. 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.
- 3.3.3.10. Monitor and advise the SEOC manager on sustainment requirements for correctional institutions providing distribution operations support.
- 3.3.3.11. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.3.12. 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. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.3.13. 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 Innovation and Technology (DoIT)

- 3.3.4.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.4.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations, ensuring that such support includes accessible communication tools and technologies for individuals with access and functional needs, including those with disabilities and limited English proficiency.



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- 3.3.4.3. Assist with the emergency procurement of telecommunication devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported mass care operations, including resources which may be used to assist individuals with mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments with Access and Functional Need Support Services (AFNSS).
- 3.3.4.4. Assist with providing information technology support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations, ensuring that all technology solutions are accessible to individuals with access and functional needs, including those with disabilities, limited English proficiency, and other communication or functional barriers.
- 3.3.4.5. 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.
- 3.3.4.6. 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.
- 3.3.4.7. 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 devices and assistive tools, distribution locations, communication supports, 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. 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 Juvenile Justice (IDJJ)



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- 3.3.5.1. Staff the IDJJ SEOC Agency Representative position.
- 3.3.5.2. Identify IDJJ staff with specialized skills (e.g., logistics staff, interpreters, warehouse workers) that could assist with distribution operations.
- 3.3.5.3. Identify IDJJ institutions available for use to support emergency distribution operations.
- 3.3.5.4. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.5.5. 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.
- 3.3.5.6. 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.

3.3.6. Illinois Department of Public Health (IDPH)

- 3.3.6.1. Staff the IDPH SEOC Agency Representative position, ensuring that the representative advocates for the needs of individuals with access and functional needs by incorporating CMIST principles into emergency response coordination and decision-making.
- 3.3.6.2. Coordinate with partner agencies to identify and locate individuals with specific life-essential distribution needs, such as access to power-dependent medical equipment, refrigeration for medications, or specialized dietary items, with an emphasis on populations with individuals with access and functional needs and those identified through CMIST-based assessments.



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- 3.3.6.3. Assist in providing ice, water, well water testing kits, or other health-related items directly or through local health departments to people in need, ensuring equitable distribution strategies that prioritize accessibility for individuals with disabilities, limited mobility, or transportation challenges, and are culturally and linguistically appropriate.
- 3.3.6.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including detailed updates on the identification and support of individuals with access and functional needs, resolution of CMIST-related barriers, and distribution of life-sustaining public health resources to disproportionately impacted communities.
- 3.3.6.5. 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, ensuring that all messaging strategies include considerations for CMIST domains and address communication needs across diverse populations, including individuals with hearing, vision, cognitive, and language access challenges.
- 3.3.6.6. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring information is accessible, easy to understand, available in multiple formats and languages, and inclusive of guidance for individuals with disabilities and individuals with access and functional needs, consistent with the principles of equity and whole community preparedness.

3.3.7. Illinois Department of Transportation (IDOT)

- 3.3.7.1. Provide inspection and/or repair of critical routes on state and federal highways.
- 3.3.7.2. Staff the IDOT SEOC Agency Representative position.



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- 3.3.7.3. Coordinate and assist with applicable state agencies in the support requirements for resource staging and distribution sites (i.e., facilities, vehicles, or forklifts).
- 3.3.7.4. Collect and disseminate road status for the distribution of emergency supply route determination, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.7.5. Collaborate with Public Information Officers to broadcast emergency supply distribution protocols to 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.
- 3.3.7.6. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.7.7. 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.
- 3.3.7.8. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring that all communications are accessible to individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding standard messaging formats.

3.3.8. Illinois Department on Aging (IDoA)

- 3.3.8.1. Staff the IDoA SEOC Agency Representative position.
- 3.3.8.2. Through contacting the Senior Helpline, assist in coordinating with public and private partners to find specific resources for individuals



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and families without life-essential durable medical equipment or consumable medical supplies.

- 3.3.8.3. Coordinate the use of senior centers as points of distribution.
- 3.3.8.4. Coordinate the use of existing service delivery methods used by Area Agencies on Aging and service providers (e.g., Meals on Wheels delivery, Senior Nutrition Sites) as a mechanism to deliver emergency supplies to seniors in need.
- 3.3.8.5. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.8.6. 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.
- 3.3.8.7. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring that all messaging is inclusive and accessible to individuals with access and functional needs, including formats and delivery methods suitable for individuals with disabilities, limited English proficiency, and others who may encounter communication barriers.

3.3.9. Illinois National Guard (ILNG)

- 3.3.9.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:
 - 3.3.9.1.1. Coordinate ILNG resources to rapidly distribute emergency supplies to impacted areas inaccessible by standard vehicles, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.3.9.1.2. Coordinate support for security efforts at resource staging and distribution sites.
- 3.3.9.1.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.9.1.4. 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, 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.

3.3.10. Illinois Volunteer Organizations Active in Disasters (IL VOAD)

- 3.3.10.1. Staff the IL VOAD SEOC Representative position.
- 3.3.10.2. Coordinate distribution operations and support requirements between VOAD members and the SEOC, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.10.3. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.10.4. 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.



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- 3.3.10.5. 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.

3.3.11. Salvation Army (SA)

- 3.3.11.1. Staff the SA SEOC Representative position.
- 3.3.11.2. Coordinate with Salvation Army Disaster Response Operation leadership to determine the necessity of, identify, and coordinate emergency supply distribution operations.
- 3.3.11.3. Identify distribution support requirements and make appropriate requests to the SEOC Manager, ensuring equitable distribution strategies that prioritize accessibility for individuals with mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.11.4. Determine resource providers as necessary, including:
 - 3.3.11.4.1. Commercial procurement.
 - 3.3.11.4.2. National vendor contracts.
 - 3.3.11.4.3. State agency and other vendor contracts, and
 - 3.3.11.4.4. Donated goods.
- 3.3.11.5. Determine appropriate modes for distribution operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.11.6. Determine appropriate coordination with feeding operations.
- 3.3.11.7. Coordinate timelines, schedules, and operational periods for distribution operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility,



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

- 3.3.11.8. Coordinate and disseminate public information, crisis communications, and educational messaging with the SEOC Public Information Officer (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.
- 3.3.11.9. Coordinate with SEOC Agency Representatives for resourcing and support of distribution operations.
- 3.3.11.10. If distributing bulk food and water, coordinate resource requirements for food storage and transportation.
- 3.3.11.11. Ensure waste disposal and environmental safety throughout distribution operations.
- 3.3.11.12. Request security and protection support for facilities and sites.
- 3.3.11.13. Determine the need and coordinate resource requests for staffing and support of facilities and sites.
- 3.3.11.14. 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 devices and assistive tools, distribution locations, communication supports, and continuity of care services.
- 3.3.11.15. 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.
- 3.3.11.16. 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.



4. Authorities

1. All authorities are 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
3. IEOP ESF-7, Resource Management and Logistics
4. IEOP ESF-6, X-9, Volunteers and Donations Management
5. National Response Framework (NRF)
6. National Disaster Recovery Framework (NDRF)

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.