

Illinois Emergency Operations Plan

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

Appendix X-4 Notification and Information

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-4 Notification and Information Center
Version: September 23, 2026

 State of Illinois Managed Plan Emergency Support Function (ESF) 6 Appendix X-4 Notification and Information Center		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-4 Notification and Information Center	
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	
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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, Appendix 7, X4 – Reunification Support	



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

State ESF-6, X-4 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	American Red Cross (ARC) Illinois Commerce Commission (ICC) Illinois Department of Children and Family Services (DCFS) Illinois Department of Human Services (IDHS) Illinois Department of Innovation and Technology (DoIT) Illinois Department of Public Health (IDPH) Illinois Emergency Services Management Association (IESMA) Illinois Department on Aging (IDoA) Illinois National Guard (ILNG) Illinois Secretary of State (SOS) Illinois State Board of Education (ISBE) Illinois State Police (ISP) Illinois Voluntary Organizations Active in Disaster (IL VOAD)
Primary State Agencies & Organizations	
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	
Federal ESF-6, X-4 Coordinator	
Federal Emergency Management Agency (FEMA)	



Table of Contents

Record of Changes.....	4
1. Introduction.....	5
1.1. Purpose.....	5
1.2. Scope	5
1.3. Policy.....	9
1.4. Situation	9
1.5. Assumptions	10
2. Concept of Operations	13
2.1. General	13
2.2. Notification, Alert, and Warning (NAW).....	15
2.3. Activation.....	15
2.4. Communications.....	15
2.5. Resource Management	16
2.6. Reporting Requirements	16
2.7. Organization	16
3. Roles and Responsibilities	18
3.1. State ESF Coordinator.....	18
3.2. Primary State Agency/Organization	18
3.3. Support State Agencies/Organizations.....	21
4. Authorities.....	32
5. References.....	32
6. Acronyms & Definitions.....	33

Record of Changes

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

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

[illegible]



1. Introduction

1.1. Purpose

- 1.1.1. Provide strategic and operational guidance for the coordination of state support for Notification and Information Center (NIC) operations throughout the response to and recovery from a state-declared 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 support for NIC operations.
 - 1.2.1.1. Reunification: Provides human and technological resources to reconnect individuals as quickly as possible following a disaster or incident. Mechanisms include facilitating communication through web-based technologies and websites, acting upon urgent requests, including unaccompanied minors and separated children, re-establishing contact with family members who have been separated within the disaster area, and working with partners to resolve reunification-related inquiries.
- 1.2.2. This appendix addresses the NIC 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 addresses the following NIC modes utilized by the state:
 - 1.2.3.1. Access to NIC Systems
 - 1.2.3.1.1. Providing access to typical communication channels using telecommunications and internet services to connect with email and social media, as well as formal NIC systems. Ensure communications with and among the public are clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

1.2.3.2. Physical Reunification.

1.2.3.2.1. Reuniting family members who are separated geographically by identifying individuals and their families who are safe and in communication but need support traveling to the same location. Ensure that all communication with and among the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments. Additionally, ensure that all physical, mobility, visual, hearing, and cognitive needs or requirements are met when providing travel and transportation support and assistance.

1.2.3.3. Emergency Welfare Inquiries

1.2.3.3.1. Direct service for situations considered to be critical, such as a family member with a pre-existing disability or health or mental health condition, or other physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

1.2.3.3.2. In these cases, resources can be directed to locate the missing family member and to either help the client establish direct communication with the inquirer or to relay information back to the inquirer.

1.2.3.3.3. Multiple agencies, including Red Cross, ILNG, and ISP, can provide emergency welfare inquiry service during a disaster.

1.2.3.4. Providing Information about Missing, Injured, or Deceased

1.2.3.4.1. Support for cross-referencing reports of missing, injured, and deceased persons with information reported in reunification systems, evacuation tracking systems, registries, social media, and other information sources.

1.2.3.4.2. Coordination among participating agencies/organizations is key to the success of this



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

method and may include the development of a single technological solution, such as a common database used for reporting that is shared among agencies and organizations.

1.2.3.4.3. Coordination among NIC operations and health/social service systems (e.g., hospitals, nursing homes, assisted living, and Area Agencies on Aging) to encourage patients/clients to register in reunification systems.

1.2.3.4.4. This method does not include notification to families of deceased disaster victims. See ESF-8, Appendix X-5 Fatality Management.

1.2.3.5. Notification and Information Call Center

1.2.3.5.1. A call center established in a facility or managed remotely by call takers operating via a well-publicized single toll-free telephone number. All communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

1.2.3.5.2. Operators take information from those looking for loved ones or making missing persons reports.

1.2.3.5.3. Call centers can relieve dispatch center call volume.

1.2.3.5.4. The National Center for Missing and Exploited Children (NCMEC) can establish the National Emergency Child Locator Center at the request of a state to FEMA after a presidentially declared disaster.

1.2.3.6. Reunification Multi-Agency Coordination Center (R-MACC) and Reunification Coordination System (RCS).

1.2.3.6.1. A R-MACC is a facility that co-locates the agencies and organizations involved in reunification operations, to include local/state/federal emergency management, mass care, law enforcement, fatality management, health, and social services, non-governmental



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

organizations, mental health resources, and others to facilitate information sharing and to streamline operations. It may also house a reunification/missing person call center.

1.2.3.6.2. A Reunification Coordination System (RCS) is the coordinated collaborative process put in place by reunification agencies and organizations to provide reunification services.

1.2.3.6.3. A national R-MACC, consisting of national organizations with reunification tools and expertise, may be implemented at the request of a state or, potentially, in a multi-state catastrophic incident.

1.2.3.7. Family Assistance Center (FAC)

1.2.3.7.1. A Family Assistance Center (FAC) is a facility where individual assistance services, including notification and information services, are offered or that is exclusively utilized for fatality management activities. FAC's should operate with consideration for potential medical, functional, or other additional needs or requirements of the public in order to ensure equitable access to assistance services.

1.2.3.7.2. The Red Cross supports FACs during disasters.

1.2.4. This appendix applies to:

1.2.4.1. Illinois local governments,

1.2.4.2. Illinois state government,

1.2.4.3. Federal government agencies, when deployed to the state,

1.2.4.4. Private sector and NGOs with a role in delivering state-supported reunification operations, and

1.2.4.5. Coordinating elements with a role in state-supported reunification operations.



1.2.5. Operational and tactical details necessary to implement this appendix can be found in:

- 1.2.5.1. Plans, policies, and procedures of the Red Cross.
- 1.2.5.2. Plans, policies, and procedures of local governments providing notification and information services, and
- 1.2.5.3. Plans, policies, and procedures of NGOs providing notification and information 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 NIC planning and for the coordination of response to and recovery from a disaster or public health emergency requiring a NIC.
- 1.3.4. Individual privacy rights will be respected, and information will be safeguarded as required by applicable federal and state laws.
- 1.3.5. The SEOC will coordinate with reunification operations to ensure reunifications are done in conjunction with applicable governmental entities to avoid mistaken identity and misuse of notification and information systems.
- 1.3.6. Unaccompanied minors must be reported to local law enforcement immediately.

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 incorporated herein by reference.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 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.
- 1.4.1.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline, leading to the establishment of state-supported NICs.
- 1.4.1.4. The needs regarding notification and information are overwhelming the Authorities Having Jurisdiction (AHJs), non-governmental organizations, and emergency dispatch centers, and state resources are requested:
- 1.4.1.5. An incident requires NIC operations in more than one county concurrently.
- 1.4.1.6. An incident leads local governments and NGOs engaged in notification and information efforts to request resources from the state.
- 1.4.1.7. An incident has led to NIC operations for state residents in other states or residents from other states within the state, or
- 1.4.1.8. An incident has caused any state agency with responsibilities listed in this appendix to request that the appendix be activated.

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 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.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 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 to the extent that a local state of emergency has been declared and resources have been requested from the state to support notification and information efforts.
- 1.5.4. AHJs and NGOs will implement NIC operations both independently and in coordination with partners.
- 1.5.5. Many ad-hoc notification and information systems will be created during large events. These databases, social media sites, and message boards may not be interoperable and will result in duplicative efforts.
- 1.5.6. A lack of interoperability among systems designed for reunification, missing persons, unaccompanied minors, fatality management, patient tracking, registries for people with disabilities, and evacuation tracking will contribute to the large complexity of tasks, such as validating, reconciling, cross-referencing, and sharing data.
- 1.5.7. Initial tracking data will be collected in silos by individual entities such as emergency medical services, law enforcement personnel, county and state emergency management, public health officials, hospitals and other healthcare facilities, the medical examiner/coroner's office, non-profit disaster relief organizations, and private sector organizations.
- 1.5.8. Social media will be a strong notification and information asset used by affected individuals, if operational.
- 1.5.9. Accounting for all missing persons, whether alive, injured, or deceased, will require effective communication and coordination among multiple agencies and organizations, each of which may have responsibility for a different component of notification and information efforts.
- 1.5.10. Local emergency responders also will be affected by the incident and will ensure the care of their families before reporting for duty.
- 1.5.11. Missing individuals will include:



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 1.5.11.1. Individuals with access and functional needs (AFN), including individuals with limited or no English proficiency, children, and pregnant females.
 - 1.5.11.2. Individuals who may be subject to law enforcement inquiries that do not want to be found, and fatalities.
- 1.5.12. Some seeking notification and information services will require healthcare services, as outlined in ESF-8, Appendix X2 – Healthcare Services.
- 1.5.13. Some seeking notification and information services will require behavioral health services, as outlined in ESF-8, Appendix X4 – Behavioral Health Services.
- 1.5.14. Some seeking notification and information services will require access and functional needs support services (AFNSS), as outlined in ESF-8, X-7 Access, and Functional Needs.
- 1.5.15. Agencies and organizations responsible for the temporary care of children (educational, child-care, medical, juvenile justice, and recreational facilities), to include guardianship of children separated from parents or legal guardians as a result of disaster, and those overseeing notification and information efforts have clearly identified roles and responsibilities.
- 1.5.16. Schools and child-care providers may not share emergency preparedness plans with first responders and/or local emergency managers.
- 1.5.17. A process for access to notification and information systems and coordinated public messaging about the availability and accessibility of notification and information services to affected individuals and their families will lessen public confusion and result in more effective reunification outcomes.
- 1.5.18. Notification and information systems will be utilized at state-recognized disaster shelter locations.
- 1.5.19. Some individuals will use disasters to flee from harmful or illegal situations and will not want to be found.
- 1.5.20. Mutual aid assistance will be available to the state through the Emergency Management Assistance Compact (EMAC).



- 1.5.21. Resources will be limited by location, training, and operational readiness. Equitable resource distribution strategies should be ensured to prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 1.5.22. Just-in-time training (JITT) will be required for volunteers assisting with notification and information operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 1.5.23. Widespread communication outages may result in requests for private sector and voluntary resources that can provide mobile telephone banks, charging stations, and cellular towers on wheels to provide internet access and telecommunications. All communication with the public should be clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

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 NIC operations, the American Red Cross will deploy a liaison to the SEOC.
- 2.1.4. The American Red Cross is the primary organization responsible for coordinating NIC operations in the SEOC.
- 2.1.5. The local AHJ, either directly or through a partner NGO, is responsible for establishing a NIC in its community.
- 2.1.6. NGOs that traditionally support NIC operations in a disaster respond with available resources in accordance with the requirements of their charter and coordinate, facilitate, and work with emergency management officials.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 2.1.7. The Illinois Department of Children and Family Services (DCFS) is the lead agency for notification and information services of unaccompanied children and will coordinate its efforts and requests for resources with the Mass Care Coordinator.
- 2.1.8. The American Red Cross, the NCMEC, and other NGOs that traditionally provide family and child notification and information services in a disaster do so in accordance with the requirements of their charters and will coordinate, facilitate, and work with emergency management officials.
- 2.1.9. A concerted effort is made to incorporate agencies and organizations providing notification and information services into the reunification plan and to identify ad hoc groups that may organize during a disaster to provide reunification services or tools and encourage them to participate in coordinated reunification operations.
- 2.1.10. If state and/or federal family reunification assets are employed, their deployment will be done in coordination and cooperation through the SEOC with the principal AHJs and NGOs operating in the area.
- 2.1.11. When evacuation sites such as embarkation/debarkation and reception processing centers are utilized, equipment such as cell phones, charging stations, telephone/cell phone access, and/or computers with internet access will be provided to evacuees to contact loved ones. Efforts should be made to include 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).
- 2.1.12. Sites that have no, or limited communications may require deployment of personnel to help survivors register in notification and information systems where hard copies can be transported to locations with connections to be input by workers.
- 2.1.13. Significant numbers of missing children and unaccompanied minors may trigger a request for activation of the National Center for Missing and Exploited Children's (NCMEC) National Emergency Child Locator Center and Team Adam, as well as utilization of the Unaccompanied Minors Registry.
- 2.1.14. When an AHJ or NGO's notification and information operation exhausts its resources, it will request resources through its local EMA.



- 2.1.15. When a local EMA cannot fulfill a resource request, 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 American Red Cross Representative.
- 2.2.4. Local governments and NGOs, including the American Red Cross, providing notification and information services, 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, 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 providing notification and information services 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.
- 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.

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 providing notification and information services 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

- 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 American Red Cross SEOC Agency Liaison is the primary point of coordination for state support for notification and information services in the SEOC.

2.7.2. Coordinating Elements

- 2.7.2.1. The SEOC Manager, in coordination with the American Red Cross SEOC Agency Liaison, may establish a Line of Effort (LOE) for notification and information services.
- 2.7.2.2. The Business Emergency Operations Center (BEOC) will coordinate with private cellular communications, internet, and technology service providers to assist in service restoration in critical areas.
- 2.7.2.3. The American Red Cross and other NGOs providing notification and information services 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 American Red Cross SEOC Agency Liaison will request that Red Cross federal liaisons coordinate with FEMA to resolve reunification-related issues that require federal intervention.
- 2.7.3.3. The NCMEC can establish the National Emergency Child Locator Center with a state request to FEMA after a presidentially declared disaster.



3. Roles and Responsibilities

3.1. State ESF Coordinator

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

- 3.1.1.1. Coordinate the utilization of required ESF-6 support to execute missions presented by the SEOC Manager.
- 3.1.1.2. Coordinates, integrates, and manages overall State efforts for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.3. Manages and updates resource availability for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.4. Assists in planning during activations and updates to the overall ESF plan.

3.2. Primary State Agency/Organization

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

- 3.2.1.1. SEOC Manager
 - 3.2.1.1.1. Establish critical and essential information priorities.
 - 3.2.1.1.2. Coordinate state and federal support of notification and information operations.
 - 3.2.1.1.3. Coordinate communications support requirements to conduct public information operations. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 3.2.1.1.4. Coordinate with other states to assist in notification and information efforts for evacuees who have left their state of origin.
- 3.2.1.1.5. 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, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.2.1.1.6. 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 that all communications are accessible and inclusive of individuals with access and functional needs, including the use of formats, languages, and platforms that address the needs of individuals with disabilities, limited English proficiency, and other communication barriers.
- 3.2.1.1.7. 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 accessible and inclusive of individuals with access and functional needs, including formats and communication methods that accommodate individuals with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding information.
- 3.2.1.2. Business Emergency Operations Center (BEOC)
 - 3.2.1.2.1. Coordinate with the ICC to re-establish power, gas, and landline telecommunications services, ensuring equitable restoration strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 3.2.1.2.2. Coordinate with private cellular communications, internet, and technology service providers to identify functioning locations and assist in restoring service in critical areas, ensuring equitable restoration strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.2.3. Coordinate with private social media providers and IEMA-OHS to help ensure access to social media services in support of notification and information efforts. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.2.4. 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, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.2.1.2.5. 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 communications are accessible and inclusive of individuals with access and functional needs, using formats, languages, and delivery methods that address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.2.1.2.6. 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 and inclusive of individuals with access and functional needs, including providing information in alternative formats and languages to accommodate



people with disabilities, limited English proficiency, and
other communication challenges.

3.3. Support State Agencies/Organizations

3.3.1. American Red Cross (ARC)

3.3.1.1. Staff the Red Cross SEOC Agency Liaison position.

- 3.3.1.1.1. Coordinate with American Red Cross Disaster Response Operations leadership to determine the necessity of, identify, and coordinate reunification operations.
- 3.3.1.1.2. Identify reunification support requirements and make appropriate resource requests to the SEOC Manager.
- 3.3.1.1.3. Determine resource providers as necessary (i.e., NECMEC, FEMA, HHS).
- 3.3.1.1.4. Determine appropriate modes for notification and information operations. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.1.5. Request DCFS support for youths in state care and unaccompanied minors.
- 3.3.1.1.6. Coordinate and disseminate public information, crisis communications, and educational messaging with the SEOC public information officer (PIO) and Red Cross 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.
- 3.3.1.1.7. Coordinate with SEOC Representatives for resourcing and support of notification and information operations.
- 3.3.1.1.8. Request security and protection support for facilities and sites.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 3.3.1.1.9. Determine the need and coordinate resource requests for staffing and support of facilities and sites.
- 3.3.1.1.10. Coordinate collection, receipt, compilation, and development of situational reports on notification and information operations.
- 3.3.1.1.11. Coordinate the provision of access and functional needs support services (AFNSS) for individuals with access and functional needs (AFN) with IDPH, HFS, and IDHS.
- 3.3.1.2. 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 devices and assistive tools, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.3.1.3. 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, ensuring that all communications are accessible and inclusive of individuals with access and functional needs by using formats, languages, and delivery methods that address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.1.4. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring all communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.

3.3.2. Illinois Commerce Commission (ICC)

- 3.3.2.1. Staff the ICC SEOC Agency Representative position.
- 3.3.2.2. Coordinate the restoration of power, gas, and landline telecommunications services in support of notification and information services efforts, ensuring equitable restoration strategies that prioritize accessibility for individuals with physical,



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

- 3.3.2.3. 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, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.3.2.4. 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, ensuring that all communications are accessible and inclusive of individuals with access and functional needs by utilizing formats, languages, and delivery methods that address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.2.5. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public. 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 and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding information.

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

- 3.3.3.1. Staff the DCFS SEOC Agency Representative position.
- 3.3.3.2. Support the development of required emergency preparedness plans for child-care providers.
- 3.3.3.3. Advise on safety requirements for children separated from parents or legal guardians and parents or legal guardians seeking missing children during a disaster.
- 3.3.3.4. Provide support to unaccompanied minors if significant numbers of children have become separated from parents/legal guardians.



- 3.3.3.5. Coordinate the reunification efforts of children who have become separated from their parents or legal guardians.
- 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 devices and assistive tools, ensuring accessible reunification efforts, communication, and transportation supports.
- 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, ensuring that all communications are accessible and inclusive of individuals with access and functional needs by utilizing formats, languages, and delivery methods that address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.3.8. 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 and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding the information.

3.3.4. Illinois Department of Human Services (IDHS)

- 3.3.4.1. Staff the IDHS SEOC Agency Representative position.
- 3.3.4.2. Coordinate identification and tracking of clients in IDHS facilities.
- 3.3.4.3. Support assignment of resources and personnel with skills to support reunification efforts, if the capacity to conduct such an operation exists within the agency.
- 3.3.4.4. Assist in identifying translators, interpreters, and staff experienced in communicating with those with functional needs and other diverse populations.
- 3.3.4.5. Assist American Red Cross with the provision of access and functional needs support services (AFNSS) for individuals with



access and functional needs (AFN), as outlined in ESF-8, Appendix X-8 Communications Services and ESF-8, Appendix X-11 Support and Safety Services.

- 3.3.4.6. 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, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.3.4.7. 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.
- 3.3.4.8. 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.

3.3.5. Illinois Department of Innovation and Technology (DoIT)

- 3.3.5.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.5.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care 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). 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.
- 3.3.5.3. Assist with providing information technology support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care 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).

- 3.3.5.4. 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.
- 3.3.5.5. 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.
- 3.3.5.6. 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, ensuring accessible reunification efforts, communication, and transportation supports.
- 3.3.5.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that communications are accessible and inclusive of individuals with access and functional needs by providing information in formats and languages that address the needs of people with disabilities, limited English proficiency, and other communication barriers.

3.3.6. Illinois Department of Public Health (IDPH)

- 3.3.6.1. Staff the IDPH SEOC Agency Representative position, ensuring representation of public health priorities and the integration of access and functional needs (AFN) considerations through the application of CMIST principles during emergency operations.
- 3.3.6.2. Coordinate with health care providers and the National Disaster Medical System (NDMS) for patient identification and tracking requirements during National Incident Coordination (NIC) operations, with special attention to individuals with access and functional needs who may require alternative identification or



communication methods due to sensory, cognitive, or language barriers.

- 3.3.6.3. Coordinate with local coroners and medical examiners on identification and tracking requirements to assist in reunification efforts, ensuring procedures accommodate individuals with limited English proficiency, communication challenges, or other access and functional need-related considerations, and that culturally appropriate practices are respected.
- 3.3.6.4. Assist the American Red Cross with the provision of access and functional needs support services (AFNSS) for individuals with access and functional needs, as outlined in ESF-8, Appendix X-6 Maintaining Health Services, including services such as personal assistance, durable medical equipment and technology, and communication supports within shelters or congregate care settings.
- 3.3.6.5. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including updates on coordination with NDMS and coroners/medical examiners, support for individuals with access and functional needs, and efforts to ensure inclusive reunification and health service delivery.
- 3.3.6.6. 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 messaging includes accessible formats and content tailored for individuals with access and functional needs, such as plain language summaries, American Sign Language (ASL) interpretation, and translated materials.
- 3.3.6.7. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring all communications are inclusive, culturally and linguistically appropriate, and meet the needs of diverse audiences, including those with limited English proficiency, disabilities, and other access and functional needs.

3.3.7. Illinois Department on Aging (IDoA)



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 3.3.7.1. Staff the IDoA SEOC Agency Representative position.
- 3.3.7.2. Coordinate and manage identification and tracking of older adult populations.
- 3.3.7.3. Support the assignment of resources and personnel with skills to support older adult notification and information services efforts, 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).
- 3.3.7.4. 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, ensuring accessible reunification efforts, and communication and transportation supports.
- 3.3.7.5. 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 communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and other communication barriers, by providing information in multiple formats, languages, and delivery methods.
- 3.3.7.6. 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 and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.

3.3.8. Illinois National Guard (ILNG)

- 3.3.8.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

- 3.3.8.2. Coordinate ILNG health and wellness checks and accountability operations, as requested.
- 3.3.8.3. Assist with emergency welfare inquiries, as requested.
- 3.3.8.4. 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, ensuring accessible reunification efforts, communication and transportation supports.
- 3.3.8.5. 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, 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.

3.3.9. Illinois Secretary of State (SOS)

- 3.3.9.1. Staff SOS SEOC Agency Representative position.
- 3.3.9.2. Coordinate use of state capitol complex facilities.
- 3.3.9.3. Coordinate capitol police support.
- 3.3.9.4. Assist in the replacement of state identification including driver's licenses, state ID cards, vehicle titles, and license plates. Ensure that all communication with the public is clear and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.9.5. 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, ensuring accessible reunification efforts, and communication and transportation supports.
- 3.3.9.6. 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 that all communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who face communication barriers, by utilizing multiple formats, languages, and delivery methods.

- 3.3.9.7. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring all communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding the information.

3.3.10. Illinois State Board of Education (ISBE)

- 3.3.10.1. Staff the ISBE SEOC Agency Representative position.
- 3.3.10.2. Support local school districts in the development and maintenance of school emergency preparedness plans and processes that address lockdown procedures, shelter-in-place, evacuation, relocation, and reuniting students with their parents or legal guardians.
- 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, ensuring accessible reunification efforts, and communication and transportation supports.
- 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, ensuring communications are accessible and inclusive of individuals with access and functional needs by providing information in multiple formats, languages, and through diverse delivery methods to reach people with disabilities, limited English proficiency, and other communication challenges.



- 3.3.10.5. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring that communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding information.

3.3.11. Illinois State Police (ISP)

- 3.3.11.1. Staff ISP SEOC Agency Representative position.
- 3.3.11.2. Support local law enforcement in the resolution of missing persons reports.
- 3.3.11.3. Coordinate efforts with the Department of Juvenile Justice and applicable SEOC Representatives and law enforcement for identifying unaccompanied minors and supporting notification and information efforts.
- 3.3.11.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP) including reporting on how response efforts are addressing access and functional needs, such as availability of accessible devices and assistive tools, ensuring accessible reunification efforts, communication and transportation supports.
- 3.3.11.5. 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 communications are accessible and inclusive of individuals with access and functional needs by utilizing multiple formats, languages, and delivery methods to address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.11.6. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring all communications are accessible and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.



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

- 3.3.12.1. Staff the IL VOAD SEOC Representative position.
- 3.3.12.2. Coordinate reunification operations with NGOs and Faith-Based Organizations, and with the SEOC.
- 3.3.12.3. 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, ensuring accessible reunification efforts, and communication and transportation supports.
- 3.3.12.4. 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, ensuring that communications are accessible and inclusive of individuals with access and functional needs by providing information in multiple formats, languages, and delivery methods to accommodate people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.12.5. 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 and inclusive of individuals with access and functional needs, including those with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.

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.

5. References

- 1. IEOP Base Plan



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and
Human Services
Appendix X-4 Notification and Information Center
Version: September 23, 2026

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 13, Public Safety and Security
5. IEOP ESF-6, X-9 Volunteers and Donations Management
6. IEOP ESF-8, X-7 Access and Functional Needs
7. The Illinois Plan for Radiological Accidents (IPRA)
8. National Response Framework (NRF)
9. National Disaster Recovery Framework (NDRF)
10. FEMA P785, National Mass Care Strategy
11. Multi-Agency Reunification Services Plan, as amended, nationalmasscarestrategy.org.

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.