

Illinois Emergency Operations Plan

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

Appendix: X-5 Repatriation and Non- Combatant Foreign Evacuees

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
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Appendix X-5 Repatriation and Non-Combatant Foreign Evacuees
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 State of Illinois Managed Plan Emergency Support Function (ESF) 6 Appendix X-5 Repatriation and Non-Combatant Foreign Evacuees		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services Appendix X-5 Repatriation and Non-Combatant Foreign Evacuees	
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State ESF-6, X-5 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Department of Agriculture (IDOA) Illinois Department of Children and Family Services (DCFS)
Primary State Agencies & Organizations	Illinois Department of Public Health (IDPH)
Illinois Department of Human Services (IDHS)	Illinois Department of Healthcare and Family Services (HFS)
Federal ESF-6, X-5 Coordinator	Illinois Department of Transportation (IDOT)
U.S. Department of Homeland Security (DHS)	Illinois Department of Innovation and Technology (DoIT)
U.S. Department of Health and Human Services (HHS)	Illinois State Police (ISP)
U.S. Department of State (DOS)	American Red Cross (ARC)



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Record of Changes

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

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

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



1. Introduction

1.1. Purpose

- 1.1.1. Provides the strategic framework and responsibility assignments for state agencies and private organizations whose expertise and resources are needed for state support to repatriates and asylees entering the United States through O'Hare Airport.

1.2. Scope

- 1.2.1. This appendix addresses state support to the City of Chicago and other local units of government managing operations for repatriates and/or asylees.
 - 1.2.1.1. Emergency repatriation is the evacuation of U.S. citizens and their dependents identified by the Department of State (DOS) from a foreign country to the United States because of destitution, illness, war, threat of war, or a similar crisis.
 - 1.2.1.1.1. Repatriates: U.S. citizens and their dependents identified by the Department of State (DOS) as having returned from a foreign country to the United States because of destitution, illness, war, threat of war, or a similar crisis, and are without available resources.
 - 1.2.1.1.2. Dependents of U.S. Citizens: A dependent of a U.S. citizen refers to the spouse or minor children of a U.S. citizen, or to another family member who is financially dependent on an adult U.S. citizen, either temporarily or permanently. A dependent family member refers to a person who lives with an adult U.S. citizen and is related through blood, marriage, adoption, or other legal family relationship.
 - 1.2.1.2. A Refugee is a person outside his or her country of nationality who is unable or unwilling to return to his or her country of nationality because of persecution or a well-founded fear of persecution on account of race, religion, nationality, membership in a particular social group, or political opinion.



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- 1.2.1.2.1. Asylee: a person who meets the definition of refugee and is already present in the United States or is seeking admission at a port of entry, such as O'Hare Airport.
- 1.2.2. This appendix does not apply to evacuees from within Illinois evacuating elsewhere in the state, or residents of another state evacuating into Illinois; see ESF-6, Appendix X-7 Support to Evacuees.
- 1.2.3. This appendix applies to:
 - 1.2.3.1. Illinois state government,
 - 1.2.3.2. Federal government agencies, when operating in the state, and
 - 1.2.3.3. Private sector and NGOs with a role in delivering state-supported repatriation and asylee operations.
- 1.2.4. Operational and tactical details necessary to implement this appendix can be found in:
 - 1.2.4.1. The City of Chicago Office of Emergency Management and Communications (OEMC) Emergency Repatriation Plan,
 - 1.2.4.2. Plans, policies, and procedures of the Illinois Department of Human Services (IDHS), Bureau of Refugee Services, and
 - 1.2.4.3. Plans, policies, and procedures of the Red Cross.

1.3. Policy

- 1.3.1. The state recognizes that emergency repatriation and asylee operations generally will not require a disaster declaration and will operate independently of the Illinois Disaster Management System (IDMS).
- 1.3.2. The state recognizes that IDHS employs the State Emergency Repatriation Coordinator/State Refugee Coordinator. It is the primary state agency responsible for developing plans, policies, and procedures for emergency repatriation and asylee operations through its Bureau of Refugee Services (BRS).



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- 1.3.3. The state recognizes that IDHS BRS will work directly with the City of Chicago Office of Emergency Management and Communications (OEMC) to support repatriates and asylees at the O'Hare Emergency Reception Center (ERC).
- 1.3.4. IDHS BRS must notify OEMC and the IDHS Office of Security and Emergency Preparedness (OSEP) when there is the potential for a repatriation or asylee support mission.
- 1.3.5. OSEP must notify the SEOC Manager when there is the potential for a repatriation or asylee support mission.
- 1.3.6. O'Hare Airport is the only port of entry (POE) in the state designated to receive emergency repatriates and refugees. OEMC is the local agency responsible for leading the repatriation and asylee mission on-site.
- 1.3.7. Should state resources be needed that are beyond IDHS's capability and expertise, they must be requested by OEMC through the State Emergency Operations Center (SEOC).
- 1.3.8. Asylees are not eligible for the Temporary Assistance program established for emergency repatriates under Section 1113 of the Social Security Act.
- 1.3.9. All services will be provided without unlawful discrimination as defined by the Illinois Human Rights Act (775 ILCS 5/).

1.4. Situation

1.4.1. General

- 1.4.1.1. The U.S. Department of State (DOS) has selected O'Hare Airport as the port of entry (POE) for emergency repatriates and scheduled their arrival.
- 1.4.1.2. The U.S. Department of Homeland Security (DHS), or another federal agency as determined by the President, has selected O'Hare Airport as the POE for refugees and has scheduled their arrival.
- 1.4.1.3. The DHS Customs and Border Protection (CBP) has cleared all repatriates and/or asylees to legally enter the United States before transport to the O'Hare Emergency Reception Center (ERC).



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- 1.4.1.4. Repatriates and/or asylees have been transported from the international airside to the O'Hare ERC.

- 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. IDHS will support repatriates and asylees as requested by Chicago OEMC without a disaster declaration or activation of the SEOC.
- 1.5.2. Requests for state support to repatriation and asylee operations beyond what is provided by the IDHS Bureau of Refugee Services are the exception rather than the rule.
- 1.5.3. On-site responsibilities for the IDHS Bureau of Refugee Services do not begin until repatriates and/or asylees have cleared Customs and Border Protection (CBP) and are transported to the O'Hare Emergency Reception Center (ERC) by City of Chicago personnel.
- 1.5.4. Acute medical conditions will have been stabilized and vaccinations administered before arrival at O'Hare.
- 1.5.5. Asylees will require alternate or temporary housing, will have limited funds, and may have no identification.
- 1.5.6. Some repatriates and asylees will require public health, health care, emergency medical, and behavioral health services, as outlined in ESF-8 Public Health, Health Care, EMS, and Behavioral Health Services.
- 1.5.7. Some repatriates will require access and functional needs support services (AFNSS), as outlined in ESF-8, Appendix X-7 Access and Functional Needs.
- 1.5.8. Repatriates and asylees will include unaccompanied children displaced from family units.



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- 1.5.9. Care for large numbers of repatriates and asylees will require 24-hour staffing at O'Hare and the Emergency Reception Center (ERC).
- 1.5.10. The Emergency Operations Center (EOC) at O'Hare will be activated.
- 1.5.11. Repatriates may have animals that do not meet the definition of household pets or service animals that will need to be evaluated as outlined in ESF-11, Agriculture and Natural Resources.
- 1.5.12. Repatriates are likely to have household pets and service animals that will need to be evaluated as outlined in ESF-6, Appendix X-6 Household Pets, and Service Animals.

2. Concept of Operations

2.1. General

- 2.1.1. The IDHS Bureau of Refugee Services will support the Chicago Office of Emergency Management and Communications (OEMC) repatriation and asylee operations independently of the Illinois Disaster Management System (IDMS), unless resource requests exceed its capability and expertise.
- 2.1.2. Chicago OEMC will coordinate directly with the IDHS Bureau of Refugee Services to support repatriates and asylees at the Emergency Reception Center (ERC).
- 2.1.3. If state resources are needed that exceed the capability or expertise of the IDHS Bureau of Refugee Services, they must be requested from Chicago OEMC to the SEOC.
- 2.1.4. COP principles for the state are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.1.5. 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.
- 2.1.6. Should repatriation and asylee operations require a disaster declaration and/or SEOC activation, IDHS, IDPH, and the American Red Cross will deploy agency representatives to the SEOC.



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- 2.1.7. Animals traveling with repatriates and non-combatant foreign evacuees will be screened by federal inspectors by standard procedure and remain the responsibility of the owner. Such animals may be quarantined by the Illinois Department of Agriculture (IDOA).

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. The IDHS State Emergency Repatriation Coordinator will be notified of repatriation missions scheduled at O'Hare by the Department of State (DOS) and is responsible for NAW for their staff, the Office of Security and Emergency Preparedness, and the Chicago Office of Emergency Management and Communications (OEMC).
- 2.2.2. The IDHS State Refugee Coordinator will be notified of refugee evacuation missions scheduled at O'Hare by the Department of Homeland Security (DHS) and is responsible for NAW for their staff, the Office of Security and Emergency Preparedness, and Chicago OEMC.
- 2.2.3. The IDHS Office of Security and Emergency Preparedness is responsible for the NAW of the SEOC Manager.
- 2.2.4. If SEOC activation is necessary, 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.
- 2.2.5. 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.
- 2.2.6. Local governments and NGOs, including the American Red Cross, supporting repatriation and asylee operations, are responsible for NAW for their personnel and volunteers using established plans, policies, procedures, and technologies.

2.3. Activation

- 2.3.1. The IDHS Bureau of Refugee Services is responsible for activating its staff and internal IDHS resources necessary to support repatriation and asylee operations.
- 2.3.2. SEOC activation decision-making is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.



- 2.3.3. 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 engaging in repatriation and the receiving of non-combatant foreign evacuees 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's 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 incorporated herein by reference.
- 2.6.3. The American Red Cross and other NGOs engaging in repatriation and the receiving of non-combatant foreign evacuees 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, Appendix X-1, Direction, and Control and Coordination, and incorporated herein by reference.
- 2.7.1.3. The IDHS Representative is the primary point of coordination for state support for repatriation and the receiving of non-combatant foreign evacuees in the SEOC.

2.7.2. Coordinating Elements

- 2.7.2.1. The SEOC Manager, in coordination with the SEOC IDHS Representative, may establish a Line of Effort (LOE) for repatriation and the receiving of non-combatant foreign evacuees.
- 2.7.2.2. The American Red Cross and other NGOs engaged in repatriation and the receiving of non-combatant foreign evacuees may establish coordinating elements internal to their organizations that must be aligned with state efforts.

2.7.3. Federal Coordination



- 2.7.3.1. General procedures for federal coordination with the state are outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.3.2. The SEOC IDHS Representative will coordinate with the DOS and HHS to resolve repatriation and the receiving of non-combatant foreign evacuee-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. Coordinate the utilization of required ESF-6 support to execute missions presented by the SEOC Manager.
- 3.1.1.2. Coordinates, integrates, and manages overall State efforts for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.3. Manages and updates resource availability for ESF 6 – Mass Care, Emergency Assistance, Temporary Housing, and Human Services
- 3.1.1.4. Assist in planning during activations and updates to the overall ESF plan.
- 3.1.1.5. SEOC Manager
 - 3.1.1.5.1. Maintain communications and situational awareness with the IDHS Office of Security and Emergency Preparedness regarding activities being coordinated by the Bureau of Refugee Services.
 - 3.1.1.5.2. When requested by the Chicago Office of Emergency Management and Communications (OEMC), coordinate the efforts of state agencies to support the repatriation and asylee operations at the Emergency Reception Center (ERC) and beyond.



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- 3.1.1.5.3. 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 communications are accessible and inclusive of individuals with access and functional needs by providing information in multiple formats, languages, and delivery methods to meet the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.1.1.5.4. 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 experience barriers to receiving or understanding information.
- 3.1.1.6. Business Emergency Operations Center (BEOC)
 - 3.1.1.6.1. Staff the SEOC Private Sector Liaison Position
 - 3.1.1.6.2. Coordinate with the SEOC Private Sector Liaison and SEOC Manager to develop and disseminate updates, briefings, and intelligence to the private sector.
 - 3.1.1.6.3. 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, communication, and transportation supports.
 - 3.1.1.6.4. 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.

- 3.1.1.6.5. 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.

3.2. Primary State Agency/Organization

3.2.1. Illinois Department of Human Services (IDHS)

- 3.2.1.1. Staff the IDHS SEOC Agency Representative position.
- 3.2.1.2. Maintain a repatriation agreement with the U.S. Department of Health and Human Services (HHS), Administration for Children and Families (ACF), and Office of Human Services Emergency Preparedness and Response (OHSEPR).
- 3.2.1.3. Maintain communication and situational awareness between the Office of Security and Emergency Preparedness and the State Refugee Coordinator (SRC)/State Emergency Repatriation Coordinator (SERC).
- 3.2.1.4. Maintain communications and situational awareness with the SEOC Manager and the Chicago Office of Emergency Management and Communications (OEMC) about repatriation and asylee operations being considered or scheduled for O'Hare Airport.
- 3.2.1.5. Coordinate onward movement of repatriates and asylees to shelters, temporary housing, or reunification with family, including accessible housing, sheltering, and transportation resources which may be used to assist individuals with physical, mobility, visual,



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- hearing, cognitive, or financial needs, abilities, or impairments with Access and Functional Need Support Services (AFNSS), as needed.
- 3.2.1.6. Coordinate the provision of temporary assistance for repatriates, as codified in Section 1113 of the Social Security Act:
 - 3.2.1.6.1. Money payments,
 - 3.2.1.6.2. Medical care,
 - 3.2.1.6.3. Temporary shelter,
 - 3.2.1.6.4. Transportation, and
 - 3.2.1.6.5. Other goods and services necessary for the health or welfare of individuals provided to eligible repatriates within the United States.
- 3.2.1.7. Develop an Emergency Reception Center (ERC) staffing plan to meet IDHS responsibilities agreed to with OEMC.
- 3.2.1.8. Coordinate just-in-time training (JITT) for ERC staff. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.9. When an SEOC activation is necessary:
 - 3.2.1.9.1. Work with the SEOC Manager to determine what agencies and organizations are needed in the SEOC.
 - 3.2.1.9.2. Staff the SEOC IDHS Representative Position.
 - 3.2.1.9.3. The State Refugee Coordinator (SRC)/State Emergency Repatriation Coordinator (SERC) will coordinate all IDHS repatriation and asylee operations activities through the IDHS Representative.
 - 3.2.1.9.4. Coordinate with IDPH, HFS, and Red Cross on the provision of access and functional needs support



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services (AFNSS), as outlined in ESF-8, Appendix X-7 Access and Functional Needs.

- 3.2.1.9.5. Coordinate with IDPH and American Red Cross on the provision of behavioral health services, as outlined in ESF-8, Appendix X-4 Behavioral Health Services.
- 3.2.1.9.6. Monitor and advise the SEOC on sustainment requirements for the ERC and other state-supported efforts.
- 3.2.1.9.7. 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, communication, and transportation supports.
- 3.2.1.9.8. 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 delivery methods to address the needs of people with disabilities, limited English proficiency, and other communication barriers.
- 3.2.1.9.9. 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. Support State Agencies/Organizations

3.3.1. Illinois Department of Agriculture (IDOA)



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- 3.3.1.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.1.2. Coordinate with federal inspectors on the potential need for veterinary care and quarantine for animals accompanying repatriates and asylees.
- 3.3.1.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible devices and assistive tools, communication, and transportation supports.
- 3.3.1.4. 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, 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, by utilizing multiple formats, languages, and communication platforms.
- 3.3.1.5. 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 individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information. This includes providing messaging in multiple formats, languages, and through diverse communication platforms.

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

- 3.3.2.1. Staff the DCFS SEOC Agency Representative position.
- 3.3.2.2. Obtain estimates on the total number of children and unaccompanied children from IDHS.
- 3.3.2.3. When requested by the governor's office, provide direct assistance to unaccompanied children, including those not yet in state care,



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- with consideration of potential medical, functional, or other additional needs or requirements of the unaccompanied children.
- 3.3.2.4. Coordinate with IDPH on vaccination/immunization requirements for unaccompanied children.
- 3.3.2.5. Coordinate the collection, tracking, and reporting of public health and health care data on unaccompanied children in state care to IDPH and the Chicago Department of Public Health.
- 3.3.2.6. 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, communication, and transportation supports.
- 3.3.2.7. 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. This includes providing information in multiple formats, languages, and through various communication methods to effectively reach individuals with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding information.
- 3.3.2.8. 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. This includes providing information in multiple formats, languages, and through diverse communication methods to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding the information.

3.3.3. Illinois Department of Public Health (IDPH)

- 3.3.3.1. Staff the IDPH SEOC Agency Representative position, ensuring that public health priorities and access and functional needs (AFN)



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considerations are integrated throughout emergency operations in coordination with SEOC partners.

- 3.3.3.2. Coordinate with IDHS and the American Red Cross on the provision of public health services, as outlined in ESF-8, Appendix X-1 Public Health Services, ensuring that services such as water safety, food safety, sanitation, and disease control are equitably delivered and accessible to all populations, including individuals with access and functional needs.
- 3.3.3.3. Coordinate with IDHS and the American Red Cross on the provision of healthcare services, as outlined in ESF-8, Appendix X-2 Healthcare Services, supporting continuity of care, medication access, and medical equipment needs, including for individuals with chronic conditions or disabilities.
- 3.3.3.4. Coordinate with IDHS and the American Red Cross on the provision of emergency medical services (EMS), as outlined in ESF-8, Appendix X-3 Emergency Medical Services, including coordination of pre-hospital triage, treatment, and transport for impacted populations, with accommodations for individuals requiring assistance due to access and functional needs.
- 3.3.3.5. Coordinate with IDHS and the American Red Cross on the provision of behavioral health services, as outlined in ESF-8, Appendix X-4 Behavioral Health Services, including crisis counseling, psychological first aid, and long-term mental health referral pathways, ensuring accessibility and cultural/linguistic appropriateness for all individuals, including individuals with access and functional needs.
- 3.3.3.6. Coordinate with IDHS, HFS, and the American Red Cross on the provision of Access and Functional Needs Support Services (AFNSS), as outlined in ESF-8, Appendix X-7 Access and Functional Needs, to include personal assistance services, communication aids, durable medical equipment, and health maintenance support in congregate and non-congregate sheltering environments.
- 3.3.3.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including status updates on healthcare, public



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health, EMS, behavioral health, and Access and Functional Needs Support Services (AFNSS) coordination efforts, highlighting identified gaps, resource needs, and actions taken to ensure equitable access to services.

- 3.3.3.8. 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 alignment of messaging on health, safety, and available services across jurisdictions and sectors.
- 3.3.3.9. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public, ensuring all messaging is accessible, culturally and linguistically appropriate, and provided in multiple formats to reach individuals with limited English proficiency, disabilities, and other access and functional needs considerations.

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

- 3.3.4.1. Staff the HFS SEOC Agency Representative position.
- 3.3.4.2. Coordinate with IDPH, HFS, and American Red Cross on the provision of access and functional needs support services (AFNSS), as outlined in ESF-8, Appendix X-7 Access and Functional Needs.
- 3.3.4.3. 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, communication, and transportation supports.
- 3.3.4.4. 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. This includes providing information in alternative formats and languages, and using communication methods that reach individuals with disabilities, limited English



proficiency, and others who may face barriers to receiving or understanding critical information.

- 3.3.4.5. 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. This includes providing messaging in multiple formats, languages, and through diverse communication channels.

3.3.5. Illinois Department of Transportation (IDOT)

- 3.3.5.1. Staff the IDOT SEOC Agency Representative position.
- 3.3.5.2. Primary focus is inspection and/or repair of critical routes on state and federal highways.
- 3.3.5.3. 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, communication, and transportation supports.
- 3.3.5.4. 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 delivery methods to accommodate people with disabilities, limited English proficiency, and other communication barriers.
- 3.3.5.5. 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. This includes providing



messages in multiple formats, languages, and through diverse communication channels.

3.3.6. Illinois Department of Innovation and Technology (DoIT)

- 3.3.6.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.6.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported emergency operations, including resources that 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).
- 3.3.6.3. Assist with the emergency procurement of telecommunication devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported emergency operations.
- 3.3.6.4. Assist with providing information technology support services, devices, and equipment to state agencies, boards, and commissions, assisting with state-supported emergency 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).
- 3.3.6.5. 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 emergency operations.
- 3.3.6.6. Assist state agencies, boards, and commissions assisting with state-supported emergency operations by identifying state agencies that can support the development and implementation of Geographic Information System (GIS) mapping solutions on their websites.
- 3.3.6.7. 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



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accessible devices and assistive tools, communication, and transportation supports.

- 3.3.6.8. 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. This includes providing information in multiple formats and languages and using diverse communication methods to effectively reach people with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.

3.3.7. Illinois State Police (ISP)

- 3.3.7.1. Staff the ISP SEOC Agency Representative position.
- 3.3.7.2. Communicate with applicable SEOC Agency Representatives and local law enforcement to identify the need for and, if required, coordinate security at the Emergency Reception Center (ERC).
- 3.3.7.3. Communicate with applicable SEOC Agency Representatives and local law enforcement to identify the need for and, if required, coordinate security during the transport and movement of repatriates and non-combatant foreign evacuees.
- 3.3.7.4. Communicate with applicable SEOC Agency Representatives and local law enforcement to identify the need for and, if required, coordinate security and protection at shelter locations established for repatriates and non-combatant foreign evacuees.
- 3.3.7.5. Communicate with applicable SEOC Agency Representatives and local law enforcement to identify the need for and, if required, coordinate security for state agency personnel and resources involved in repatriation and non-combatant foreign evacuee efforts.
- 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, communication, and transportation supports.

- 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, 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. Communications should be provided in multiple formats, languages, and through diverse channels to reach all audiences effectively.
- 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 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. Communications should be provided in multiple formats, languages, and via diverse platforms to effectively reach all populations.

3.3.8. American Red Cross (ARC)

- 3.3.8.1. Staff the Red Cross SEOC Agency Liaison position.
- 3.3.8.2. In coordination with IDHS, obtain estimates on the total number of repatriates and non-combatant foreign evacuees requiring shelter.
- 3.3.8.3. Determine the number of shelters available for receiving repatriates and non-combatant foreign evacuees, including independent, state-recognized, American Red Cross-supported, and American Red Cross-managed, and determine Americans with Disabilities Act (ADA) accessibility and compliance to allow for sheltering to the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.8.4. Coordinate the provision of access and functional needs support services (AFNSS) in state-recognized and state-supported shelters:



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- 3.3.8.4.1. Communications Services: IDHS
- 3.3.8.4.2. Health Maintenance Services: IDPH
- 3.3.8.4.3. Independence Devices and Equipment: HFS
- 3.3.8.4.4. Support and Safety Services: IDHS
- 3.3.8.4.5. Non-Medical Transportation Services: HFS
- 3.3.8.5. Monitor and advise the SEOC on sustainment requirements and the need to open additional shelters.
- 3.3.8.6. Coordinate with local response officials to expand shelter capacity as necessary.
- 3.3.8.7. Monitor and report on shelter population and operational status.
- 3.3.8.8. 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 devices and assistive tools, communication, and transportation supports.
- 3.3.8.9. 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, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and utilizing diverse communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding information.
- 3.3.8.10. 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. This includes providing information in multiple formats, languages, and through diverse communication platforms to effectively reach individuals with disabilities, limited



English proficiency, and others who may face barriers to receiving
or understanding information.

4. Authorities

1. Title 42 The Public Health and Welfare
 - a. 42 United States Code (U.S.C.) 1313: Chapter 7 – Social Security; Subchapter XI – General Provisions, Peer Review, and Administrative Simplification Part A – General Provisions Section 1313 - Assistance for United States Citizens Returned from Foreign Countries
2. Title 45--Public Welfare
 - a. 45 CFR Part 211: Chapter II--Office of Family Assistance (Assistance Programs), Administration for Children and Families, Department of Health and Human Services Part 211--Care and Treatment of Mentally Ill Nationals of the United States, Returned from Foreign Countries
3. 45 CFR Part 212: Chapter II--Office of Family Assistance (Assistance Programs), Administration for Children and Families, Department of Health and Human Services Part 212--Assistance for United States Citizens Returned from Foreign Countries
4. Title 24 Hospitals and Asylums
5. 24 USC Sections. 321 through 329: Chapter 9-- Hospitalization of Mentally Ill Nationals Returned from Foreign Countries, Sections 321 through 329
6. Illinois Human Rights Act (775 ILCS 5/)

5. References

1. Executive Order 12656
2. As Amended by Executive Order 13074 (February 9, 1998), Executive Order 13228 (October 8, 2001), and Executive Order 13286 (February 28, 2003).
3. National Response Framework (NRF)

6. Acronyms & Definitions



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