

Illinois Emergency Operations Plan

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

Appendix X-8 Alternate Housing Support

Illinois Emergency Management Agency and
Office of Homeland Security

September 23, 2026



Illinois Emergency Management Agency
and Office of Homeland Security



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 State of Illinois Managed Plan Emergency Support Function (ESF) 6 X-8 Alternate Housing Support		
Title	ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services X-8 Alternate Housing Support	
Managing Division/Branch	Division of Operations	Strategic Planning – Inter-Agency Strategic Planning Cell (ISPC)
Drafted/Evaluated	The ISPC, in coordination with the ESF planning group	January 2026
Evaluated Against	1. Prior version, if applicable. 2. Federal statutes and regulations. 3. State statutes and administrative codes. 4. Federal, state, and IEMA-OHS policies and directives. 5. National Preparedness Goal 6. National Response Framework 7. NRF Emergency Support Function Annexes 8. FEMA Community Lifelines 9. National Disaster Recovery Framework (NDRF) 10. IEMA-OHS policies, plans, and common definitions list. 11. Corrective actions from After-Action Reports (AARs) and real-world events where this ESF was engaged.	
Plan Type	☐ New ☒ Revised	
Branch Manager Review and Approval	Scott Gauvin, Manager of Strategic Operations and Preparedness	July 7, 2026
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Supersedes	August 2021, IEOP, Appendix 7, X8 – Alternate Housing Support	



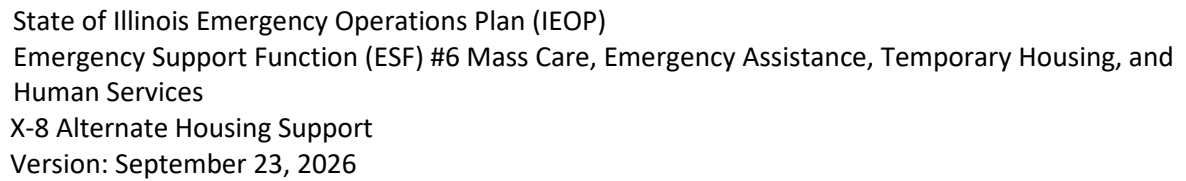
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State ESF-6, X-8 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS)	Illinois Department of Public Health (IDPH) Illinois Department of Commerce and Economic Opportunity (DCEO)
Primary State Agencies & Organizations	Illinois Board of Higher Education (IBHE) Illinois Community College Board (ICCB)
Illinois Department of Human Services (IDHS)	Illinois Deaf and Hard of Hearing Commission (IDHHC)
Federal ESF-6, X-8 Coordinator	Illinois Department of Agriculture (IDOA) Illinois Department of Central Management Services (CMS)
Federal Emergency Management Agency (FEMA)	Illinois Department of Child and Family Services (DCFS) Illinois Department of Corrections (IDOC) Illinois Department of Innovation and Technology (DoIT) Illinois Department of Natural Resources (IDNR) Illinois State Board of Education (ISBE) Illinois State Police (ISP) Illinois National Guard (ILNG) American Red Cross (ARC)



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

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

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



1. Introduction

1.1. Purpose

- 1.1.1. Provide strategic and operational guidance for the coordination of state support for alternate housing 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-supported alternate housing operations.
- 1.2.2. This appendix addresses the alternate housing element of Emergency Support Function (ESF) 6 of the National Response Framework (NRF) necessary to maintain the Federal Emergency Management Agency (FEMA) Food, Hydration, and Shelter Community Lifeline.
- 1.2.3. This appendix addresses alternate housing operations throughout response and short-term and intermediate recovery:
 - 1.2.3.1. Alternate Housing (Non-Congregate Shelters): Private or public facilities (e.g., hotels, dorms, etc.) that, by design, provide a short-term lodging function and an increased degree of privacy over congregate shelters. Non-congregate sheltering provides alternatives for incidents when congregate sheltering is unavailable or overwhelmed, longer-term temporary sheltering is required, or is not appropriate due to medical necessity or public health risks.
 - 1.2.3.2. Congregate Shelters: Any private or public facility that provides contingency refuge for evacuees, but day-to-day serves a non-refuge function (e.g., convention centers, civic centers, stadiums, etc.). See ESF 6-X1, Shelter Support.
- 1.2.4. This appendix addresses alternate housing operations that are state-recognized or state-supported, and consideration for the incorporation of independent shelters into the state's common operating picture (COP):



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- 1.2.4.1. State Recognized Alternate Housing Site: Alternate housing sites that the state has verified, offered to provide resources to, and has publicized their existence through press releases and publication on the ready.illinois.gov website.
- 1.2.4.2. State-Supported Alternate Housing Sites: A state-recognized alternate housing site that the state has deployed resources to, and
- 1.2.4.3. Independent Alternate Housing Sites: Alternate housing sites managed by local governments or NGOs without recognition or support from the state.
- 1.2.5. Triggers of activation of this appendix:
 - 1.2.5.1. Alternate housing operations take place in more than one county concurrently.
 - 1.2.5.2. Organizations operating alternate housing request resources from state agencies to support the alternate housing sites.
 - 1.2.5.3. Non-governmental organizations do not have access to enough housing locations for the affected population and request state-owned sites.
 - 1.2.5.4. Any of the primary or secondary agencies with responsibilities listed in this appendix request that this appendix be activated.
- 1.2.6. This appendix does not address:
 - 1.2.6.1. Sheltering of first responders and personnel deployed by the state, NGOs, or local governments, and
 - 1.2.6.2. Individuals acting independently to remain in their own homes or stay with friends, family, or in commercial facilities, such as hotels.
 - 1.2.6.3. Long-term community recovery, reference Long-Term Recovery within ESF 16 – Recovery.
- 1.2.7. This appendix applies to:
 - 1.2.7.1. Illinois local governments,



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- 1.2.7.2. Illinois state government,
 - 1.2.7.3. Federal government agencies, when deployed to the state,
 - 1.2.7.4. Private sector and NGOs with a role in delivering state-supported alternate housing, and
 - 1.2.7.5. Coordinating elements with a role in state-supported alternate housing.
- 1.2.8. Operational and tactical details necessary to implement this annex can be found in:
- 1.2.8.1. Plans, policies, and procedures of IDHS,
 - 1.2.8.2. Plans, policies, and procedures of the Red Cross,
 - 1.2.8.3. Plans, policies, and procedures of local governments providing alternate housing, and
 - 1.2.8.4. Plans, policies, and procedures of NGOs providing alternate housing.

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 IDHS as the primary agency responsible for operational and tactical alternate housing planning and for the coordination of response to and recovery from a disaster or public health emergency requiring alternate housing in state-recognized and state-supported alternate housing sites.
- 1.3.4. The state recognizes that IDHS does not have the authority or responsibility to dictate planning and operations for independent alternate housing sites but will work to coordinate their operations into the state's common operating picture (COP).



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- 1.3.5. Independent alternate housing sites are not eligible for state support without first requesting state recognition through their local EMA and receiving such recognition, at which time they become “state-recognized alternate housing sites.”
- 1.3.6. State-recognized alternate housing sites are “state-supported alternate housing sites” when the operating entity of a state-recognized site receives resources from the state.
- 1.3.7. Alternate housing sites operated by local governments and NGOs may be independent, state-recognized, or state-supported.
- 1.3.8. Alternate housing criteria will follow recognized and identified standards and practices in accordance with FEMA P-785, National Mass Care Strategy, the Centers for Disease Control (CDC), and Illinois Department of Public Health (IDPH) guidance.
- 1.3.9. Operators of state-recognized and state-supported alternate housing sites are responsible for coordinating the provision of staff, supplies, and equipment necessary to meet the needs of at-risk individuals with access and functional needs (AFN) as outlined in ESF-8, X-7 Access and Functional Needs.

1.4. Situation

1.4.1. General

- 1.4.1.1. The general situation overview for the state is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions, and Situation Overview, and is incorporated herein by reference.
- 1.4.1.2. The situation overview stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services is incorporated herein by reference.
- 1.4.1.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline, leading to state-supported alternate housing initiatives:
- 1.4.1.4. An incident requires congregate alternate housing operations in more than one county concurrently.



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- 1.4.1.5. An incident leads local governments and NGOs operating alternate housing sites to request resources from the state to support congregate shelter operations.
- 1.4.1.6. An incident leads local governments and NGOs to not have access to enough alternate housing sites for the affected population and to request state-supported sites.
- 1.4.1.7. An incident has led to alternate housing 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 or organization 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 is incorporated herein by reference.

1.5. Assumptions

- 1.5.1. General planning assumptions for the state are outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and are incorporated herein by reference.
- 1.5.2. Planning assumptions stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services are incorporated herein by reference.
- 1.5.3. An incident has disrupted the FEMA Food, Hydration, Shelter Community Lifeline to the extent that a local disaster has been declared and resources have been requested from the state to support alternate housing efforts.
- 1.5.4. An incident that requires alternate housing will disrupt the FEMA Health and Medical Community Lifeline to an extent that resources will be requested from the state to support efforts under ESF-6 and ESF-8, outlined in ESF-8 Public Health,



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Healthcare, EMS, and Behavioral Health, and ESF-8, X-7 Access and Functional Needs.

- 1.5.5. The Authority Having Jurisdiction (AHJ), non-governmental organizations, and community-based organizations will independently implement alternate housing operations.
- 1.5.6. Alternate housing will be opened without knowledge of the state, which may require support and coordination.
- 1.5.7. Affected populations will bring household pets and service animals to alternate housing sites.
- 1.5.8. Local AHJs will guide alternate housing resources within their jurisdiction.
- 1.5.9. Approximately 10% of the affected area's population will seek shelter, and approximately 30% of those will require Access and Functional Needs Support Services (AFNSS).
- 1.5.10. Just-in-time training (JITT) will be required for volunteers providing support to alternate housing operations.

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 alternate housing operations, IDHS will deploy an Agency Representative to the SEOC.
- 2.1.4. IDHS is the primary organization responsible for coordinating alternate housing services in the SEOC for:
 - 2.1.4.1. State-recognized alternate housing sites, and



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2.1.4.2. State-supported alternate housing sites.

- 2.1.5. IDHS will incorporate the capabilities and capacities of independent alternate housing sites into the state's COP.
- 2.1.6. The local AHJ, either directly or through partner NGOs, has primary responsibility for alternate housing operations in its community.
- 2.1.7. An independent alternate housing operator may request to become state-recognized by submitting a request to its local EMA.
- 2.1.8. When a state-recognized alternate housing operator exhausts its resources, it will request resources through its local EMA.
- 2.1.9. When a local EMA cannot fulfill a resource request from a state-recognized alternate housing operator, it will request resources on the operator's behalf from the state through a WebEOC request routed to their IEMA-OHS Regional Coordinator.

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. NAW for IEMA-OHS staff, state agencies, non-governmental organizations (NGOs), and mobile support teams (MSTs) is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.2.2. Detailed procedures governing NAW for the state are outlined under 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 IDHS representatives when a state-declared disaster requires alternate housing.
- 2.2.4. Local governments and NGOs operating state-recognized and state-supported alternate housing sites are responsible for NAW for their personnel and volunteers using established plans, policies, procedures, and technologies.
- 2.2.5. The SEOC IDHS Agency Representative is responsible for NAW for their agency personnel 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 operating state-recognized and state-supported congregate shelters are responsible for activating their coordinating elements.
- 2.3.3. The SEOC IDHS Agency Representative is responsible for activating IDHS coordinating elements that support state-recognized and state-supported alternate housing.
- 2.3.4. In coordination with the SEOC Manager, the SEOC IDHS Agency Representative is responsible for activating state-coordinating elements that support state-recognized and state-supported alternate housing sites.

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. IDHS may use communications systems internal to their agency 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, and its appendices.

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. IDHS may establish information collection, analysis, and dissemination processes internal to their agency 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 SEOC IDHS Agency Representative is the primary point of coordination for state support for alternate housing in the SEOC.
- 2.7.1.4. IDHS coordinates its agency preparedness, response, and recovery activities through the Office of Security and Emergency Preparedness.

2.7.2. Coordinating Elements

- 2.7.2.1. The SEOC Manager, in coordination with the SEOC IDHS Agency Representative, may establish a Line of Effort (LOE) Coordination Team for alternate housing and the associated needs of individuals with access and functional needs residing in congregate shelters.
- 2.7.2.2. The Business Emergency Operations Center (BEOC) will identify alternate housing resources available within the private sector.
- 2.7.2.3. IDHS may establish coordinating elements internal to its agency that must be aligned with state efforts.

2.7.3. Federal Coordination



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- 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 Agency Representative will coordinate with FEMA to resolve alternate housing-related issues that require federal intervention.
- 2.7.3.3. Through the IDPH SEOC Agency Representative, IDHS will coordinate the provision of federally supported access and functional needs support services (AFNSS) from the U.S. Department of Health and Human Services (HHS) for individuals requiring alternate housing.

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. Coordinate with SEOC Agency Representatives, internal and external organizations, and whole community partners in support of alternate housing operations.



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- 3.1.1.5.2. Assist in the identification, acquisition, timely distribution, and accounting of services, equipment, and materiel in support of resource requests that support county and municipalities' alternate housing plans, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.1.1.5.3. Establish and direct LOE Coordination Team required for strategic planning and coordination of state-supported alternate housing operations.
- 3.1.1.5.4. Establish incident management systems and assign coordinating elements for personnel and resources deployed by or on behalf of the state.
- 3.1.1.5.5. Ensure continuity of operations for maintenance and sustainment of alternate housing operations.
- 3.1.1.5.6. Coordinate and direct transitions between short, intermediate, and long-term recovery; establish priorities for resources and services; and guide alternate housing operations.
- 3.1.1.5.7. Coordinate with the SEOC private sector representative to develop and disseminate updates, briefings, and intelligence to the private sector.
- 3.1.1.5.8. Coordinate with the SEOC Voluntary Agency Representative for the integration of volunteer and donations management support into alternate housing operations.
- 3.1.1.5.9. Coordinate with IEMA-OHS Operations and Field Staff to provide alternate housing planning technical assistance to county and municipality EMAs in Illinois.
- 3.1.1.5.10. Coordinate with FEMA regarding data reporting or requests for public assistance, as needed.



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- 3.1.1.5.11. Maintain and coordinate situational awareness of alternate housing activations at the local/county level in coordination with IEMA-OHS Operations Field Staff and IDHS.
- 3.1.1.5.12. Facilitate inter-agency communication at the state and local levels regarding alternate housing planning, implementation, reporting, and funding.
- 3.1.1.5.13. Maintain the alternate housing webpage on IEMA-OHS's website and curate templates, tools, and resources. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.1.1.5.14. Support IDHS in media and public information activities about alternative housing, as requested. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.1.1.5.15. Support IDHS in coordination with state, county, and local elected officials regarding alternate housing efforts, as requested.
- 3.1.1.6. Business Emergency Operations Center (BEOC)
 - 3.1.1.6.1. Coordinate needs identified by the SEOC with potential procurement or donor sources in the private sector.
 - 3.1.1.6.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing and shelter, assistive devices and tools, and accessible communication and transportation.



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- 3.1.1.6.3. With the SEOC PIO and/or the JIC, coordinate public information and messaging on BEOC response-related issues with internal and external response and recovery partners, 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 channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.1.1.6.4. With the SEOC PIO and/or the JIC, coordinate public information and messaging on BEOC 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 channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical 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. When activated, staff the alternate housing LOE.
- 3.2.1.3. Coordinate alternate housing operations with primary and support agencies conducting state mass care with consideration to potential medical, functional, or other additional needs or requirements of the public.
- 3.2.1.4. Coordinate with SEOC representatives for state agency resourcing and support in accordance with support agency roles and responsibilities based on the scope and magnitude of the event.



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- 3.2.1.5. Coordinate reunification efforts with the Red Cross and the National Center for Missing and Exploited Children and other national reunification service providers as outlined in IEOP ESF-6, X-4 Reunification.
- 3.2.1.6. Coordinate casework operations with the state disaster recovery coordinator during the transition to long-term recovery.
- 3.2.1.7. Coordinate the provision of access and Access and Functional Needs Support Services (AFNSS) for individuals with access and functional needs with IDPH, HFS, and the Red Cross, as outlined in ESF-8, X-7 Access, and Functional Needs.
- 3.2.1.8. Coordinate collection, receipt, compilation, and development of situational reports on alternate housing operations.
- 3.2.1.9. Coordinate notification, activation, and deployment of personnel and equipment in support of state-approved alternate housing operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.10. Coordinate identification of IDHS program-eligible human services clients.
- 3.2.1.11. Coordinate identification of appropriate programs to provide services.
- 3.2.1.12. Identify agency personnel and contract staff available for service support.
- 3.2.1.13. Coordinate notification, activation, and use of personnel required for alternate housing operations.
- 3.2.1.14. Determine the necessity of Agency Representatives to alternate housing efforts locally and state-wide and coordinate notification, activation, deployment, coordination, and sustainment as necessary.



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- 3.2.1.15. Coordinate with partner organizations and agencies to track decompression and diversion of shelters and provide updates to IEMA-OHS, IDPH, and others as needed.
- 3.2.1.16. Maintain situational awareness of alternate housing operations in coordination with IEMA-OHS.
- 3.2.1.17. Coordinate overall engagement with state, county, and local elected officials regarding state-supported alternate housing efforts in the state.
- 3.2.1.18. May coordinate with other state agencies as appropriate to address elected officials' concerns.
- 3.2.1.19. Coordinate with the U.S. Department of Housing and Urban Development (HUD) to support alternate housing operations and strategy, which may include the following:
 - 3.2.1.19.1. Establish a regional set of capacity-building members for gathering shelter information.
 - 3.2.1.19.2. Design a process to identify shelter capacity and reporting for non-IDHS-funded shelters.
 - 3.2.1.19.3. Provide technical assistance to Illinois regarding leveraging funding and resources.
 - 3.2.1.19.4. Support the development of a rehousing strategy for those discharged from alternate housing who are homeless, and
 - 3.2.1.19.5. Monitor and advise the SEOC on sustainment requirements for IDHS personnel support.
- 3.2.1.20. 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 housing and shelter, assistive devices and tools, and accessible communication and transportation.



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- 3.2.1.21. 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 communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and using diverse communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.2.1.22. With the SEOC PIO and/or 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 channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3. Support State Agencies/Organizations

3.3.1. Illinois Department of Public Health (IDPH)

- 3.3.1.1. Staff the IDPH SEOC Agency Representative position, ensuring public health representation in all SEOC activities and coordination across ESF-8 functions.
- 3.3.1.2. When activated, staff the Alternate Housing Line of Effort (LOE) to support public health objectives and ensure housing operations meet medical, behavioral, and environmental health standards.
- 3.3.1.3. Coordinate communications between the response effort and the public health and medical communities, facilitating the exchange of information, situational updates, and guidance related to alternate housing and broader ESF-8 activities.
- 3.3.1.4. Coordinate the notification, activation, and deployment of IDPH personnel required to support alternate housing operations, in alignment with direction from the SEOC Manager and in coordination with IDHS and other ESF partners.



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- 3.3.1.5. Provide technical assistance and subject matter expertise in assessing and evaluating threats to public health, public welfare, and the environment in support of alternate housing operations, including infection prevention, environmental health hazards, and chronic disease considerations.
- 3.3.1.6. Maintain state public health orders, as necessary, in accordance with statutory authority and in consultation with the Governor's Office and legal counsel, to support alternate housing objectives and broader emergency operations.
- 3.3.1.7. Guide counties and local health departments on issuance, implementation, and rescission of local health orders relevant to alternate housing and associated public health emergencies, ensuring that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.8. Provide technical support and guidance to counties and local health departments on appropriate screening and intake procedures for alternate housing residents, especially when operations are activated in response to infectious disease outbreaks, hazardous exposures, or other public health crises.
- 3.3.1.9. Coordinate Just-in-Time Training (JITT) for IDPH personnel supporting alternate housing operations, ensuring staff are equipped with the knowledge, protocols, and protective measures necessary for safe and effective operation. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.10. Support IDHS in media and public information activities about alternate housing, upon request, ensuring consistency with public health messaging and situational context, ensuring that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.3.1.11. Support IDHS in coordination with state, county, and local elected officials on alternate housing operations, including briefings, informational materials, and situational awareness updates, as requested, ensuring that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.1.12. Coordinate the provision of Access and Functional Needs Support Services (AFNSS) for individuals with access and functional needs (AFN) in collaboration with IDHS, the Illinois Department of Healthcare and Family Services (HFS), and the American Red Cross, consistent with ESF-8, Appendix X-7 Access and Functional Needs.
- 3.3.1.13. Compile and report IDPH activities for inclusion in IEMA-OHS Situation Reports (SITREP), including assessments, deployments, public health threats, and operational support tied to alternate housing.
- 3.3.1.14. With the SEOC Public Information Officer (PIO) and/or the Joint Information Center (JIC), coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring alignment with public health guidance.
- 3.3.1.15. With the SEOC PIO and/or JIC, coordinate timely, accessible, and accurate public messaging for the public regarding alternate housing and related public health activities.

3.3.2. Illinois Department of Commerce and Economic Opportunity (DCEO)

- 3.3.2.1. Staff the DCEO SEOC Agency Representative position.
- 3.3.2.2. Coordinate collection, receipt, compilation, development, and dissemination of census data for disaster areas.
- 3.3.2.3. Coordinate collection, receipt, compilation, development, and dissemination of situational reports on available housing, lodging, and commercial space, with consideration for ADA accessible spaces.



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- 3.3.2.4. Administer available grant-funded programs with Community Action Agencies to support alternate housing across the state.
- 3.3.2.5. 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 housing, shelter, communication, and transportation.
- 3.3.2.6. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and through diverse communication channels to effectively reach people with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.2.7. With the SEOC PIO and/or 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 channels to effectively reach people with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.3. Illinois Board of Higher Education (IBHE)

- 3.3.3.1. Staff the IBHE SEOC Agency Representative position.
- 3.3.3.2. When established, staff the SEOC alternate housing LOE.
- 3.3.3.3. Identify colleges and universities available for use in coordination with the SEOC IDHS Agency Representative. Identified locations for alternate housing must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.3.3.4. Identify personnel from colleges and universities available to assist in alternate housing operations.
- 3.3.3.5. Coordinate notification, activation, and use of colleges and universities and personnel required for alternate housing operations.
- 3.3.3.6. Coordinate JITT with colleges and universities providing personnel support and shelter facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.3.7. Monitor and advise the SEOC on sustainment requirements for colleges and universities providing alternate housing support.
- 3.3.3.8. 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 housing, shelter, communication, and transportation.
- 3.3.3.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and through diverse communication channels to effectively reach people with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.3.10. With the SEOC PIO and/or 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 via diverse communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.



3.3.4. Illinois Community College Board (ICCB)

- 3.3.4.1. Staff the ICCB SEOC Agency Representative position.
- 3.3.4.2. When established, staff the alternate housing LOE.
- 3.3.4.3. Identify community colleges available for use in coordination with the SEOC IDHS Agency Representative. Identified locations for alternate housing must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.4.4. Identify personnel from community colleges available to assist in alternate housing operations.
- 3.3.4.5. Coordinate notification, activation, and use of community colleges and personnel required for alternate housing.
- 3.3.4.6. Coordinate JITT with community colleges providing personnel support and shelter facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.4.7. Monitor and advise the SEOC on sustainment requirements for community colleges providing alternate housing support.
- 3.3.4.8. 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 housing, shelter, communication, and transportation.
- 3.3.4.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and through diverse communication channels to effectively reach people with disabilities, limited English proficiency,



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

- 3.3.4.10. With the SEOC PIO and/or 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 channels to effectively reach people with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

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

- 3.3.5.1. Staff the IDHHC SEOC Agency Representative position.
- 3.3.5.2. When established, staff the alternate housing LOE.
- 3.3.5.3. Coordinate the identification of deaf and hard-of-hearing interpreters and translators.
- 3.3.5.4. Provide field operations guidelines for communication with deaf and hard-of-hearing individuals.
- 3.3.5.5. Coordinate notification, activation, and deployment of deaf and hard-of-hearing interpreters and translators with support agencies.
- 3.3.5.6. Coordinate JITT with agencies providing interpreters and translators. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.5.7. Monitor and advise the SEOC on sustainment requirements for interpreter and translator services.
- 3.3.5.8. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, transportation, and assistive technology and devices.



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- 3.3.5.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and through diverse communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.5.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats, languages, and through diverse communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.6. Illinois Department of Agriculture (IDOA)

- 3.3.6.1. Staff the IDOA SEOC Agency Representative position.
- 3.3.6.2. When activated, staff the alternate housing LOE.
- 3.3.6.3. Coordinate and direct animal health and well-being programs, establish priorities for resources and services, and provide guidance on household pets and service animals as identified in IEOP ESF-6, X-6 Household Pets, and Service Animals.
- 3.3.6.4. Assist in identifying and acquiring feed, veterinary services, and relocation of service animals in support of shelter service providers, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.6.5. Identify IDOA personnel available to assist in alternate housing operations.



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- 3.3.6.6. Coordinate administrative processes and resources necessary for the use of county and state fairgrounds in support of alternate housing operations.
- 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 accessible housing, shelter, communication, and transportation.
- 3.3.6.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all communications are accessible and inclusive of individuals with access and functional needs. This includes disseminating information in multiple formats and languages, and through varied communication channels to reach individuals with disabilities, limited English proficiency, and others who may experience barriers to receiving or understanding critical information.
- 3.3.6.9. With the SEOC PIO and/or 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 delivering information in multiple formats and languages, and through varied communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.7. Illinois Department of Central Management Services (CMS)

- 3.3.7.1. Staff the CMS SEOC Agency Representative position.
- 3.3.7.2. Identify state-owned facilities available for use as alternate housing locations. Identified locations for alternate housing must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.



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- 3.3.7.3. Assist with identifying non-essential personnel from state agencies without assigned recovery missions available to assist in alternate housing operations.
- 3.3.7.4. Identify CMS personnel available to assist in alternate housing operations.
- 3.3.7.5. Assist with coordinating notification, activation, and deployment of state personnel required for alternate housing operations.
- 3.3.7.6. Assist with coordinating JITT for state agency personnel assigned to alternate housing operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.7.7. Assist with monitoring and advising the SEOC on sustainment requirements for state agency personnel assigned to alternate housing operations in coordination with CMS.
- 3.3.7.8. Identify state surplus resources available for use in alternate housing operations, ensuring equitable resource distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.7.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how its response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, transportation, and assistive devices and technologies.
- 3.3.7.10. Assist the SEOC PIO and/or JIC in coordinating public information and messaging 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 disseminating information in multiple formats and languages and using varied communication platforms to effectively reach individuals with disabilities, limited English



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

- 3.3.7.11. Assist the SEOC PIO and/or 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 delivering information in multiple formats and languages, and through varied communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

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

- 3.3.8.1. Staff the DCFS Agency Representative position.
- 3.3.8.2. When activated, staff the alternate housing LOE.
- 3.3.8.3. Identify DCFS personnel available to assist in alternate housing operations.
- 3.3.8.4. Coordinate notification, activation, and use of DCFS personnel required for alternate housing operations.
- 3.3.8.5. Coordinate JITT with DCFS personnel required for alternate housing operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.8.6. Monitor and advise the SEOC on sustainment requirements for DCFS personnel required for alternate housing operations.
- 3.3.8.7. Coordinate with SEOC Red Cross representative to identify and support unaccompanied minors and youth in state care.
- 3.3.8.8. Assist SEOC ISP and Red Cross representatives for the placement of children separated from parents or guardians.
- 3.3.8.9. Coordinate the provision of youth services with the SEOC Red Cross representative.



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- 3.3.8.10. Compile and report DCFS activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.
- 3.3.8.11. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and utilizing a variety of communication channels to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.8.12. With the SEOC PIO and/or 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 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 critical information.

3.3.9. Illinois Department of Corrections (IDOC)

- 3.3.9.1. Staff the IDOC SEOC Agency Representative position.
- 3.3.9.2. When activated, staff the alternate housing LOE.
- 3.3.9.3. Identify correctional centers available in support of alternate housing operations in coordination with the IDHS SEOC representative, including laundry services, staging, receipt and repackaging, and feeding support.
- 3.3.9.4. Provide resources in support of alternate housing operations, including pillows, bed sheets, blankets, and materials from correctional industries, ensuring equitable distribution strategies that prioritize accessibility for individuals with mobility, visual,



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- hearing, cognitive, or financial needs, abilities, or impairments. Identify individual in custody crews available to support alternate housing operations.
- 3.3.9.5. Identify IDOC personnel available to assist in alternate housing operations.
 - 3.3.9.6. Coordinate notification, activation, and use of personnel required for alternate housing operations as directed by the SEOC Manager.
 - 3.3.9.7. Coordinate JITT for IDOC personnel and individuals in custody supporting alternate housing operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
 - 3.3.9.8. Monitor and advise the SEOC on sustainment requirements for IDOC personnel and individuals in custody support.
 - 3.3.9.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.
 - 3.3.9.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and utilizing varied communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may encounter barriers to receiving or understanding critical information.
 - 3.3.9.11. With the SEOC PIO and/or 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 and languages and using a variety of communication platforms to effectively reach individuals with



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

3.3.10. Illinois Department of Innovation and Technology (DoIT)

- 3.3.10.1. Staff the DoIT SEOC Agency Representative position.
- 3.3.10.2. Assist with providing telecommunications support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations, 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).
- 3.3.10.3. Assist with the emergency procurement of telecommunication devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported mass care operations.
- 3.3.10.4. Assist with providing information technology support services, devices, and equipment to state agencies, boards, and commissions assisting with state-supported mass care operations, 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).
- 3.3.10.5. Assist with providing emergency procurement of information technology devices and equipment with the SEOC that may be needed by state agencies assisting with state-supported mass care operations.
- 3.3.10.6. Assist state agencies, boards, and commissions assisting with state-supported mass care operations with identifying state agencies that can support the development and implementation of Geographic Information System (GIS) mapping solutions on their websites.
- 3.3.10.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are



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addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.

- 3.3.10.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all communications are accessible and inclusive of individuals with access and functional needs. This includes delivering information in multiple formats and languages and utilizing a variety of communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.11. Illinois Department of Natural Resources (IDNR)

- 3.3.11.1. Staff the IDNR SEOC Agency Representative position.
- 3.3.11.2. When activated, staff the alternate housing LOE.
- 3.3.11.3. Identify IDNR lands and property, including state parks, available for use in coordination with the Red Cross SEOC representative. Identified locations for alternate housing must ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.11.4. Identify IDNR personnel available to assist in alternate housing operations.
- 3.3.11.5. Coordinate notification, activation, and use of IDNR personnel required for alternate housing operations.
- 3.3.11.6. Coordinate JITT with IDNR personnel supporting alternate housing operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.11.7. Identify the need for and provide logistical support to alternate housing operations, including boat/snowmobile transportation of



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shelter supplies, personnel, and equipment, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

- 3.3.11.8. Monitor and advise the SEOC on sustainment requirements for IDNR lands, property, and personnel.
- 3.3.11.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.
- 3.3.11.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all 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 platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.11.11. With the SEOC PIO and/or 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 disseminating information in multiple formats and languages and using a variety of communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.12. Illinois State Board of Education (ISBE)

- 3.3.12.1. Staff the ISBE SEOC Agency Representative position.
- 3.3.12.2. When activated, staff the alternate housing LOE.
- 3.3.12.3. Identify schools available for use in coordination with the IDHS SEOC representative. Identified locations for alternate housing must



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- ensure ADA accessibility and compliance to allow for support for the whole community, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.12.4. Identify personnel from schools available to assist in alternate housing operations.
 - 3.3.12.5. Coordinate notification, activation, and use of schools and personnel required for alternate housing operations.
 - 3.3.12.6. Coordinate JITT with schools providing personnel support and alternate housing facilities. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments. Monitor and advise the SEOC on sustainment requirements for schools providing alternate housing support.
 - 3.3.12.7. 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 housing, shelter, communication, and transportation.
 - 3.3.12.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that all communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and utilizing various communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
 - 3.3.12.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes delivering information in multiple formats and languages and employing diverse communication platforms to effectively reach individuals with



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

3.3.13. Illinois State Police (ISP)

- 3.3.13.1. Staff the ISP SEOC Agency Representative position.
- 3.3.13.2. When activated, staff the alternate housing LOE.
- 3.3.13.3. Coordinate with law enforcement mutual aid organizations and with local law enforcement.
- 3.3.13.4. Coordinate requests for personnel and resources to provide security and protection at alternate housing facilities throughout operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.13.5. Coordinate requests for personnel and resources to provide security and protection for state agency personnel and resources involved in alternate housing operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.13.6. Coordinate personnel with specialized training in juvenile services, including services for unaccompanied minors.
- 3.3.13.7. 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 housing, shelter, communication, and transportation.
- 3.3.13.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that 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 platforms to effectively reach individuals with disabilities, limited English



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

- 3.3.13.9. With the SEOC PIO and/or 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 disseminating information in multiple formats and languages and utilizing diverse communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.

3.3.14. Illinois National Guard (ILNG)

- 3.3.14.1. Staff the ILNG SEOC Agency Representative position. This person will be prepared to:
- 3.3.14.1.1. Coordinate deployment of medical, security, and protection teams at alternate housing sites.
 - 3.3.14.1.2. Coordinate requests for personnel and resources to provide technical support, medical services, force security, and protection for state agency personnel involved in alternate housing operations.
 - 3.3.14.1.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.
 - 3.3.14.1.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, as well as the public, ensuring that all 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 platforms to effectively reach individuals with disabilities, limited



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

3.3.15. American Red Cross (ARC)

- 3.3.15.1. Staff the Red Cross SEOC Representative position.
- 3.3.15.2. Coordinate with American Red Cross disaster response operations leadership to determine the necessity for and coordinate alternate housing operations.
- 3.3.15.3. Coordinate with SEOC representatives for state agency resourcing and support in accordance with support agency roles and responsibilities and based on the scope and magnitude of the event, ensuring equitable resource and support distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.15.4. 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 timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.15.5. Coordinate Red Cross reunification efforts with the National Center for Missing and Exploited Children and other national reunification service providers as outlined in IEOP ESF-6, X-4 Reunification.
- 3.3.15.6. Coordinate Red Cross casework operations with the state disaster recovery coordinator during the transition to long-term recovery.
- 3.3.15.7. Coordinate provisions for functional needs support services with primary and support agencies conducting state mass care.
- 3.3.15.8. Coordinate collection, receipt, compilation, and development of situational reports on alternate housing operations, including reporting on how response efforts are addressing access and



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functional needs, such as availability of accessible housing, shelter, communication, and transportation.

- 3.3.15.9. Provide JITT or site-specific training to Red Cross personnel assigned responsibilities, missions, and tasks. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.15.10. Coordinate notification, activation, and deployment of personnel and equipment in support of alternate housing operations.
- 3.3.15.11. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP), including reporting on how response efforts are addressing access and functional needs, such as availability of accessible housing, shelter, communication, and transportation.
- 3.3.15.12. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners, ensuring that communications are accessible and inclusive of individuals with access and functional needs. This includes providing information in multiple formats and languages and using various communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical information.
- 3.3.15.13. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public, ensuring communications are accessible and inclusive of individuals with access and functional needs. This includes disseminating information in multiple formats and languages and utilizing diverse communication platforms to effectively reach individuals with disabilities, limited English proficiency, and others who may face barriers to receiving or understanding critical 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
2. IEOP ESF-6, Mass Care, Emergency Assistance, Temporary Housing, and Human Services
3. IEOP ESF-8, Public Health, Healthcare, EMS, and Behavioral Health Services
4. IEOP ESF-7, Resource Management and Logistics
5. IEOP ESF-13, Public Safety and Security
6. IEOP ESF-16 Recovery
7. IEOP ESF-6, X-9, Volunteers and Donations Management
8. IEOP ESF-8, X-7 Access and Functional Needs
9. IDPH Emergency Support Function (ESF) 8 Plan
10. IDPH ESF 8 Plan, Access and Functional Needs Annex
11. The Illinois Plan for Radiological Accidents (IPRA)
12. National Response Framework (NRF)
13. National Disaster Recovery Framework (NDRF)
14. FEMA P785, National Mass Care Strategy

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.