

Illinois Emergency Operations Plan

ESF-8 Public Health, Healthcare, EMS, & Behavioral Health

Appendix X-8 Communications Services

Illinois Emergency Management Agency and
Office of Homeland Security

September 23, 2026



Illinois Emergency Management Agency
and Office of Homeland Security



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Emergency Support Function (ESF) #8 Public Health, Healthcare, EMS, & Behavioral Health
Appendix X-8 Communications Services
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State of Illinois Managed Plan Emergency Support Function (ESF) #8 Appendix X-8 Communications Services

Title	ESF-8 Public Health, Healthcare, EMS, & Behavioral Health Appendix X-8 Communications Services	
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.	October 2025
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.	
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State ESF-8, X-8 Coordinator	Support Agencies & Organizations
Illinois Department of Public Health (IDPH)	American Red Cross (ARC) Illinois Council for Developmental Disabilities (ICDD)
Primary State Agencies & Organizations	
Illinois Department of Human Services (IDHS)	Illinois Deaf and Hard of Hearing Commission (IDHHC) Illinois Department of Central Management Services (CMS)
Federal ESF-8, X-8 Coordinator	
U.S. Department of Health and Human Services (HHS)	Illinois Department of Children and Family Services (DCFS) Illinois Department of Human Rights (IDHR) Illinois Department on Aging (IDoA) Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS) Illinois Guardianship and Advocacy Commission (IGAC) Illinois Poison Center (IPC) Illinois Voluntary Organizations Active in Disaster (IL VOAD) Office of the Illinois Attorney General (OIAG)



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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	October 2025	Bi-Annual Review	Glenn Smith



1. Introduction

1.1. Purpose

- 1.1.1. To provide strategic and operational guidance for the coordination of state support for communications services for at-risk individuals with access and functional needs throughout the response to and recovery from a disaster or public health emergency.

1.2. Scope

- 1.2.1. This appendix provides the strategic framework and responsibility assignments for agencies and organizations responding to and assisting with recovery from a disaster or public health emergency affecting at-risk individuals who require communications services.
- 1.2.2. Communications services are one of five planning and response categories of the HHS CMIST Framework for at-risk individuals with access and functional needs outlined under Policy in ESF-8, X-7 Access and Functional Needs.
- 1.2.3. Communications services are Access and Functional Needs Support Services (AFNSS) that fall under Federal Emergency Support Function (ESF) #8 and ESF #6 of the National Response Framework (NRF) and are necessary to maintain the Federal Emergency Management Agency (FEMA) Health and Medical Community Lifeline.
- 1.2.4. Communications Services: Services for individuals with communication needs who may use American Sign Language (ASL), have limited English proficiency (LEP), use braille print, or use other auxiliary aids and devices to communicate or navigate their environment. These individuals may have limited ability to hear announcements, see signs, understand messages, or verbalize their concerns.
 - 1.2.4.1. When addressing issues related to communications technology, as outlined in the State of Illinois Tactical Interoperable Communications Plan (TICP), see ESF-2, X-2 Communications Technology.
- 1.2.5. Communications services apply to:
 - 1.2.5.1. Individuals who use sign language, who have limited English proficiency (LEP), or who have limited ability to see, hear, or understand.
 - 1.2.5.2. Individuals with LEP who do not speak English as their primary language and may have limited ability to read, write, speak, or understand English.



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- 1.2.5.3. Individuals with sensory disabilities that may require assistive devices or interpreters:
 - 1.2.5.3.1. Poor or no vision,
 - 1.2.5.3.2. Poor or no hearing, and
 - 1.2.5.3.3. Speech disabilities.
- 1.2.6. This appendix applies to the following entities:
 - 1.2.6.1. Illinois local governments,
 - 1.2.6.2. Illinois state government,
 - 1.2.6.3. Federal government agencies, when deployed to the state,
 - 1.2.6.4. Public and private sector communications services providers and suppliers,
 - 1.2.6.5. Non-governmental organizations (NGOs) with a role in state communications services operations, and
 - 1.2.6.6. Coordinating elements with a role in state communications services operations.
- 1.2.7. The operational and tactical details necessary to implement this appendix can be found in:
 - 1.2.7.1. Illinois Department of Human Services (IDHS), Office of Security and Emergency Preparedness (OSEP) plans, policies, and procedures;
 - 1.2.7.2. Illinois Deaf and Hard of Hearing Commission (IDHHC) plans, policies, and procedures; and
 - 1.2.7.3. Illinois Department of Public Health (IDPH) ESF-8 Plan, Functional and Access Needs (FAN) Annex.

1.3. Policy

- 1.3.1. General response and recovery policy for the state is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and incorporated herein by reference.



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- 1.3.2. All policies stated under Policy in ESF-8, X-7 Access and Functional Needs are incorporated herein by reference.
- 1.3.3. To the extent possible, implementation of communications services response and recovery operations will be consistent with FEMA, U.S. Department of Justice (USDOJ), U.S. Department of Health and Human Services (HHS), and healthcare and behavioral health industry guidance.
- 1.3.4. The state recognizes IDHS as the primary state agency responsible for operational and tactical communications services planning and the coordination of response to and recovery from a disaster or public health emergency affecting at-risk individuals who require communications services.
- 1.3.5. In coordination with IDHS, the Illinois Deaf and Hard of Hearing Commission (IDHHC) is the lead agency responsible for operational and tactical planning and the coordination of response to and recovery from a disaster or public health emergency affecting at-risk individuals who are deaf or hard of hearing.
- 1.3.6. IDHS shares responsibility with IDHHC, IDPH, and private sector communications services providers for overall authority and responsibility to determine communications services-related risks and response measures throughout response and recovery.
- 1.3.7. Implementation of this appendix will not supersede existing regulatory, contractual, or other legal obligations between the state and the private sector, including those of communications services providers.
- 1.3.8. The state will shelter at-risk individuals with access and functional needs in the least restrictive setting and not unnecessarily hospitalize or institutionalize them.
- 1.3.9. The state will not separate at-risk individuals with access and functional needs from their caregivers or interpreters, which may include family, friends, attendants, and professional caregivers.
- 1.3.10. The state will not separate at-risk individuals with access and functional needs from their assistive devices.
- 1.3.11. The state will not separate at-risk individuals with access and functional needs from their service animals.
- 1.3.12. The state recognizes that the communications services system:



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- 1.3.12.1. Resides predominantly in the private sector through private non-profit and for-profit corporate entities that may not be swayed by orders from the governor or chief elected official.
 - 1.3.12.2. Does not operate within legally defined borders (state, county, and municipal) like the emergency management and public health systems.
 - 1.3.12.3. Has no local government agency or office dedicated to providing or coordinating the provision of independence services, and
 - 1.3.12.4. If not a government entity, neither a communications services entity nor its employees have qualified immunity under the State Lawsuit Immunity Act (745 ILCS 5/) or the Local Governmental and Governmental Employees Tort Immunity Act (745 ILCS 10/).
- 1.3.13. The state will prepare for the delivery of communications services in a way that enables at-risk individuals to communicate with responders, including providing information in multiple formats and by multiple modes:
- 1.3.13.1. Face-to-face interaction,
 - 1.3.13.2. Auxiliary aids, such as Braille, TTY, or hearing aid compatible telephones, and access to interpreters, including those fluent in American Sign Language,
 - 1.3.13.3. Translated written materials in languages used in the community and transmitted through email, text messages, landline telephone, radio, television, and social media,
 - 1.3.13.4. Circulating information through community-based organizations and leaders that support at-risk populations.

1.4. Situation

1.4.1. General

- 1.4.1.1. The general situation overview for the state is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and incorporated herein by reference.
- 1.4.1.2. The situation overview stated under Situation in ESF-8, X-7 Access and Functional Needs is incorporated herein by reference.



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- 1.4.1.3. An incident has disrupted the Health and Medical Community Lifeline, leading at-risk individuals who are reliant on communications services to be displaced from their homes, camps, or institutions, requiring shelter by the state.
- 1.4.1.4. An incident has led at-risk individuals to lose access to the assistive technology necessary for them to communicate.
- 1.4.1.5. An incident has led at-risk individuals with poor or no hearing to seek state services or sheltering.
- 1.4.1.6. An incident has led at-risk individuals with poor or no vision to seek state services or sheltering.
- 1.4.1.7. An incident has led at-risk individuals with limited or no English proficiency to seek state services or sheltering.
- 1.4.1.8. Throughout the IEOP, the acronym "CMS" refers to the Illinois Department of Central Management Services. In this appendix, the acronym "CMS" also refers to the Illinois Department of Central Management Services, and any references to the Center for Medicare and Medicaid Services within the U.S. Department of Health and Human Services (HHS) will be spelled out in full. The term "consumable medical supplies" will also be spelled out.
- 1.4.1.9. Communications services are population-related disaster services (PRDS) that often require the convergence of efforts under this appendix with those of ESF-6 Mass Care, Emergency Assistance, Temporary Housing, and Human Services, and ESF-8 Public Health, Healthcare, EMS, and Behavioral Health.
- 1.4.1.10. In the Spring of 2021, the State Legislature amended the Illinois Emergency Management Agency Act by adding Section 23, Access and Functional Needs Advisory Committee. If proposals from the Committee altering this appendix's intent are adopted by the IEMA-OHS Director, it will be updated accordingly.

1.4.2. Hazard and Threat Analysis Summary

- 1.4.2.1. The state's hazard and threat analysis summary for natural-, technological-, and human-caused disasters is outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and incorporated herein by reference.



1.5. Assumptions

- 1.5.1. General planning assumptions for the state are outlined in the IEOP Base Plan: Purpose, Scope, Policy, Situation Overview, and Planning Assumptions and incorporated herein by reference.
- 1.5.2. Planning assumptions stated under Assumptions in ESF-8, X-7 Access and Functional Needs are incorporated herein by reference.
- 1.5.3. A trained communications services workforce will be available primarily through private sector providers and volunteers.
- 1.5.4. Disasters and public health emergencies will require state support services for Individuals who:
 - 1.5.4.1. Use sign language.
 - 1.5.4.2. Have limited English proficiency (LEP), and
 - 1.5.4.3. Have sensory disabilities:
 - 1.5.4.3.1. Poor or no vision.
 - 1.5.4.3.2. Poor or no hearing, and
 - 1.5.4.3.3. Speech disabilities.
- 1.5.5. The private sector is primarily responsible for communications services and may not be responsive to the needs or demands of the governor, chief elected officials, or designee.
- 1.5.6. There is no local government agency or office responsible for directly delivering communications services at the local level.
- 1.5.7. IDHS and the Illinois Deaf and Hard of Hearing Commission (IDHHC) will augment communications services capability with limited deployment of state personnel and procurement of assistive technology through IEMA-OHS emergency procurement.
- 1.5.8. There is no deployable element through intra-state mutual aid or mobile support teams (MSTs) to augment communications services.
- 1.5.9. There is no deployable element from the Emergency Management Assistance Compact (EMAC) to augment communications services.



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- 1.5.10. There is no deployable element from federal agencies to augment communication services.

2. Concept of Operations

2.1. General

- 2.1.1. CONOPS principles for the state are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.1.2. CONOPS principles under the Concept of Operations in ESF-8, X-7 Access and Functional Needs are incorporated herein by reference.
- 2.1.3. Through the Office of Security and Emergency Preparedness (OSEP), IDHS is the primary agency responsible for coordinating state-supported communications services in the SEOC.
 - 2.1.3.1. IDHS is responsible for coordinating state-supported communications services for individuals who have limited English proficiency (LEP) through the Division of Family and Community Services, Bureau of Refugee and Immigrant Services.
 - 2.1.3.2. IDHS is responsible for coordinating state-supported communications services for individuals who use sign language through the Division of Rehabilitation Services (DRS), Bureau of Field Services.
 - 2.1.3.2.1. IDHHC assists IDHS with communication services for individuals who use sign language.
 - 2.1.3.2.2. IDHS is responsible for coordinating state-supported communications services for individuals with poor or no vision.
 - 2.1.3.2.3. IDHS is responsible for coordinating state-supported communications services for individuals with speech disabilities.
 - 2.1.3.2.4. IDHHC is responsible for coordinating state-supported communications services for individuals who have limited or no ability to hear.



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- 2.1.4. During a state-declared disaster or public health emergency that adversely affects individuals who rely on communications services, IDHS and IDPH will deploy agency representatives to the SEOC.
- 2.1.5. Through the Office of Preparedness and Response (OPR), Division of Disaster Preparedness and Response (DPR), IDPH is the primary agency responsible for coordinating state-supported AFNSS in the SEOC and coordinates with IDHS and IDHHC on the provision of communications services.
- 2.1.6. IDPH is the primary agency for ESF-8, X-7 Access and Functional Needs, and may support the IDPH SEOC Agency Representative through activation of the IDPH Incident Management Team (IMT) or Public Health Emergency Operations Center (PHEOC).
- 2.1.7. If a local agency or organization delivering communications services requires resources, in coordination with IDHS and IDHHC, they will request them through systems established by the local EMA.
- 2.1.8. If a local EMA cannot fulfill a resource request from a communications service's agency or organization, it will request resources on the provider's behalf from the state through a WebEOC request routed to their IEMA-OHS Regional Coordinator.
- 2.1.9. Resolution of general preparedness-, response-, and recovery-related legal questions and issues for the state is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.1.10. IDHS employs its own legal counsel and utilizes its internal policies and procedures to engage counsel for opinions and direction on preparedness, response, and recovery issues specific to its agency and interpreting its enabling legislation.
- 2.1.11. IDHHC employs its own legal counsel and utilizes its internal policies and procedures to engage counsel for opinions and direction on preparedness, response, and recovery issues specific to its agency and interpreting its enabling legislation.
- 2.1.12. IDPH employs its own legal counsel and utilizes its internal policies and procedures to engage counsel for opinions and direction on preparedness, response, and recovery issues specific to its agency and interpreting its enabling legislation.



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 ESF-2, X-1 Notification, Alert, and Warning, and incorporated herein by reference.
- 2.2.3. IDHS is responsible for NAW for:
 - 2.2.3.1. IDHS leadership, offices, divisions, and employees.
 - 2.2.3.2. Non-governmental partner organizations with a role in delivering communications services for individuals with:
 - 2.2.3.2.1. No English proficiency
 - 2.2.3.2.2. Limited English proficiency (LEP)
 - 2.2.3.2.3. Sensory disabilities, as listed in Assumptions above
- 2.2.4. IDHHC is responsible for NAW for:
 - 2.2.4.1. IDHHC leadership, offices, divisions, and employees, and
 - 2.2.4.2. Non-governmental partner organizations with a role in delivering communications services for individuals who are deaf or hard of hearing.

2.3. Activation

- 2.3.1. SEOC activation, authority, and decision-making for the state are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.3.2. IDHS is responsible for activating internal agency response and recovery coordination elements.
- 2.3.3. IDHHC is responsible for activating internal agency response and recovery coordination elements.
- 2.3.4. IDPH is responsible for activating its internal agency response and recovery coordination elements, including the IDPH IMT and PHEOC.



2.4. Communications

- 2.4.1. General communications requirements and procedures for the state are outlined in the IEOP Base Plan: Communications Coordination and incorporated herein by reference.
- 2.4.2. Detailed procedures governing communication coordination for the state are outlined under ESF-2 Communications and incorporated herein by reference.
- 2.4.3. IDHS is responsible for developing, testing, and maintaining its communications resources and systems.
- 2.4.4. IDHHC is responsible for developing, testing, and maintaining its communications resources and systems.
- 2.4.5. During a crisis affecting individuals needing communications services, IDHS is responsible for maintaining communications with:
 - 2.4.5.1. IDHS leadership offices, divisions, and employees
 - 2.4.5.2. Public and private sector communications services providers
 - 2.4.5.3. Non-governmental communications services response partner organizations
- 2.4.6. During a crisis affecting individuals needing communications services, IDHHC is responsible for maintaining communications with:
 - 2.4.6.1. IDHHC leadership offices, divisions, and employees
 - 2.4.6.2. Public and private sector communications services providers
 - 2.4.6.3. Non-governmental communications services response partner organizations
- 2.4.7. During a crisis affecting individuals needing communications services, IDPH is responsible for maintaining communications with:
 - 2.4.7.1. IDPH leadership offices, divisions, and employees



2.5. Resource Management

- 2.5.1. General administration and finance requirements and procedures for the state are outlined in the IEOP Base Plan: Administration, Finance, and Logistics and incorporated herein by reference.
- 2.5.2. Detailed administration and finance requirements and procedures for the state are outlined under ESF-5, X-2 Financial and Administrative Management, and incorporated herein by reference.
- 2.5.3. General logistics requirements and procedures for the state are outlined in the IEOP Base Plan: Administration, Finance, and Logistics and incorporated herein by reference.
- 2.5.4. Detailed procedures governing logistics for the state are outlined under ESF-7 Resource Management and Logistics and ESF-7, X-1 Distribution Plan, and incorporated herein by reference.

2.6. Reporting Requirements

- 2.6.1. General information collection, analysis, and dissemination requirements and procedures for the state are outlined in the IEOP Base Plan: Information Collection, Analysis, and Dissemination and incorporated herein by reference.
- 2.6.2. Detailed procedures for information collection, analysis, and dissemination for the state are outlined under ESF-5 Information and Planning and incorporated herein by reference.

2.7. Organization

2.7.1. Direction and Control

- 2.7.1.1. General direction, control, and coordination procedures for the state are outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.1.2. Detailed procedures governing direction, control, and coordination for the state are outlined under ESF-5, X-1 Direction, 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 of communications services in the SEOC.



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- 2.7.1.4. The SEOC IDHHC Agency Representative is the coordinator of communications services for individuals who are deaf or hard of hearing.

2.7.2. Coordinating Elements

- 2.7.2.1. IDHS does not use a regional coordination system or a regional emergency response coordinator for communications services.
- 2.7.2.2. Activation and application of the IDPH IMT is done in accordance with the IDPH ESF 8 Plan.
- 2.7.2.3. Activation and application of the PHEOC is done in accordance with the IDPH ESF 8 Plan.
- 2.7.2.4. Upon activation of the IDPH PHEOC or IMT, the PHEOC Incident Commander or IMT Lead and the SEOC Manager will coordinate through the SEOC IDPH Agency Representative.
- 2.7.2.5. General agency preparedness, response, and recovery coordination activities for state agencies, boards, commissions, and non-governmental organizations with responsibilities in the IEOP are outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.7.2.6. IDHS
 - 2.7.2.6.1. The Office of Security and Emergency Preparedness (OSEP) coordinates internal agency preparedness, response, and recovery elements with IDHS program divisions:
 - 2.7.2.6.1.1. Division of Developmental Disabilities (DDD);
 - 2.7.2.6.1.2. Division of Family and Community Services (DFCS);
 - 2.7.2.6.1.3. Division of Behavioral Health and Recovery (DBHR) (effective 7/1/25);
 - 2.7.2.6.1.4. Division of Rehabilitation Services (DRS); and
 - 2.7.2.6.2. For incidents affecting individuals needing communications services, OSEP will coordinate primarily with DCFS.



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- 2.7.2.6.3. Coordinates agency response and recovery operations with state and federal agencies and NGOs through OSEP by deploying an agency representative to the SEOC.
- 2.7.2.7. IDHHC
 - 2.7.2.7.1. Coordinates internal agency preparedness, response, and recovery elements with IDHHC staff.
 - 2.7.2.7.2. Coordinates agency response and recovery operations with state and federal agencies and NGOs.
- 2.7.2.8. IDPH
 - 2.7.2.8.1. The Office of Preparedness and Response (OPR), Division of Disaster Planning and Readiness (DPR) coordinates internal agency preparedness, response, and recovery elements with other IDPH offices and their associated divisions:
 - 2.7.2.8.1.1. Office of the Director (OD)
 - 2.7.2.8.1.2. Office of Disease Control (ODC)
 - 2.7.2.8.1.3. Office of Finance and Administration (OFA)
 - 2.7.2.8.1.4. Office of Health Care Regulation (OHCR)
 - 2.7.2.8.1.5. Office of Health Promotion (OHPm)
 - 2.7.2.8.1.6. Office of Health Protection (OHP)
 - 2.7.2.8.1.7. Office of Human Resources (OHR)
 - 2.7.2.8.1.8. Office of Information Technology (OIT/DoIT)
 - 2.7.2.8.1.9. Office of Performance Management (OPM)
 - 2.7.2.8.1.10. Office of Policy, Planning, and Statistics (OPPS)
 - 2.7.2.8.1.11. Office of Racial and Cultural Health Equity (ORCHE)
 - 2.7.2.8.1.12. Office of Women's Health and Family Services (OWHFS)



- 2.7.2.8.2. Coordinates agency response and recovery operations with state and federal agencies and non-governmental organizations (NGOs) through OPR and DPR by deploying an agency representative to the SEOC and activating the IDPH Incident Management Team (IMT) or Public Health Emergency Operations Center (PHEOC).

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 IDPH and IDHS Agency Representatives will coordinate with the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and Response (ASPR), At-Risk, Behavioral Health and Community Resilience (ABC), to access support for communications services issues.

3. Roles and Responsibilities

3.1. State ESF Coordinator

3.1.1. Illinois Department of Public Health (IDPH)

- 3.1.1.1. Coordinate the utilization of required ESF-8 support to execute missions presented by the SEOC manager.
- 3.1.1.2. Staff the SEOC IDPH Agency Representative position to ensure coordination of health and medical support for individuals with access and functional needs, addressing communication considerations in response and recovery efforts.
- 3.1.1.3. Staff the SEOC IDPH Agency Representative position to ensure coordination of health and medical support for individuals with access and functional needs, addressing communication considerations in response and recovery efforts.
- 3.1.1.4. Coordinate the use of SIREN for IDHS to alert agencies, offices, personnel, and non-governmental organizations (NGOs) involved in communications services operations, ensuring alert and warning systems accommodate



the access and functional needs of populations, including individuals who are deaf, hard of hearing, blind, or have cognitive disabilities.

- 3.1.1.5. Coordinate the use of Illinois HELPS for IDHS to recruit, register, and deploy communications services professionals, including those with expertise in accessible communication and access and functional needs considerations, ensuring equitable response efforts for individuals with disabilities and others with access and functional needs.
- 3.1.1.6. Request and coordinate the receipt of supplies and equipment through HHS, ASPR, and SNS, prioritizing assets that support CMIST needs, such as durable medical equipment technology, communication aids, and accessible transportation resources.
- 3.1.1.7. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs), incorporating access and functional needs considerations, including challenges and needs related to communication, maintaining health, independence, support & safety, and transportation.
- 3.1.1.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners, ensuring materials are available in accessible formats (e.g., braille, large print, ASL interpretation, plain language) to meet CMIST needs.
- 3.1.1.9. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public, ensuring that access and functional needs populations receive timely, accessible, and culturally competent information in multiple formats, languages, and modalities.

3.2. Primary State Agency/Organization

3.2.1. Illinois Department of Human Services (IDHS)

- 3.2.1.1. Staff the SEOC IDHS Agency Representative position.
- 3.2.1.2. Serve as the primary agency for coordination of the state's disaster response and recovery efforts for individuals requiring communications services.
- 3.2.1.3. In coordination with the Red Cross, local governments, and NGOs providing congregate shelter services, coordinate the provision of



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necessary communications services for individuals in state-supported shelters, as outlined in ESF-6, X-1 Shelter Support, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

- 3.2.1.4. In coordination with the Red Cross, local governments and NGOs coordinate the provision of necessary communications services for individuals sheltering-in-place, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.5. Through existing IDHS programs and partner organizations, coordinate the delivery of communications services for individuals with:
 - 3.2.1.5.1. Poor or no vision;
 - 3.2.1.5.2. Limited or no English proficiency;
 - 3.2.1.5.3. Speech disabilities.
- 3.2.1.6. Coordinate directly with IDDHC to provide services for individuals who are deaf or hard of hearing, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.7. Maintain contact information in the State of Illinois Rapid Electronic Notification System (SIREN) to alert agencies, offices, personnel, and non-governmental organizations (NGOs) with a role in communications services operations.
- 3.2.1.8. Utilize the Illinois Helps Emergency System for Advanced Registration of Volunteer Health Professionals (ESAR-VHP) system to recruit, register, and deploy communications services professionals.
- 3.2.1.9. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication and transportation, and include actions taken to highlight response gaps or needs.
- 3.2.1.10. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and



recovery partners. 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.

- 3.2.1.11. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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. Support State Agencies/Organizations

3.3.1. American Red Cross (ARC)

- 3.3.1.1. Staff the Red Cross SEOC Agency Representative position.
- 3.3.1.2. Provide basic communications services at Red Cross-managed facilities, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments
- 3.3.1.3. When conditions dictate, request communications services resources through the SEOC.
- 3.3.1.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.1.5. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. 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.
- 3.3.1.6. With the SEOC PIO and/or the JIC, coordinate public information and messaging on response-related issues for the public. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.

3.3.2. Illinois Council for Developmental Disabilities (ICDD)



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- 3.3.2.1. Provide subject matter expertise and network access to IDHS to support the provision of communications services to individuals with developmental disabilities.
- 3.3.2.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.2.3. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.2.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.

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

- 3.3.3.1. In close coordination with IDHS, through existing IDHHC programs and partner organizations, deliver communications services for individuals who have limited or no ability to hear, ensuring equitable distribution strategies.
- 3.3.3.2. Assist IDHS with support services for individuals who use sign language, ensuring equitable distribution strategies.
- 3.3.3.3. In coordination with the Red Cross, local governments, and NGOs providing congregate shelter services, ensure the provision of necessary communications services for individuals who are deaf or hard of hearing residing in state-recognized and state-supported shelters, as outlined in ESF-6, X-1 Shelter Support, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.3.4. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address



applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.

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

3.3.4. Illinois Department of Central Management Services (CMS)

- 3.3.4.1. Staff the SEOC CMS Agency Representative position.
- 3.3.4.2. Identify non-essential personnel from state agencies available to assist with communications services operations.
- 3.3.4.3. Assist with coordinating notification, activation, and deployment of state personnel required for communications services operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.4.4. Assist with coordinating JITT for state agency personnel assigned to communications services 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.
- 3.3.4.5. Monitor and advise the SEOC on sustainment requirements for state agency personnel assigned to communications services operations.
- 3.3.4.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how its response efforts are addressing applicable access and functional needs, such as availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.



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- 3.3.4.7. With the SEOC PIO and/or JIC, assist with coordinating public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.4.8. With the SEOC PIO and/or JIC, assist with coordinating public information and messaging on response issues for the public. 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.

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

- 3.3.5.1. Coordinate communications services for youth in state care.
- 3.3.5.2. When requested by the governor, coordinate communications services for unaccompanied youth not in state care.
- 3.3.5.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.5.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.5.5. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.

3.3.6. Illinois Department of Human Rights (IDHR)

- 3.3.6.1. Provide subject matter expertise on the fair provision of health maintenance services to at-risk individuals.



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- 3.3.6.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.6.3. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.6.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.

3.3.7. Illinois Department on Aging (IDoA)

- 3.3.7.1. Staff the SEOC IDoA Agency Representative position.
- 3.3.7.2. Coordinate with the HHS Administration on Aging to implement federal disaster assistance programs to meet the needs of older adult populations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.7.3. Implement the Emergency Home Response Service (EHRS) of the Community Care Program to improve the independence and safety of clients in their own homes and reduce the need for nursing home care.
- 3.3.7.4. Coordinate and manage contact with older adult populations and their caregivers through Area Agencies on Aging (AAAs).
- 3.3.7.5. Provide information on the status and needs of older adult populations and their caregivers in the community.
- 3.3.7.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.



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

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

- 3.3.8.1. SEOC Manager
 - 3.3.8.1.1. Coordinate collection, receipt, compilation, and development of situational reports on damage impacts to services, facilities, sites, and programs.
 - 3.3.8.1.2. Collect, analyze, de-conflict, and disseminate communications services information.
 - 3.3.8.1.3. Collaborate with IDHS on requests for communications services resources.
 - 3.3.8.1.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
 - 3.3.8.1.5. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.
- 3.3.8.2. Business Emergency Operations Center (BEOC)



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- 3.3.8.2.1. Coordinate needs identified by the SEOC with potential procurement or donor sources in the private sector, 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).
- 3.3.8.2.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.8.2.3. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.8.2.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.

3.3.9. Illinois Guardianship and Advocacy Commission (IGAC)

- 3.3.9.1. Support and advocate for the rights of individuals with specific developmental disabilities.
- 3.3.9.2. Provide lists of clients living in affected areas.
- 3.3.9.3. Make available or provide legal counsel to people with specific developmental disabilities where necessary and appropriate.
- 3.3.9.4. Assume legal guardianship of individuals with specific developmental disabilities where necessary and appropriate.
- 3.3.9.5. Coordinate investigations of complaints alleging that the rights of a person with a specific developmental disability have been violated.



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- 3.3.9.6. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.9.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.9.8. With the SEOC PIO and/or JIC, coordinate public information and messaging on response issues for the public. 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.

3.3.10. Illinois Poison Center (IPC)

- 3.3.10.1. When requested by IDPH, augment the IPC call center to take calls from the public regarding access and functional needs issues during an emergency or disaster. 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.
- 3.3.10.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.10.3. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.10.4. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response-related issues for the public. 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.

3.3.11. Illinois Voluntary Organizations Active in Disaster (IL VOAD)

- 3.3.11.1. Assist with the recruitment and deployment of communications services volunteers to support IDHS and private sector communications services providers, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.3.11.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.
- 3.3.11.3. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response issues with internal and external response and recovery partners. 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.
- 3.3.11.4. With the IDPH and SEOC PIOs and/or the JIC, coordinate public information and messaging on response issues for the public. 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.

3.3.12. Office of the Illinois Attorney General (OIAG)

- 3.3.12.1. Staff the SEOC OIAG Agency Representative position.
- 3.3.12.2. Provide legal counsel for state agencies, boards, and commissions making policy decisions regarding individuals with access and functional needs.
- 3.3.12.3. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs). Reports should include how response efforts address applicable access and functional needs, such as the availability of accessible communication, transportation, and beyond, including actions taken to highlight response gaps or needs.



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

4. Authorities

1. Public Health Services Act of 1944, as amended
2. Title VI, Civil Rights Act of 1964, as amended
3. Title IX, Education Amendments Act, as amended
4. Rehabilitation Act of 1973, as amended
5. Age Discrimination Act of 1975, as amended
6. Title II, Americans with Disabilities Act (ADA) of 1990, as amended
7. Executive Order 13166, Improving Access to Services for Persons with limited English proficiency
8. Executive Order 13347, Individuals with Disabilities in Emergency Preparedness
9. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Stafford Act), Pub. L. No. 93-288, as amended
10. Health Insurance Portability and Accountability Act (HIPAA) of 1996: Privacy Rule, Pub. L. No. 104-191, as amended
11. Post-Katrina Emergency Management Reform Act of 2006 (Post-Katrina Act), Pub. L. No. 109-295, as amended
12. Emergency Management Assistance Compact (EMAC) of 1996, Pub. L. No. 104-321, as amended
13. Sandy Recovery Improvement Act of 2013, Pub. L. No. 113-2, as amended



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14. Section 319 of the Public Health Service Act: Public Health Emergencies, 42 U.S.C. § 247d, as amended
15. Pandemic and All-Hazards Preparedness Act of 2006, Pub. L. No. 109-417, as amended
16. Pandemic and All-Hazards Preparedness Reauthorization Act (PAHPRA) of 2013, Pub. L. No. 113-5, as amended
17. Pandemic and All-Hazards Preparedness and Advancing Innovation Act of 2019 (PAHPAIA), Public Law No. 116-22, as amended
18. Illinois Compiled Statutes, 20 ILCS 4010/, Illinois Council on Developmental Disabilities Law, as amended
19. Illinois Compiled Statutes, 775 ILCS 5/1-101/, Illinois Human Rights Act, as amended
20. Illinois Compiled Statutes, 745 ILCS 5, State Lawsuit Immunity Act, as amended
21. Illinois Compiled Statutes, 745 ILCS 10, Local Governmental and Governmental Employees Tort Immunity Act, as amended.

5. References

1. IEOP Base Plan, as amended
2. ESF-8 Public Health, Healthcare, EMS, and Behavioral Health, as amended
3. ESF-8, X-7 Access and Functional Needs, as amended
4. IDPH Emergency Support Function (ESF) 8 Plan, as amended
5. IDPH ESF 8 Plan – Functional and Access Needs (FAN) Annex, as amended
6. National Response Framework (NRF), as amended
7. National Disaster Recovery Framework (NDRF), as amended

6. Acronyms & Definitions

1. For all definitions and acronyms addressed in this plan, please refer to the IEOP Base Plan, Appendix X-07 Glossary of Terms.