

Illinois Emergency Operations Plan

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

Appendix X-12 Non-Emergency Transportation 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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State of Illinois Managed Plan Emergency Support Function (ESF) #8 Appendix X-12 Non-Emergency Transportation Services

Title	ESF-8 Public Health, Healthcare, EMS, & Behavioral Health Appendix X-12 Non-Emergency Transportation 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-12 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 Central Management Services (CMS)
Illinois Department of Healthcare and Family Services (HFS)	Illinois Department of Human Rights (IDHR) Illinois Department of Human Services (IDHS) Illinois Department of Transportation (IDOT)
Federal ESF-8, X-12 Coordinator	Illinois Department on Aging (IDoA) Illinois Emergency Management Agency and Office of Homeland Security (IEMA-OHS) Illinois Guardianship and Advocacy Commission (IGAC)
U.S. Department of Health and Human Services (HHS) Federal Emergency Management Agency (FEMA)	Illinois National Guard (ILNG) Illinois Poison Center (IPC) Illinois State Board of Education (ISBE) 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 non-emergency transportation 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 non-emergency transportation services.
- 1.2.2. Transportation services are one of five planning and response categories of the 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. Non-emergency transportation 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. This appendix addresses non-emergency medical transportation services, including stretcher van services and mass transit services.
 - 1.2.4.1. **Non-Emergency Medical Transportation (NEMT) Services:**
Transportation services funded through the Illinois Department of Healthcare and Family Services (HFS) Medical Assistance Program or private insurance for individuals who lack access to personal transportation or are unable to drive due to decreased or impaired mobility that may come with age and/or disability, temporary conditions, injury, or legal restriction.
 - 1.2.4.1.1. NEMT includes transport by:
 - 1.2.4.1.1.1. **Medi-car:** Transportation service for individuals who do not require medical monitoring or clinical observation by a licensed medical



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professional but require a hydraulic or electric lift or ramp, wheelchair lockdowns, or transportation on a stretcher.

- 1.2.4.1.1.2. **Stretcher Van Services:** Medi-car service for non-ambulatory individuals who require transportation on a stretcher delivered in vehicles licensed by the Illinois Department of Public Health (IDPH) that have minimum non-emergency equipment and staffing requirements and minimum build standards.
- 1.2.4.1.1.3. **Taxicab:** Transportation by passenger vehicle of an individual whose medical condition does not require a specialized mode.
- 1.2.4.1.1.4. **Service Car:** Transportation by a passenger vehicle licensed by the state as public transportation for ambulatory individuals whose condition does not require a specialized mode.
- 1.2.4.1.1.5. **Private Automobile:** Transportation by a passenger vehicle licensed by the state for ambulatory individuals whose condition does not require a specialized mode.
- 1.2.4.1.2. During a state-declared disaster, the Illinois National Guard (ILNG) may be tasked to assist with non-emergency transportation using ILNG resources.
- 1.2.4.1.3. **Mass Transit Services:** Non-medical transportation of large numbers of individuals by means such as charter buses, school buses, and trains.
- 1.2.4.1.4. **Emergency Ambulance Transportation Services:** Medical transportation services for non-ambulatory ill or injured individuals requiring medical monitoring delivered in vehicles licensed by IDPH with minimum equipment and staffing requirements and minimum build standards. See ESF-8, X-3 Emergency Medical Services.

1.2.5. This appendix applies to the following entities:



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- 1.2.5.1. Illinois local governments;
 - 1.2.5.2. Illinois state government;
 - 1.2.5.3. Federal government agencies, when deployed to the state;
 - 1.2.5.4. Public and private sector non-emergency transportation services providers and suppliers;
 - 1.2.5.5. Non-governmental organizations (NGOs) with a role in state transportation services operations, and
 - 1.2.5.6. Coordinating elements with a role in state non-emergency transportation services operations.
- 1.2.6. The operational and tactical details necessary to implement this appendix can be found in:
- 1.2.6.1. Illinois Department of Healthcare and Family Services (HFS) plans, policies, and procedures;
 - 1.2.6.2. Illinois Department of Human Services (IDHS) plans, policies, and procedures; and
 - 1.2.6.3. Illinois Department of Transportation (IDOT) plans, policies, and procedures.

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.
- 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 non-emergency transportation services operations will be consistent with FEMA and U.S. Department of Health and Human Services (HHS) access and functional needs guidance.
- 1.3.4. The state recognizes HFS, in coordination with IDPH, IDHS, and IDOT, as the primary state agency responsible for operational and tactical non-emergency transportation services planning and the coordination of response to and recovery from a disaster



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or public health emergency affecting at-risk individuals who require non-emergency transportation services.

- 1.3.5. HFS, IDPH, IDHS, and IDOT share responsibility with public and private sector non-emergency transportation services providers for overall authority and responsibility to determine non-emergency transportation services-related risks and response measures throughout response and recovery.
- 1.3.6. Implementation of this appendix will not supersede existing regulatory, contractual, or other legal obligations between the state and the private sector, including those of non-emergency transportation service providers.
- 1.3.7. When arranging non-emergency transportation services:
 - 1.3.7.1. The state will not separate individuals with access and functional needs from their caregivers, which may include family, friends, attendants, and professional caregivers.
 - 1.3.7.2. The state will not separate individuals with access and functional needs from their durable medical equipment technology (DME).
 - 1.3.7.3. The state will not separate individuals with access and functional needs from their service animals.
- 1.3.8. The state recognizes that non-emergency transportation services:
 - 1.3.8.1. Reside 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;
 - 1.3.8.2. Does not operate within legally defined borders (state, county, and municipal) like the emergency management and public health systems;
 - 1.3.8.3. Has no local government agency or office dedicated to providing or coordinating the provision of non-emergency transportation services, and
 - 1.3.8.4. If not a government entity, neither a non-emergency transportation 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/).
- 1.3.9. The state will prepare for the provision of non-emergency transportation services in a way that enables at-risk individuals to access:



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- 1.3.9.1. Transportation to healthcare and behavioral health facilities for appointments;
- 1.3.9.2. Transportation for non-emergency appointments; and
- 1.3.9.3. Provision of an accessible shelter vehicle and driver to provide non-emergency transportation services.

1.4. Situation

1.4.1. General

- 1.4.1.1. General situation overview information 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. An incident has led to individuals with access and functional needs losing access to their means of transportation.

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 non-emergency transportation services workforce will be available primarily through private sector providers and volunteers.
- 1.5.4. Disasters will require state-supported transportation services for individuals with access and functional needs who have lost access to their non-emergency transport services provided by:
 - 1.5.4.1. Medi-car;



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- 1.5.4.2. Stretcher Van;
- 1.5.4.3. Taxicab;
- 1.5.4.4. Service Car;
- 1.5.4.5. Private automobile; and
- 1.5.4.6. Mass transit.
- 1.5.5. The private sector is primarily responsible for non-emergency transportation services and may not be responsive to the needs or demands of the governor, chief elected officials, or designees.
- 1.5.6. There is no local government agency or office responsible for directly delivering non-emergency transportation services at the local level.
- 1.5.7. HFS and IDHS have no operational capability to augment non-emergency transportation services.
- 1.5.8. There is no deployable element available from the Emergency Management Assistance Compact (EMAC) to augment non-emergency transportation services.
- 1.5.9. There is no deployable element available from the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and Response (ASPR), or National Disaster Medical System (NDMS) to augment non-emergency transportation 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 Concept of Operations in ESF-8, X-7 Access and Functional Needs are incorporated herein by reference.
- 2.1.3. HFS is the primary agency responsible for coordinating state-supported non-emergency transportation services.
- 2.1.4. HFS does not have a regular seat in the SEOC.



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- 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 HFS on the provision of non-emergency transportation services.
- 2.1.6. During a state-declared disaster or public health emergency that adversely affects at-risk individuals who rely on non-emergency transportation services, IDPH will deploy an agency representative to the SEOC.
- 2.1.7. During a state-declared disaster or public health emergency that separates at-risk individuals from their non-emergency transportation services, IDPH, HFS, IDOT, and other agencies and organizations will coordinate the provision of non-emergency transportation services.
- 2.1.8. 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).
- 2.1.9. If a local agency or organization delivering non-emergency transportation services requires resources, they will request them through systems established by the local EMA.
- 2.1.10. If a local EMA cannot fulfill a resource request from a non-emergency transportation services 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.
- 2.1.11. 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.
- 2.1.12. HFS 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.
- 2.1.13. 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.
- 2.1.14. 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.



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- 2.1.15. IDOT 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. HFS is responsible for NAW for:
- 2.2.3.1. HFS leadership, offices, divisions, and employees.
 - 2.2.3.2. Public and private sector providers of NEMT services, and
 - 2.2.3.3. Non-governmental partner organizations with a role in coordinating or delivering NEMT services.
- 2.2.4. IDPH is responsible for NAW for:
- 2.2.4.1. IDPH leadership, offices, divisions, and employees, and
 - 2.2.4.2. Stretcher van providers.
- 2.2.5. IDHS is responsible for NAW for:
- 2.2.5.1. IDHS leadership, offices, divisions, and employees, and
 - 2.2.5.2. Providers of services for entities participating in the Division of Developmental Disabilities, Adult Home-Based Services (HBS) transportation programs.
- 2.2.6. IDOT is responsible for NAW for:
- 2.2.6.1. IDOT leadership, offices, divisions, and employees.
 - 2.2.6.2. Public and private sector providers of mass-transportation services, including school and charter bus operators.



2.3. Activation

- 2.3.1. SEOC activation decision-making for the state is outlined in the IEOP Base Plan: Concept of Operations and incorporated herein by reference.
- 2.3.2. HFS is responsible for activating its internal agency response and recovery coordination elements.
- 2.3.3. IDHS is responsible for activating its 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.
- 2.3.5. IDOT is responsible for activating its internal agency response and recovery coordination elements.

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. HFS is responsible for developing, testing, and maintaining its communications resources and systems.
- 2.4.4. IDOT is responsible for developing, testing, and maintaining its communications resources and systems.
- 2.4.5. IDPH is responsible for developing, testing, and maintaining its communications resources and systems, which include:
 - 2.4.5.1. Medical Emergency Communications of Illinois (MERCII)
 - 2.4.5.2. SIREN
 - 2.4.5.3. STARCOM21
- 2.4.6. HFS is responsible for maintaining communications with:
 - 2.4.6.1. HFS leadership offices, divisions, and employees.



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- 2.4.6.2. Public and private sector non-emergency transportation services providers, and
- 2.4.7. IDPH is responsible for maintaining communications with:
 - 2.4.7.1. IDPH leadership offices, divisions, and employees
 - 2.4.7.2. Regional Hospital Coordinating Centers (RHCCs)
 - 2.4.7.3. Health Care Coalitions (HCCs)
 - 2.4.7.4. Illinois Medical Emergency Response Team (IMERT)
 - 2.4.7.5. Healthcare providers outlined under Scope in ESF-8 Public Health, Healthcare, EMS, and Behavioral Health.
 - 2.4.7.6. Non-governmental healthcare response partner organizations.

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 procedures governing finance administration 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.



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- 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. HFS, in coordination with the IDPH, IDHS, and IDOT, is the primary point of coordination for state support of non-emergency transportation services.
- 2.7.1.4. HFS has no regional coordination system or regional emergency response coordinators for non-emergency transportation services.

2.7.2. Coordinating Elements

- 2.7.2.1. Coordinating elements for the state are outlined in the IEOP Base Plan: Direction, Control, and Coordination and incorporated herein by reference.
- 2.7.2.2. Coordinating elements used for access and functional needs operations are outlined under Organization in ESF-8, X-7 Access and Functional Needs, and incorporated herein by reference.
- 2.7.2.3. 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.
- 2.7.2.4. HFS
 - 2.7.2.4.1. Coordinates internal agency preparedness, response, and recovery elements with HFS divisions through the Division of Medical Programs.



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- 2.7.2.4.2. Coordinates agency response and recovery operations with state and federal agencies and NGOs.

2.7.2.5. IDHS

- 2.7.2.5.1. The Office of Security and Emergency Preparedness (OSEP) coordinates internal agency preparedness, response, and recovery elements with IDHS program divisions:

- 2.7.2.5.1.1. Division of Developmental Disabilities.

- 2.7.2.5.1.2. Division of Family and Community Services.

- 2.7.2.5.1.3. Division of Behavioral Health and Recovery

- 2.7.2.5.1.4. Division of Rehabilitation Services, and

- 2.7.2.5.2. Coordinates agency response and recovery operations with state and federal agencies and NGOs through OSEP by deploying an agency representative to the SEOC.

2.7.2.6. IDPH

- 2.7.2.6.1. 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:

- 2.7.2.6.1.1. Office of the Director (OD)

- 2.7.2.6.1.2. Office of Disease Control (ODC)

- 2.7.2.6.1.3. Office of Finance and Administration (OFA)

- 2.7.2.6.1.4. Office of Health Care Regulation (OHCR)

- 2.7.2.6.1.5. Office of Health Promotion (OHPm)

- 2.7.2.6.1.6. Office of Health Protection (OHP)

- 2.7.2.6.1.7. Office of Human Resources (OHR)

- 2.7.2.6.1.8. Office of Information Technology (OIT/DoIT)

- 2.7.2.6.1.9. Office of Performance Management (OPM)



2.7.2.6.1.10. Office of Policy, Planning, and Statistics (OPPS)

2.7.2.6.1.11. Office of Racial and Cultural Health Equity
(ORCHE)

2.7.2.6.1.12. Office of Women's Health and Family Services
(OWHFS)

- 2.7.2.6.2. 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).

2.7.2.7. IDOT

- 2.7.2.7.1. The Transportation Infrastructure Security Unit coordinates internal agency preparedness, response, and recovery elements with IDOT programs and offices.

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 Agency Representative will coordinate with the U.S. Department of Health and Human Services (HHS), Assistant Secretary for Preparedness and Response (ASPR), to access expertise and resources for transportation services issues.
- 2.7.3.3. The SEOC IDHS Agency Representative will coordinate with HHS, ASPR, ABC, and the Substance Abuse and Mental Health Services Administration (SAMHSA) to access support for transportation services issues.

3. Roles and Responsibilities

3.1. State ESF Coordinator

3.1.1. Illinois Department of Public Health (IDPH)



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- 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, ensuring that all actions and decisions prioritize and address the needs of individuals with Access and Functional Needs and CMIST considerations throughout the emergency response and recovery efforts.
- 3.1.1.3. Serve as the primary agency for coordination of the state's access and functional needs response and recovery efforts, ensuring that all affected populations, including those with disabilities, older adults, and individuals with chronic medical conditions, receive adequate resources and services that address their unique needs.
- 3.1.1.4. Coordinate the provision of Non-Emergency Medical Transportation (NEMT) services to affected populations served by stretcher vans licensed by the Division of EMS and Highway Safety (per Ill. Admin. Code tit. 77 § 515.835), ensuring that individuals with mobility challenges or medical needs have accessible and safe transportation options, considering the full range of CMIST needs (communication, maintaining health, independence, support, safety, self-determination and transportation).
- 3.1.1.5. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREPs), ensuring that activities related to access and functional needs populations and their specific needs are clearly documented and prioritized in the reports to aid in coordinated decision-making.
- 3.1.1.6. 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 that communication is clear, accessible, and available in multiple formats, including those needed by individuals with access and functional needs (e.g., alternative formats, sign language, or translation services).
- 3.1.1.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues for the public, ensuring that information reaches all populations, especially those with access and functional needs, by using inclusive language, accessible formats, and providing information about available resources and support.



3.2. Primary State Agency/Organization

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

- 3.2.1.1. Serve as the primary agency for coordination of the state's disaster response and recovery efforts relating to the delivery of non-emergency transportation services.
- 3.2.1.2. Coordinate the provision of non-emergency medical transportation (NEMT) services from HFS-authorized providers, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.3. Maintain and provide lists of individuals in the Medicaid program who have been approved for state-supported NEMT services.
- 3.2.1.4. 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, and include actions taken to highlight response gaps or needs.
- 3.2.1.5. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, or financial needs, abilities, or impairments.
- 3.2.1.6. With the SEOC PIO and/or 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. 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. When conditions dictate, request non-emergency transportation services through the SEOC.



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- 3.3.1.3. 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, and include actions taken to highlight response gaps or needs.
- 3.3.1.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. 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.
- 3.3.1.5. With the SEOC PIO and/or 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)

- 3.3.2.1. Provide subject matter expertise and network access to IDHS to support the provision of transportation 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-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, financial needs, abilities, or impairments.
- 3.3.2.4. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.



3.3.3. Illinois Department of Central Management Services (CMS)

- 3.3.3.1. Staff the SEOC CMS Agency Representative position.
- 3.3.3.2. Assist in identifying non-essential personnel from state agencies available to assist in non-emergency transportation services operations.
- 3.3.3.3. Assist in coordinating notification, activation, and deployment of state personnel required for non-emergency transportation services operations, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.3.4. Assist in coordinating Just-in-Time Training for state agency personnel assigned to non-emergency transportation services operations. JITT should include policies, procedures, and plans for the assistance and inclusion of all individuals regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.3.5. Monitor and advise the SEOC on sustainment requirements for state agency personnel assigned to transportation services operations.
- 3.3.3.6. 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.
- 3.3.3.7. With the SEOC PIO and/or JIC, assist in coordinating public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.3.8. With the SEOC PIO and/or JIC, assist in coordinating 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, financial needs, abilities, or impairments.

3.3.4. Illinois Department of Human Rights (IDHR)



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- 3.3.4.1. Provide subject matter expertise on the fair provision of transportation services to at-risk individuals.
- 3.3.4.2. Compile and report activities to be included in IEMA-OHS Situation Reports (SITREP). 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.
- 3.3.4.3. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.4.4. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.

3.3.5. Illinois Department of Human Services (IDHS)

- 3.3.5.1. Staff the SEOC IDHS Agency Representative position.
- 3.3.5.2. Coordinate the provision of NEMT services to affected populations served by the Division of Developmental Disabilities, Adult Home-Based Services (HBS) program, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 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-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, financial needs, abilities, or impairments.



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- 3.3.5.5. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.

3.3.6. Illinois Department of Transportation (IDOT)

- 3.3.6.1. Staff the SEOC IDOT Agency Representative position.
- 3.3.6.2. Provide inspection and/or repair of critical transportation routes on state and federal highways.
- 3.3.6.3. 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.
- 3.3.6.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.6.5. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.
- 3.3.6.6. Coordinate the conveyance of transportation resources that pertain to the agency's capabilities, including resources that may be used to assist individuals with physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments with Access and Functional Need Support Services (AFNSS), and ensure equitable distribution strategies.

3.3.7. Illinois Department on Aging (IDoA)

- 3.3.7.1. Staff the SEOC IDoA Agency Representative position.



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- 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.
- 3.3.7.3. Coordinate the provision of NEMT services to affected populations served by Area Agencies on Aging (AAAs).
- 3.3.7.4. Coordinate and manage contact with older adult populations and their caregivers through 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.
- 3.3.7.7. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.7.8. With the SEOC PIO and/or 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, 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 non-emergency transportation services information.



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- 3.3.8.1.3. Collaborate with HFS on requests for non-emergency transportation services resources.
- 3.3.8.1.4. Collaborate with IDOT on requests for non-mass transit resources.
- 3.3.8.1.5. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.8.1.6. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.
- 3.3.8.2. Business Emergency Operations Center (BEOC)
 - 3.3.8.2.1. Coordinate needs identified by the SEOC with potential procurement or donor sources in the private sector, including resources which may be used to assist individuals with physical, mobility, visual, hearing, cognitive, 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-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, financial needs, abilities, or impairments.



- 3.3.8.2.4. With the SEOC PIO and/or 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, 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 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 individuals 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.
- 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-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, financial needs, abilities, or impairments.
- 3.3.9.8. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.

3.3.10. Illinois National Guard (ILNG)

- 3.3.10.1. Staff the SEOC ILNG Agency Representative position.



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- 3.3.10.2. Provide personnel and equipment to assist with non-emergency transportation, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.10.3. 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.
- 3.3.10.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.10.5. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.

3.3.11. Illinois Poison Center (IPC)

- 3.3.11.1. When requested by IDPH, augment the IPC call center to take calls from the public regarding non-emergency transportation 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, 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 SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.



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- 3.3.11.4. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.

3.3.12. Illinois State Board of Education (ISBE)

- 3.3.12.1. Provides resources to assist in the movement of at-risk/medically fragile populations to shelter areas and with the sheltering of the special medical needs population that exceeds the state's capacity, 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) and ensuring equitable distribution strategies.

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

- 3.3.13.1. Assist with the recruitment and deployment of non-emergency transportation services volunteers to support HFS and private sector providers, ensuring equitable distribution strategies that prioritize accessibility for individuals with physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.13.2. 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.
- 3.3.13.3. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.13.4. With the SEOC PIO and/or 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, financial needs, abilities, or impairments.



3.3.14. Office of the Illinois Attorney General (OIAG)

- 3.3.14.1. Staff the SEOC OIAG Agency Representative position.
- 3.3.14.2. Provide legal counsel for state agencies, boards, and commissions making policy decisions regarding individuals with access and functional needs.
- 3.3.14.3. 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.
- 3.3.14.4. With the SEOC PIO and/or JIC, coordinate public information and messaging on response-related issues with internal and external response and recovery partners. Ensure that all communication with the public is timely, clear, and accessible, regardless of physical, mobility, visual, hearing, cognitive, financial needs, abilities, or impairments.
- 3.3.14.5. With the SEOC PIO and/or 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, 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. Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 (Stafford Act), Pub. L. No. 93-288, as amended
- 8. Health Insurance Portability and Accountability Act (HIPAA) of 1996: Privacy Rule, Pub. L. No. 104-191, as amended



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9. Executive Order 13347, Individuals with Disabilities in Emergency Preparedness
10. Post-Katrina Emergency Management Reform Act of 2006, as amended
11. Volunteer Protection Act of 1997, Pub. L. No 105-295; 42 U.S.C. §§ 14501–14505, 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
14. Pandemic and All-Hazards Preparedness Act of 2006, Pub. L. No. 109-417, as amended
15. Pandemic and All-Hazards Preparedness Reauthorization Act (PAHPRA) of 2013, Pub. L. No. 113-5, as amended
16. Pandemic and All-Hazards Preparedness and Advancing Innovation Act of 2019 (PAHPAIA), Public Law No. 116-22, as amended
17. Illinois Compiled Statutes, 20 ILCS 4010/, Illinois Council on Developmental Disabilities Law, as amended
18. Illinois Compiled Statutes, 745 ILCS 5, State Lawsuit Immunity Act, as amended
19. Illinois Compiled Statutes, 745 ILCS 10, Local Governmental and Governmental Employees Tort Immunity Act, as amended.
20. Illinois Compiled Statutes, 20 ILCS 2105/2105-400, Department of Professional Regulation Law, as amended
21. United States Code, 36 U.S.C. §§300101-300111, re-codified 2007, Congressional Charter of the American National Red Cross.

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.