

Illinois Emergency Operations Plan

ESF-16 Recovery

Appendix X-3 Health and Social Services

Illinois Emergency Management Agency and
Office of Homeland Security

September 23, 2026



Illinois Emergency Management Agency
and Office of Homeland Security



This page intentionally left blank.



State of Illinois Managed Plan Emergency Support Function (ESF) #16 Appendix X-3 Health and Social Services

Title	ESF – 16 Recovery Appendix X-3 Health and Social 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.	May 2026
Evaluated Against	1. Prior version, if applicable. 2. Federal statutes and regulations. 3. State statutes and administrative codes. 4. Federal, state, and IEMA-OHS policies and directives. 5. National Preparedness Goal 6. National Response Framework 7. FEMA Community Lifelines 8. National Disaster Recovery Framework (NDRF) 9. IEMA-OHS policies, plans, and common definitions list. 10. Corrective actions from After-Action Reports (AARs) and real-world events where this ESF was engaged.	
Plan Type	☐ New ☒ Revised	
Branch Manager Review and Approval	Scott Gauvin, Manager of Strategic Operations and Preparedness	July 7, 2026
Senior Official Review and Approval	Theodore “Ted” Berger, Director Clayton Kuetemeyer, Deputy Director Christopher Dodd, Chief of Operations Douglas Dorando, Chief Legal Counsel	September 23, 2026
Supersedes	N/A	



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) # 16 Recovery
Appendix X-3 Health and Social Services
Version: September 23, 2026

State ESF-16 X-4 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency & Office of Homeland Security (IEMA-OHS)	American Red Cross (ARC) Department of Commerce and Economic Opportunity (DCEO) Guardianship and Advocacy Commission (IGAC) Illinois Board of Higher Education (IBHE) Illinois Community College Board (ICCB) Illinois Deaf and Hard of Hearing Commission (IDHHC) Illinois Department of Agriculture (IDOA) Illinois Department of Central Management Services (CMS) Illinois Department of Children and Family Services (DCFS) Illinois Department of Employment Security (IDES) Illinois Department of Healthcare and Family Services (HFS) Illinois Department of Human Services (IDHS) Illinois Department of Veterans Affairs (IDVA) Illinois Department on Aging (IDoA) Illinois Environmental Protection Agency (IEPA) Illinois State Board of Education (ISBE)
Primary State Agencies & Organizations	
Illinois Department of Public Health (IDPH)	
Federal ESF-16 X-4 Coordinator	
Department of Homeland Security (DHS) Federal Emergency Management Agency (FEMA)	



Table of Contents

Record of Changes	6
1. Introduction.....	7
1.1. Purpose.....	7
1.2. Scope	7
1.3. Policy	7
1.4. Situation	7
1.5. Assumptions	8
2. Concept of Operations	8
2.1. General	8
2.2. Notification, Alert, and Warning (NAW)	6
2.3. Activation.....	9
2.4. Communications.....	9
2.5. Resource Management	12
2.6. Reporting Requirements	12
2.7. Organization	12
3. Roles and Responsibilities	14
3.1. State ESF Coordinator.....	15
3.2. Primary State Agency/Organization	15
3.3. Support State Agencies/Organizations	15
4. Authorities	18
5. References.....	22
6. Acronyms & Definitions.....	23



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	May 2026	Biannual Review	Glenn Smith



1. Introduction

1.1. Purpose

- 1.1.1. Support locally led recovery efforts to address public health, health care facilities, coalitions, and essential social service needs.

1.2. Scope

- 1.2.1. This appendix pertains to developing conditions to support the restoration of fully functioning public health, health care, and social services.

1.3. Policy

- 1.3.1. A gubernatorial proclamation is required for certain assistance programs and processes.
- 1.3.2. A presidential declaration is required for certain assistance programs and processes.
- 1.3.3. State disaster relief funding shall not be provided to private persons sustaining property damage or personal injury because of the disaster.
- 1.3.4. The Authority Having Jurisdiction (AHJ) over a resource will retain command and control of that resource throughout short-term and long-term recovery.
- 1.3.5. The Governor or designee will authorize and direct the use of state resources to provide support and assistance to long-term community recovery and mass care for internal and external organizations after consideration of priority and cost.
- 1.3.6. At the direction of the Governor or designee, state agencies may be tasked with providing agency personnel in support of long-term community recovery operations.
- 1.3.7. State employees and resources may be reassigned in accordance with the IEMA Act.
- 1.3.8. State agency personnel will be trained for the assigned mission and be made aware of the potential risks involved.



- 1.3.9. Staff from responding agencies, organizations, mutual aid agreements, and compacts are responsible for adhering to operational policies established herein.
- 1.3.10. All services will be provided without unlawful discrimination as defined by the Illinois Human Rights Act.

1.4. Situation

- 1.4.1. A disaster has occurred, resulting in the disruption of some or all of the eight community lifelines.
- 1.4.2. Local, state, and/or federal emergency declarations are in place.
- 1.4.3. At a minimum, the State Coordinating Officer (SCO) has activated the Illinois Recovery Task Force (IRTF) and the Economic Recovery Support Function (RSF).
- 1.4.4. Conditions warrant the development and implementation of a post-disaster recovery plan.

1.5. Assumptions

- 1.5.1. The community has established, or will establish, a Long-Term Recovery Committee (LTRC) or similar entity to guide post-disaster recovery planning and operations, which includes representatives of the whole community, including those with Access and Functional Needs.
- 1.5.2. The community has a pre-disaster recovery plan.
- 1.5.3. A Local Disaster Recovery Manager (LDRM) or equivalent position/entity has been empowered to represent the affected community or communities.

2. Concept of Operations

2.1. General

- 2.1.1. State-supported operations are scalable and modular based on the scope and magnitude of the event and the capability and capacity of the AHJ.
- 2.1.2. The SEOC will coordinate the integration of state agencies, private sector resources, and non-governmental, voluntary, and faith-based organizations required for LTVRM operations.



- 2.1.3. LTVRM operations will be coordinated through the SEOC in accordance with the IEOP.

2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. SEOC NAW of SEOC Agency Representatives will be handled in accordance with IEOP ESF 2, Appendix X-1, Notification, Alert, and Warning.

2.3. Activation

- 2.3.1. The SCO will activate the Housing RSF by contacting the RSF chair or their designee.
- 2.3.2. The RSF chair or their designee will contact the RSF member agencies needed to address the incident-specific recovery tasks, recovery objectives, and recovery goals.
- 2.3.3. Given that recovery activities may last for years, different agencies may be activated over time as conditions dictate the need for their areas of expertise.

2.4. Location

- 2.4.1. As recovery activities may last for years, the SEOC is not available to support long-term recovery operations. The SCO may select, but is not limited to, the following options:
 - 2.4.1.1. Alternate physical location,
 - 2.4.1.2. Co-location with the Joint Field Office,
 - 2.4.1.3. Virtual meetings,
 - 2.4.1.4. Virtual/physical hybrid meetings.
- 2.4.2. If a virtual or hybrid option is selected, RSF agencies are responsible for ensuring their staff has adequate computer and connectivity resources to participate in a virtual environment, including accommodations for their personnel who have Access and Functional Needs.
- 2.4.3. RSF agencies are responsible for travel and accommodations should a physical location outside employees' normal working area be selected.



2.5. Operations

- 2.5.1. The RSF members pursue and complete recovery tasks, recovery objectives, and recovery goals assigned by the RSF chair.
- 2.5.2. RSF members identify and report additional recovery needs to the chair for action, who may refer larger issues to the IRTF.
- 2.5.3. RSF members identify opportunities for potential assistance, including, but not limited to:
 - 2.5.3.1. Evaluate the economic effects of disaster on businesses, non-profits, and governmental institutions.
 - 2.5.3.2. Small Business Administration (SBA) Disaster Loan Program.
 - 2.5.3.3. Identification of economic recovery programs and grant opportunities, both general and sector-specific.
 - 2.5.3.4. Assist with the creation of local economic development plans.
 - 2.5.3.5. Provision of technical assistance.
 - 2.5.3.6. Provision of resources such as personnel, equipment, and supplies.
 - 2.5.3.7. Collect, receive, compile, develop, and submit situational reports on costs associated with recovery.
 - 2.5.3.8. Participation in Multi-Agency Resource Centers, if applicable.
 - 2.5.3.9. Investigation of consumer complaints.
- 2.5.4. RSF members coordinate with federal and local partners to implement programs.
- 2.5.5. Coordination and cooperation with other RSF agencies and IRTF members to achieve recovery tasks, recovery objectives, and recovery goals.

2.6. Operational Priorities

- 2.6.1. Recovery operations will incorporate operational priorities in an equitable fashion that include, but are not limited to:



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) # 16 Recovery
Appendix X-3 Health and Social Services
Version: September 23, 2026

- 2.6.1.1. Life safety,
- 2.6.1.2. Property protection,
- 2.6.1.3. Environmental protection,
- 2.6.1.4. Restoration of essential utilities,
- 2.6.1.5. Restoration of essential program functions, and
- 2.6.1.6. Coordination as appropriate.

2.6.2. These priorities, in conjunction with the State of Illinois' long-term recovery priorities in the table below, guide recovery efforts, aid in decision-making, and the prioritization of recovery resources.

Long-Term Recovery Priorities				
Priority		Community Lifeline(s)	Assigned Recovery Support Function	Assigned Organization(s)
1.	Permanent restoration of critical infrastructure	Energy, Communications	Infrastructure	ICC, OSFM
2.	Providing temporary/interim long-term housing	Food, Hydration, Shelter	Housing	IDHA, IDHS, IDOA
3.	Repairing or replacing private property through established aid programs	Safety and Security	Community Assistance	IEMA-OHS
4.	Providing human services	Health and Medical	Health and Social Services	IDPH, IDHS
5.	Repairing or replacing public property	Safety and Security	Community Assistance	IEMA-OHS
6.	Permanent debris removal/management	Transportation	Infrastructure	IDOT
7.	Economic recovery through established programs	Safety and Security	Economic	DCEO
8.	Hazard mitigation	Safety and Security	Community Assistance	IEMA-OHS



2.6.3. Organization

- 2.6.3.1. The Health and Social Services RSF is a part of the IRTF. As such, the chair of the RSF represents and serves as a subject matter expert on Health and Social Services to the IRTF.
- 2.6.3.2. The chair may call upon other RSF members to brief the IRTF on specific aspects of Health and Social Services as needed.
- 2.6.3.3. The chair delegates Health and Social Services tasks, recovery objectives, and recovery goals to the member agency or agencies best equipped to address them.
- 2.6.3.4. RSF agencies coordinate and cooperate to achieve assigned recovery tasks, recovery objectives, and recovery goals.
- 2.6.3.5. If RSF agency priorities or resource needs conflict, the chair resolves the dispute.
- 2.6.3.6. The chair facilitates coordination and cooperation with other RSFs and the LDRM as needed to achieve assigned recovery tasks, recovery objectives, and recovery goals.
- 2.6.3.7. The chair manages the RSF in accordance with methods described in the IRTF Charter, recovery procedures, and job aids.

2.7. Communications

- 2.7.1. Communications will be conducted in accordance with standard operating procedures and managed using established procedures, processes, and policies outlined in IEOP ESF-2 Communications.

2.8. Resource Management

- 2.8.1. Resource management and logistics will be carried out in accordance with IEOP ESF 7, Logistics.

2.9. Reporting Requirements

- 2.9.1. Upon activation of the SEOC, all SEOC agency representatives for agencies having a role in LTVRM operations will compile and disseminate situational reports.



- 2.9.2. SEOC information, intelligence, and situation reporting will be conducted in accordance with the SEOC Situation and Rapid Needs Assessment SOG.

2.10. Organization

2.10.1. Direction and Control

- 2.10.1.1. State agencies and external organizations retain operational control of their LTVRM resources.
- 2.10.1.2. The SEOC is the single point of coordination for state support of LTVRM operations.
- 2.10.1.3. For unity of command, coordination, and management of the SEOC, the SEOC Manager will transfer command to the SCO at the cessation of short-term recovery efforts.

2.10.2. Coordinating Elements

- 2.10.2.1. SEOC NAW of SEOC agency representatives will be handled in accordance with IEOP ESF 2, Communications, Appendix X-1, Notification, Alert, and Warning.
- 2.10.2.2. State Unified Area Command (SUAC) and State Area Command (SAC) elements may be deployed by the SEOC to coordinate information and resource requirements.
- 2.10.2.3. One or more Lines of Effort (LOE) may be implemented by the SEOC for specific strategic action planning for LTVRM or LTVRM sub-functions.
- 2.10.2.4. LOEs are responsible for short-term, intermediate, and long-term operational planning and coordination and resource allocation.
- 2.10.2.5. LOEs operate as strategic planning and coordinating elements of the SEOC, and do not play an operational role.
- 2.10.2.6. Additional agency staff will be assigned to an LOE based on the level of activation established by the SEOC.

2.10.3. Federal Coordination



- 2.10.3.1. RSF members coordinate directly with federal representatives who are members of the RSF.
- 2.10.3.2. RSF members coordinate with federal counterparts in accordance with their enabling authority.
- 2.10.3.3. Coordination with federal agencies that are not RSF members or in accordance with the enabling authority is facilitated by the RSF chair through the SCO and FCO

2.10.4. Demobilization

- 2.10.4.1. The RSF chair takes the following actions when notified by the SCO to consider demobilization of resources:
 - 2.10.4.1.1. Coordinate with RSF members and local partners to determine existing and anticipated resource needs.
 - 2.10.4.1.2. Provide estimated completion times for assigned recovery tasks/objectives/goals.
 - 2.10.4.1.3. Provide resource status updates.
 - 2.10.4.1.4. Finalize disaster-related costs and gather or complete required supporting documentation for reimbursement.
 - 2.10.4.1.5. Close out grant and loan program projects, including submission of needed documentation.
 - 2.10.4.1.6. Capture after-action recommendations and lessons learned.
 - 2.10.4.1.7. Develop and implement corrective actions.
 - 2.10.4.1.8. Identify possible mitigation strategies for inclusion in future mitigation plans.



3. Roles and Responsibilities

3.1. State ESF Coordinator

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

- 3.1.1.1. Coordinates, integrates, and manages overall State efforts for ESF 16 – Recovery.
- 3.1.1.2. Manages and updates resource availability for ESF 16 – Recovery.
- 3.1.1.3. Assists in planning during activations and updating the overall ESF plan.
- 3.1.1.4. Informational and operational coordination of recovery activities.
- 3.1.1.5. Coordinate state agency participation in MARC (Multi-Agency Resource Center) operations.

3.2. Primary State Agency/Organization

3.2.1. Illinois Department of Public Health (IDPH)

- 3.2.1.1. Chair the Health and Social Services RSF, ensuring coordination efforts integrate AFN and CMIST principles across all support functions.
- 3.2.1.2. Coordinate and monitor all health and social service recovery activities, with attention to identifying and addressing gaps in services for individuals with Access and Functional Needs (AFN), using CMIST as a guiding framework.
- 3.2.1.3. Assist with determining appropriate alternate medical care facilities for those persons determined not to be medically appropriate for placement in congregate care facilities established for the general population, ensuring that placements meet needs related to medical support, independence, and access to caregivers, transportation, and communication tools in alignment with CMIST principles.



- 3.2.1.4. Collaborate with healthcare providers to ensure medical services are available, and that these services are accessible to individuals with AFN, including accommodations for mobility, communication, and chronic condition management.
- 3.2.1.5. Collaborate with local public health providers to ensure public health services are available, incorporating strategies to reach individuals with AFN through accessible formats, alternative delivery options, and targeted outreach.
- 3.2.1.6. Coordinate activation of mutual aid agreements for disaster medical providers, ensuring agreements include provisions for meeting the functional and medical needs of AFN populations.
- 3.2.1.7. Provide information to the public on health and safety issues, using multiple formats and communication channels to reach individuals with hearing, vision, language, or cognitive barriers, as outlined in CMIST.
- 3.2.1.8. Coordinate public information and rumor control with internal and external partners, ensuring inclusive messaging strategies that reflect AFN and CMIST considerations and address misinformation that may disproportionately impact vulnerable groups.
- 3.2.1.9. Participate in a Multi-Agency Resource Center (MARC) upon request, and ensure that participation includes planning for CMIST-aligned service delivery to individuals with AFN.
- 3.2.1.10. Coordinate FNSS for individuals with Access and Functional Needs (AFN), guided by the CMIST framework to support communication, health maintenance, independence, safety, and transportation during recovery efforts.

3.3. Support State Agencies/Organizations

3.3.1. Illinois Board of Higher Education (IBHE)

- 3.3.1.1. Coordinate the use of colleges and universities' recovery operations.

3.3.2. Illinois Community College Board (ICCB)



- 3.3.2.1. Coordinate the use of community colleges as mass care facilities.

3.3.3. Illinois Department of Human Services (IDHS)

- 3.3.3.1. Coordinate placement and support for clients and customers in IDHS facilities.
- 3.3.3.2. Through IDHS and Serve Illinois, support assignment of external resources and personnel with specialized skills (e.g., food service staff, mental health personnel, health care personnel, private care attendants, and logistics staff).
- 3.3.3.3. Assist in identifying translators, interpreters, and staff experienced in communicating with those with functional needs and other diverse populations.
- 3.3.3.4. Provide support and coordination for existing programs:
- 3.3.3.4.1. Women, Infants, and Children (WIC) program
 - 3.3.3.4.2. The Crisis Assistance Program
 - 3.3.3.4.3. The Disaster Supplemental Food Assistance Program (DSNAP)
 - 3.3.3.4.4. Alcohol and Other Drug Abuse (AODA) services
- 3.3.3.5. Participate in a Multi-Agency Resource Center (MARC) upon request.
- 3.3.3.6. If a federal disaster declaration exists, apply and implement the Crisis Counseling Program in both the Immediate Services Program (ISP) and Regular Services Program (RSP) as appropriate.
- 3.3.3.7. If a federal disaster declaration exists, and with grant approval, provide staffing and administration of the Disaster Supplemental Nutrition Assistance Program (DSNAP).
- 3.3.3.8. Funds a variety of mental health care programs throughout the state.

3.3.4. Illinois Department on Aging (IDoA)



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) # 16 Recovery
Appendix X-3 Health and Social Services
Version: September 23, 2026

- 3.3.4.1. Support state and federal disaster assistance programs.
- 3.3.4.2. Provide Functional Needs Support Services (FNSS) for those with functional needs.
- 3.3.4.3. Coordinate and manage contact with functional needs populations and caregivers in the community.
- 3.3.4.4. If resources allow, or through Serve Illinois, support identification and provision of specialized personnel at designated recovery facilities.
- 3.3.4.5. Participate in a Multi-Agency Resource Center (MARC) upon request.

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

- 3.3.5.1. Assist with placement of unaccompanied minors over whom DCFS has legal custody.
- 3.3.5.2. Coordinate financial assistance provision for youth in state care.
- 3.3.5.3. Provide youth support services for youth in state care.
- 3.3.5.4. Support coordination of emergency day care services.
- 3.3.5.5. Provide subject matter experts and personnel with specialized training necessary for child protective services.
- 3.3.5.6. Participate in a Multi-Agency Resource Center (MARC) upon request.

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

- 3.3.6.1. Coordinate the provision of durable medical equipment from network providers.
- 3.3.6.2. Provide lists of individuals in the Medicaid program who have been issued durable medical equipment.
- 3.3.6.3. Coordinate with the Department of Juvenile Justice on the assignment of personnel with specialized training in juvenile services, including services for unaccompanied minors.



- 3.3.6.4. Provide and administer a variety of medical insurance programs within the state.

3.3.7. Department of Commerce and Economic Opportunity (DCEO)

- 3.3.7.1. Provide personnel and critical resources to support recovery activities, as requested.
- 3.3.7.2. Coordinate with the local Community Action Agency (CAA) to participate in a Multi-Agency Resource Center upon request.

3.3.8. Illinois Department of Employment Security (IDES)

- 3.3.8.1. Provide personnel and critical resources to support recovery activities, as requested.
- 3.3.8.2. Participate in a Multi-Agency Resource Center (MARC) upon request.
- 3.3.8.3. If a federal disaster declaration exists, apply and implement the Disaster Unemployment Assistance (DUA) program.

3.3.9. Illinois Department of Agriculture (IDOA)

- 3.3.9.1. Coordinate with partner agencies and organizations to support veterinary care, sheltering, and essential services for household pets and service animals during recovery operations. Coordinate veterinary care, sheltering, and other essential services for livestock and other regulated animal species, in collaboration with response and recovery partners. Coordinate the availability of IDOA personnel and facilitate access to agency resources to support agricultural and animal health recovery activities, as requested. Illinois State Board of Education (ISBE)
- 3.3.9.2. Coordinate with local school districts to provide staff and support to facilitate the resumption of education services and information on school nutrition programs.
- 3.3.9.3. Coordinate the Elementary and Secondary Emergency School Relief Funds program to fund districts' immediate and long-term pandemic recovery needs.



- 3.3.9.4. Coordinate McKinney-Vento & American Rescue Plan-Homeless I & II programs to support efforts to identify homeless children and youth and provide comprehensive, wrap-around services for students and families so that students may attend school and participate fully in all school activities.
- 3.3.9.5. Coordinate Community Partnership Grants to provide communities the flexibility to determine the best approach to respond to local mental health needs. Allow funds to be used for a range of responses, from prevention to early intervention to treatment. Support local efforts to integrate programs focused on non-cognitive development (social, emotional, and behavioral) and mental wellness for children.
- 3.3.9.6. Coordinate Statewide REACH Initiative to provide free SEL and Trauma training to all schools and educators throughout the State.
- 3.3.9.7. Coordinate STOP Grant to provide free-of-charge Youth Mental Health First Aid training and other School Safety training to districts throughout the State.
- 3.3.9.8. Participate in a Multi-Agency Resource Center (MARC) upon request.

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

- 3.3.10.1. Identify deaf and hard-of-hearing populations in affected areas.
- 3.3.10.2. Provide field operations guidelines for communication with deaf and hard-of-hearing individuals.
- 3.3.10.3. Coordinate notification, activation, and development of interpreters and translators with support agencies.
- 3.3.10.4. Participate in a Multi-Agency Resource Center (MARC) upon request.

3.3.11. Illinois State Board of Dentistry (ISBOD)

- 3.3.11.1. Provide guidance and technical assistance on pharmacy-related matters.
- 3.3.11.2. Reissue and/or confirm dental licenses and credentials



- 3.3.11.3. Investigate dental-related consumer complaints.
- 3.3.11.4. Provide personnel and critical resources to support recovery activities, as requested.

3.3.12. Illinois State Board of Pharmacy (ISBOP)

- 3.3.12.1. Provide guidance and technical assistance on pharmacy-related matters.
- 3.3.12.2. Reissue and/or confirm pharmacy licenses and credentials
- 3.3.12.3. Investigate pharmacy-related consumer complaints.
- 3.3.12.4. Provide personnel and critical resources to support recovery activities, as requested.

3.3.13. Illinois Department of Central Management Services (CMS)

- 3.3.13.1. Assist in identifying translators and interpreters.

3.3.14. Illinois Department of Veterans' Affairs (IDVA)

- 3.3.14.1. Assist in the coordination of assistance to veterans.

3.3.15. Guardianship and Advocacy Commission (GAC)

- 3.3.15.1. Support and advocate for the rights of persons with specific developmental disabilities through:
 - 3.3.15.1.1. Providing lists of clients living in impacted areas.
 - 3.3.15.1.2. Providing legal counsel to victims.
 - 3.3.15.1.3. Assuming legal guardianship where necessary and appropriate.
 - 3.3.15.1.4. Coordinating investigations of complaints alleging violations of victims' rights.

3.3.16. Illinois Environmental Protection Agency (IEPA)



- 3.3.16.1. Provide expertise in assessing and evaluating threats to public health, public welfare, and the environment.

3.3.17. American Red Cross (Red Cross)

- 3.3.17.1. Support ongoing feeding operations.
- 3.3.17.2. Assist in the distribution of emergency supplies.
- 3.3.17.3. Support reunification efforts in coordination with community partners.
- 3.3.17.4. Provide mass care support for evacuees.
- 3.3.17.5. Provide mental health support to assist those affected by the disaster.
- 3.3.17.6. Conduct damage assessment to verify the needs of those affected and coordinate findings, including reports, maps, and visual aids, with IEMA-OHS.
- 3.3.17.7. Provide individual assessment and reassessment support to assistance activities.
- 3.3.17.8. Participate in Multi-Agency Resource Center operations upon request. If identified as a lead agency, coordinate with local and state stakeholders to determine the necessity of a MARC, as well as coordinate the planning and site selection process, including state agency participation with IEMA-OHS.

4. Authorities

1. The Illinois Emergency Management Act (20 ILCS 3305/)
2. Illinois Local Records Act (50 ILCS 205), as amended.
3. Illinois State Records Act (5 ILCS 160), as amended.
4. The CMS Law (20 ILCS 405), as amended.
5. CDB Act (20 ILCS 3105), as amended.



6. The Disaster Relief Act (15 ILCS 30/1-3)
7. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (as amended)
8. The Disaster Mitigation Act of 2000
9. The Post-Katrina Emergency Management Reform Act of 2006
10. Sandy Recovery Improvement Act of 2013
11. National Response Framework, as amended.
12. National Disaster Recovery Framework, as amended.
13. The Single Audit Act of 1984
14. 13 CFR Part 123, Small Business Administration Disaster Loan Program
15. 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
16. 44 CFR Part 13, Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments
17. 44 CFR Part 14, Administration of Grants: Audits of State and Local Governments
18. 44 CFR Part 206, Federal Disaster Assistance for Disasters Declared on or after November 23, 1988

5. References

1. Emergency Management Standard, Emergency Management Accreditation Program, 2019.
2. Federal Emergency Management Agency Individual Assistance Program.
3. Federal Emergency Management Agency Public Assistance Program.
4. The Illinois Emergency Operations Plan (IEOP), as amended.
5. Illinois Emergency Management Agency, Program Management Plan (PgMP), November 2022.
6. Illinois Natural Hazard Mitigation Plan (INHMP), as amended.



State of Illinois Emergency Operations Plan (IEOP)
Emergency Support Function (ESF) # 16 Recovery
Appendix X-3 Health and Social Services
Version: September 23, 2026

7. State of Illinois Hazard Mitigation Grant Program Administrative Plan, as amended.
8. State of Illinois, Public Assistance Program Administrative Plan, as amended.
9. State of Illinois, Individuals and Households State Administrative Plan, as amended.
10. State of Illinois, Statewide Communication Interoperability Plan, September 2016.
11. SIRC DR3 Position (Agency Representative) Guides.
12. U.S. Department of Housing and Urban Development Community Development Block Grant.
13. U.S. Department of Housing and Urban Development Community Development Block Grant Disaster Recovery Program.
14. U.S. Small Business Administration Disaster Assistance Program.
15. Recovery Federal Interagency Operational Plan, Second Edition, Federal Emergency Management Agency, August 2016.
16. Operational Area Recovery Plan, Unified San Diego County Emergency Services Organization and County of San Diego, September 2019.

6. Acronyms & Definitions

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