

Illinois Emergency Operations Plan

ESF-16 Recovery

Annex X-7 Multi-Agency Resource Center (MARC)

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) #16 Appendix X-7, Multi-Agency Resource Center (MARC)

Title	ESF – 16 Recovery Appendix X-7 Multi-Agency Resource Center (MARC)	
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State ESF - # 16 Coordinator	Support Agencies & Organizations
Illinois Emergency Management Agency & Office of Homeland Security (IEMA-OHS)	Illinois Department of Children and Family Services (DCFS) Illinois Department of Employment Security (IDES) Illinois Department of Human Services (IDHS) Illinois Department of Insurance (IDOI) Illinois Department of Public Health (IDPH) Illinois Department on Aging (IDoA) Illinois Department of Natural Resources (IDNR) Office of the Illinois Attorney General (OIAG) Illinois Secretary of State (SOS) Illinois Department of Commerce and Economic Opportunity (DCEO) American Red Cross (ARC) Illinois Voluntary Organizations Active in Disaster (IL VOAD) Salvation Army (SA)
Primary State Agencies & Organizations	
Illinois Emergency Management Agency & Office of Homeland Security (IEMA-OHS)	
Federal ESF - #16 Coordinator	
Federal Emergency Management Agency (FEMA)	



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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	May 2026	Biannual Review	Glenn Smith



1. Introduction

1.1. Purpose

- 1.1.1. This appendix provides the strategic framework and responsibility assignments for state agencies and private organizations whose expertise and resources are needed to support the establishment and operation of a Multi-Agency Resource Center (MARC). MARCs are intended to be set up and executed locally by a local unit of government or a local nongovernmental organization. State agencies are intended to support those operations.

1.2. Scope

- 1.2.1. A Multi-Agency Resource Center (MARC) is a “one-stop shop” where public and private organizations come together to aid those affected by disaster. MARCs are collaborative operations with the following principles:
- 1.2.1.1. Expedite individual, family, and community recovery following a disaster.
 - 1.2.1.2. Provide efficient, effective assistance to individuals and families affected by a disaster in a “one-stop shop” location.
 - 1.2.1.3. Minimize the time and travel distance needed for affected individuals and families to obtain assistance after a disaster.
 - 1.2.1.4. Aid reunification of family and friends.
 - 1.2.1.5. Maximize the use of collective resources and expedite the ability of organizations to deliver services by,
 - 1.2.1.5.1. Eliminating the need for participating organizations to set up individual assistance centers, and
 - 1.2.1.5.2. Facilitating coordination and information sharing between participating organizations.
 - 1.2.1.6. Enable effective coordination with government and non-government agencies.
 - 1.2.1.7. Facilitate the transition to long-term recovery.



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- 1.2.2. This appendix applies to state agencies, organizations, and community partners supporting and/or participating in MARCs.
- 1.2.3. This appendix does not address the following:
 - 1.2.3.1. Feeding operations that may be co-located with MARCs; ESF 6 X-2, Feeding and Hydration Support.
 - 1.2.3.2. Emergency relief supply distribution operations that may be co-located with MARCs; see ESF-6 X-3, Distribution of Emergency Supplies.
 - 1.2.3.3. Reunification operations that may be co-located with MARCs; see Annex 7-X4, Reunification Support.
 - 1.2.3.4. Logistical needs associated with supporting MARCs; see ESF-7, Resource Management & Logistics.
 - 1.2.3.5. Unsolicited donations and event-based volunteers; see ESF-6 X-9, Volunteer and Donations Management.
 - 1.2.3.6. Access and Functional Needs (AFN); see ESF-8 X-7, Access and Functional Needs.

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 Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF 16, Recovery are incorporated herein by reference.
- 1.3.3. EMAs of units of local government, as defined herein, are responsible for planning for and implementing a MARC, when necessary, in their community. They may request to be state-supported.
- 1.3.4. The state recognizes IEMA-OHS as its ESF-16 primary agency with responsibility for state recovery planning and the coordination of response to and recovery from a disaster requiring state-supported recovery operations, including supporting the local EMA's establishment and operation of a MARC.



- 1.3.5. IEMA-OHS recognizes that developing and maintaining plans to support a unit of local government's MARC is a joint effort between the Recovery Division, the Inter-Agency Strategic Planning Cell (ISPC), and mass care organizations.
- 1.3.6. The state recognizes that MARCs are an effective service delivery system in some disasters, but not all. Coordinated outreach services and integrated care teams are other collaborative models that can be effective when a centralized service delivery location may not make sense. Rural communities with widely dispersed populations or areas where there is not an appropriate MARC space may be better served with other options.
- 1.3.7. All services will be provided without discrimination in accordance with local, state, and federal laws.
- 1.3.8. Access and Functional Needs Support Services (AFNSS), as defined in ESF-8 X-7, Access and Functional Needs, will be integrated throughout all aspects of MARC operations.
- 1.3.9. Service animals, as defined in ESF-8 X-7, Access and Functional Needs, will be permitted to accompany their owners in all areas where the public is normally allowed to go throughout all aspects of MARC operations.
- 1.3.10. A local agency or organization will be selected by community partners to convene a MARC, coordinate overall planning and operations, and ensure necessary MARC functions and tasks are fulfilled.

1.4. Situation

- 1.4.1. 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.
- 1.4.2. The situation overview stated under Purpose, Scope, Policy, Situation Overview, and Planning Assumptions in ESF-16, Recovery is incorporated herein by reference.
- 1.4.3. An incident has disrupted one or more of the eight Community Lifelines, leading to illnesses, injuries, fatalities, evacuations, and damage to the affected areas' critical infrastructure, requiring the establishment of a MARC.
- 1.4.4. The unit of local government has requested state support for MARC operations.



1.5. Assumptions

- 1.5.1. MARC planning has taken place, and an operational timeline has been determined by community partners.
- 1.5.2. Voluntary agencies, local governments, state agencies, and community partners will collaborate to assist disaster-affected individuals and families in their recovery.
- 1.5.3. Pre-planning for MARC operations has occurred between AHJs and community partners to varying degrees.
- 1.5.4. Participating MARC agencies will adhere to an agreed-upon MARC Code of Conduct.
- 1.5.5. A community needs assessment will support MARC planning and agency participation.
- 1.5.6. The MARC is configured in such a manner that clients receive assistance while maintaining confidentiality and dignity.
- 1.5.7. A verification system is established to identify those who have been affected by the disaster.
- 1.5.8. When multiple MARCs and/or Federal Emergency Management Agency (FEMA) Disaster Recovery Centers (DRC's) are operating simultaneously, coordination will occur between the respective centers.
- 1.5.9. A MARC will be opened when the complexity and size of the disaster indicate that the impacted community will benefit from centrally located services for the affected population.
- 1.5.10. Local AHJs requesting MARCs will have varying degrees of understanding of MARC operations.

2. Concept of Operations

2.1. General

- 2.1.1. The process for initiating a MARC may be initiated by:
 - 2.1.1.1. Community or voluntary organizations.



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- 2.1.1.2. Local AHJs.
- 2.1.2. The need to implement a MARC will be collaboratively decided by community partners.
- 2.1.3. State support of a MARC will be determined by IEMA-OHS in collaboration with the MARC lead agency.
- 2.1.4. State agency support of a MARC will, in most cases, require three business days' notice.
- 2.1.5. The decision to implement a MARC will involve several considerations based on the event type and context. These considerations are outlined in the MARC Planning Resource.
- 2.1.6. The lead agency for a MARC will have overall responsibility for operations at that MARC.
- 2.1.7. Site selection for the MARC involves several considerations to ensure that the location and facility can adequately meet the needs of both clients and participating agencies, as outlined in the MARC Planning Resource.
- 2.1.8. Several services provided through a MARC will be dependent on the level of damage to an individual's home.
- 2.1.9. This damage will be assessed and verified before the MARC is opened, when possible. Verification methods include the following:
 - 2.1.9.1. Federal Emergency Management Agency (FEMA) maps.
 - 2.1.9.2. American Red Cross physical or digital damage assessment data.
 - 2.1.9.3. IEMA-OHS damage assessment.
 - 2.1.9.4. Initial Damage Assessment (IDA) from local jurisdictions
 - 2.1.9.5. Preliminary Damage Assessments (PDA) from FEMA.
- 2.1.10. When information on the level of damage to an affected individual's home is unavailable, an individual damage assessment will be conducted.



2.2. Notification, Alert, and Warning (NAW)

- 2.2.1. Notification of state agencies and organizations will be carried out in accordance with ESF – 2 Appendix X-1, Notification, Alert, and Warning.
- 2.2.2. Primary and support agencies are responsible for internal and support partner notification.
- 2.2.3. For facilities regulated by the state, release notifications will be carried out in accordance with local, state, and federal laws, rules, regulations, policies, and procedures.
- 2.2.4. Primary and support agency SEOC Agency Representatives will identify situations affecting environmental safety.

2.3. Activation

- 2.3.1. The SEOC will provide state support through the activation of identified Agency Representatives in accordance with SEOC Standard Operating Procedure Management and Coordination.

2.4. Communications

- 2.4.1. Communications throughout response and recovery will be conducted in accordance with standard operating procedures and managed using established procedures, processes, and policies outlined in ESF – 2, Communications.
- 2.4.2. Communications will be conducted in a NIMS-compliant manner utilizing clear text and frequencies coordinated with the SEOC.

2.5. Resource Management

- 2.5.1. Resource management and logistics will be carried out in accordance with ESF – 7.
- 2.5.2. Resource management includes mutual aid and assistance agreements, the use of federal and state teams, and resource mobilization protocols.

2.6. Reporting Requirements

- 2.6.1. Service data reported will include, at a minimum, the following:



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- 2.6.1.1. Number of clients served;
- 2.6.1.2. Types of service provided;
- 2.6.1.3. Demographics of persons served; and
- 2.6.1.4. Identified unmet needs.
- 2.6.2. Lead agencies will collect the overall service numbers, as well as service data from community and voluntary agencies.
- 2.6.3. State agencies will collect service data from agency representatives and partner organizations.
- 2.6.4. Service data will be reported to the State Emergency Operations Center (SEOC) through SEOC Agency Representatives.
- 2.6.5. Service data reported to the SEOC will be included in the SEOC common operating picture.

2.7. Organization

2.7.1. Direction and Control

- 2.7.1.1. The lead organization convenes the MARC, coordinates overall planning and operations, and ensures necessary MARC functions and tasks are fulfilled.
 - 2.7.1.1.1. Organizations serving in the MARC lead agency role will fulfill all associated responsibilities identified in the MARC Planning Resource, including fiscal and liability responsibilities, either directly or through delegation and coordination.
- 2.7.1.2. Partner agencies are governmental, nongovernmental, or private sector organizations that provide representatives to the MARC and can fulfill all associated responsibilities identified in the MARC Planning Resource.
 - 2.7.1.2.1. The National Voluntary Organizations Active in Disaster (NVOAD) Points of Consensus outline a common service delivery approach for partner agencies.



2.7.2. Coordinating Elements

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

2.7.3. Federal Coordination

- 2.7.3.1. A MARC, multiple MARCs, a Disaster Recovery Center (DRC), and/or multiple DRCs may be operating simultaneously.
- 2.7.3.2. MARC leadership will maintain communication channels with FEMA's DRC as appropriate or the Joint Information Center (JIC) as needed.

3. Roles and Responsibilities

3.1. State ESF Coordinator

3.1.1. Illinois Emergency Management Agency & Office of Homeland Security

- 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. Coordinates state agency support and participation in MARC operations.

3.2. Primary State Agency/Organization

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

- 3.2.1.1. Provide staff and support to MARC operations to facilitate:
 - 3.2.1.1.1. Coordination with ongoing damage assessment operations.



- 3.2.1.1.2. Coordination of local AHJ support for MARC operations.
 - 3.2.1.2. Coordinate communications and logistical support, including but not limited to:
 - 3.2.1.2.1. Disaster intelligence support.
 - 3.2.1.2.2. Public information.
 - 3.2.1.3. Compile, analyze, track, record, and disseminate service provision statistics to the SEOC.
 - 3.2.1.4. Coordinate and disseminate public information, crisis communications, and educational messaging with the SEOC Public Information Officer (PIO) and MARC lead agency PIO as appropriate.

3.3. Support State Agencies/Organizations

3.3.1. American Red Cross (Red Cross)

- 3.3.1.1. Coordinate with local and state stakeholders to determine the necessity of a MARC(s).
- 3.3.1.2. Lead and coordinate the planning process for potential MARC operations.
- 3.3.1.3. Facilitate selection of a lead agency for individual MARCs.
- 3.3.1.4. If the Red Cross is identified as the MARC lead agency:
- 3.3.1.5. Coordinate state support to MARC operations with the SEOC.
- 3.3.1.6. Coordinate reporting of service provision statistics to the SEOC.

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

- 3.3.2.1. Coordinate the identification of interpreters and translators.
- 3.3.2.2. Identify deaf and hard-of-hearing populations in affected areas.
- 3.3.2.3. Provide field operations guidelines for communication with deaf and hard-of-hearing individuals.



- 3.3.2.4. Coordinate notification, activation, and deployment of interpreters and translators with support agencies.
- 3.3.2.5. Provide service provision statistics to the SEOC Manager.
- 3.3.2.6. Monitor and advise the SEOC on sustainment requirements for interpreter and translator services.

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

- 3.3.3.1. Identify service population demographics within affected areas.
- 3.3.3.2. Provide staff and support to MARC operations to facilitate the following:
 - 3.3.3.2.1. Accountability of all youth in state care throughout all living arrangements;
 - 3.3.3.2.2. Resumption of child-care services; and
 - 3.3.3.2.3. Information on support to youth in state care.
- 3.3.3.3. Provide service provision statistics to the SEOC Manager.
- 3.3.3.4. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.4. Illinois Department of Employment Security (IDES)

- 3.3.4.1. Provide staff and support to MARC operations to facilitate assistance with unemployment claims.
- 3.3.4.2. Coordinate reporting of service provision statistics to the SEOC.
- 3.3.4.3. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.
- 3.3.4.4. Identify applicable employment service programs.

3.3.5. Illinois Department of Human Services (IDHS)

- 3.3.5.1. Identify service population demographics within affected areas.



- 3.3.5.2. Provide staff and support to MARC operations to facilitate the following:
 - 3.3.5.2.1. Supplemental Nutrition Assistance Program replacement;
 - 3.3.5.2.2. Case management for existing IDHS customers;
 - 3.3.5.2.3. Functional Needs Support Services (FNSS); and
 - 3.3.5.2.4. Access to mental health and substance abuse programs.
- 3.3.5.3. Provide service provision statistics to the SEOC Manager.
- 3.3.5.4. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.6. Illinois Department of Insurance (IDol)

- 3.3.6.1. Provide staff and support to MARC operations to facilitate the following:
 - 3.3.6.1.1. Coordination with insurance providers;
 - 3.3.6.1.2. Explanation of coverage and advocacy to insurance providers; and
 - 3.3.6.1.3. Assistance with insurance coverage complaints.
- 3.3.6.2. Provide service provision statistics to the SEOC Manager.
- 3.3.6.3. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.7. Illinois Department of Public Health (IDPH)

- 3.3.7.1. Coordinate with local health departments to provide staff and support to MARC operations to facilitate the following:
 - 3.3.7.1.1. Provision of health information related to the emergency or disaster, ensuring information is accessible to individuals with Access and Functional Needs (AFN) by



applying CMIST principles (e.g., alternative formats, language access, cognitive accessibility);

- 3.3.7.1.2. Case management support for essential public health services, incorporating CMIST-aligned strategies to address needs related to communication, maintaining health, and individual independence;
- 3.3.7.1.3. Coordinate FNSS for individuals with Access and Functional Needs (AFN), using the CMIST framework to guide support for transportation, communication, medical care, and caregiver access; and
- 3.3.7.1.4. Provision of well water testing kits, with outreach and instructions made accessible to AFN populations through appropriate formats and assistance as needed.
- 3.3.7.2. Provide service provision statistics to the SEOC Manager, disaggregated as appropriate to highlight support provided to AFN populations and identify gaps.
- 3.3.7.3. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs, including any ongoing needs related to AFN considerations such as interpreter services, durable medical equipment, or mobility assistance.

3.3.8. Illinois Department of Revenue (IDoR)

- 3.3.8.1. Provide staff and support to MARC operations to provide information on tax implications of the disaster.
- 3.3.8.2. Provide service provision statistics to the SEOC Manager.
- 3.3.8.3. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.9. Illinois Department on Aging (IDoA)

- 3.3.9.1. Identify service population demographics within the affected area.
- 3.3.9.2. Provide staff and support to MARC operations to facilitate the following:



3.3.9.2.1. Senior support services through local Area Agencies on Aging, and

3.3.9.2.2. Case management support.

3.3.9.3. Provide service provision statistics to the SEOC Manager.

3.3.9.4. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.10. Office of the Illinois Attorney General (OIAG)

3.3.10.1. Provide staff and support to MARC operations to facilitate consumer protection support regarding the following:

3.3.10.2. Unregistered and unlicensed charities, and

3.3.10.3. Contractor fraud and illegal business practices.

3.3.10.4. Provide service provision statistics to the SEOC Manager.

3.3.10.5. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.11. Illinois Secretary of State (SOS)

3.3.11.1. Provide staff and support to MARC operations to facilitate the following:

3.3.11.2. State identification document replacement and

3.3.11.3. Mobile home vehicle title replacement.

3.3.11.4. Provide service provision statistics to the SEOC Manager.

3.3.11.5. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

3.3.12. Illinois State Board of Education (ISBE)

3.3.12.1. Coordinate with local school districts to provide staff and support to MARC operations to facilitate the following:



3.3.12.1.1. Resumption of education services, and

3.3.12.1.2. Information on school nutrition programs.

3.3.12.2. Provide service provision statistics to the SEOC Manager.

3.3.12.3. Monitor and advise the SEOC on sustainment requirements for staff and support to MARCs.

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

3.3.13.1. Coordinate economic grants and the Community Development Block Grant Disaster Response Program.

3.3.14. Illinois Department of Innovation and Technology (DoIT)

3.3.14.1. Assist in providing technology support at on-site locations and the SEOC.

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

3.3.15.1. Assist in determining the necessity of a MARC(s).

3.3.15.2. Support the planning process for potential MARC operations.

3.3.15.3. Identify, notify, and coordinate local voluntary organization support of MARC operations.

3.3.15.4. Support selection of a lead agency for individual MARCs.

3.3.15.5. If a VOAD member agency other than the Red Cross is identified as the MARC lead agency:

3.3.15.6. Coordinate with the SEOC Voluntary Agency Representatives for state support to MARC operations.

3.3.15.7. Coordinate reporting of service provision statistics to the SEOC Voluntary Agency Representatives.



4. Authorities

1. American Red Cross, 36 USC §§300101-300111, re-codified 2007, Congressional Charter of the American National Red Cross.
2. Older Americans Act of 1965, as amended in 2006 (Public Law 109- 365) and its related Regulations.
3. Illinois Administrative Code, Title 2: Governmental Organization, Chapter LXIII: Deaf and Hard of Hearing Commission, Part 3300 Rulemaking, Public Information and Organization.
4. Illinois Compiled Statutes 20 ILCS 2305, Department of Public Health Act. (Part 1), as amended.
5. Illinois Compiled Statutes, 105 ILCS 5, Article 1A, State Board of Education, as amended.
6. Illinois Compiled Statutes, 15 ILCS 205, Attorney General Act, as amended.
7. Illinois Compiled Statutes, 15 ILCS 305, Secretary of State Act, as amended.
8. Illinois Compiled Statutes, 20 ILCS 1005, Department of Employment Security, as amended.
9. Illinois Compiled Statutes, 20 ILCS 105, Illinois Act on the Aging, as amended.
10. Illinois Compiled Statutes, 20 ILCS 110, Civil Administrative Code of Illinois (Department on Aging Law), as amended.
11. Illinois Compiled Statutes, 20 ILCS 1305, Department of Human Services Act, as amended.
12. Illinois Compiled Statutes, 20 ILCS 1405, Department of Insurance, as amended.
13. Illinois Compiled Statutes, 20 ILCS 1705, Mental Health and Developmental Disabilities Administrative Act, as amended.
14. Illinois Compiled Statutes, 20 ILCS 1710, Civil Administrative Code of Illinois. (Department of Human Services [Mental Health and Developmental Disabilities] Law), as amended.
15. Illinois Compiled Statutes, 20 ILCS 2310, Civil Administrative Code of Illinois. (Department of Public Health Powers and Duties Law), as amended.
16. Illinois Compiled Statutes, 20 ILCS 2330, Illinois Emergency Management Agency Act, as amended.



17. The State of Illinois, Illinois Compiled Statutes, 20 ILCS 2505, Department of Revenue, as amended. (hyperlink provided at 20 ILCS 2505)
18. Illinois Compiled Statutes, 20 ILCS 3305, Illinois Emergency Management Agency Act, as amended.
19. Illinois Compiled Statutes, 20 ILCS 505, Children and Family Services Act, as amended.
20. Illinois Compiled Statutes, 20 ILCS 510, Civil Administrative Code of Illinois. (Department of Children and Family Services Powers Law), as amended.
21. Illinois Compiled Statutes, 775 ILCS 5, Illinois Human Rights Act, as amended.
22. United States Code of Federal Regulation, 28 C.F.R. 35, Title 28 Judicial Administration, Chapter I, Department of Justice, Part 35, Nondiscrimination based on Disability in State and Local Government Services, as amended.
23. United States Department of Education, Title 34 Education, Subtitle B, Regulations of the Offices of the Department of Education, Chapter I, Office for Civil Rights, Part 104, Nondiscrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance, as amended.
24. United States Department of Health and Human Services, 20 U.S.C. 1405; 29 U.S.C. 794; 42 U.S.C. 290dd-2; 21 U.S.C. 1174, Part 84, Nondiscrimination on the Basis of Handicap in Programs or Activities Receiving Federal Financial Assistance, as amended.
25. United States Department of Justice, 5 U.S.C. 301; 28 U.S.C. 509, 510; 42 U.S.C. 12134, Part 35, Nondiscrimination on the Basis of Disability in State and Local Government Services, as amended.
26. The Robert T. Stafford Disaster Relief and Emergency Assistance Act (P.L.93-288), as amended.
27. The Americans with Disabilities Act (ADA), as amended.

5. References

1. Multi-Agency Resource Center (MARC) Planning Resource, American Red Cross, Catholic Charities, The Salvation Army, most recent version.



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.