

# Illinois Emergency Management Agency

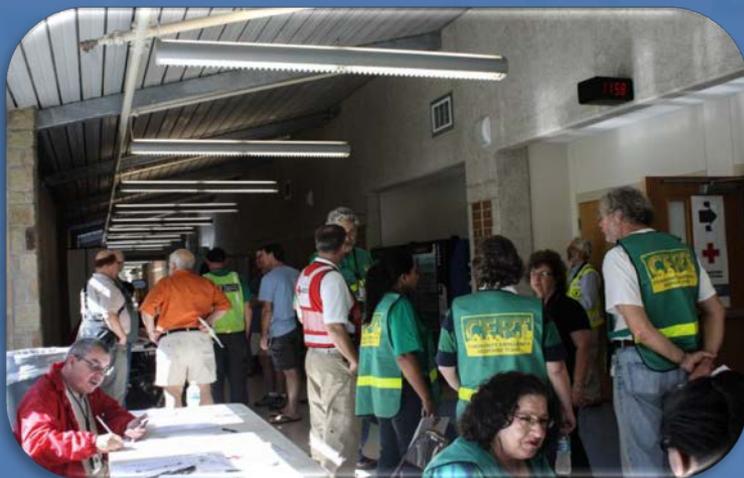


Multi-Agency Resource Center Operations  
IEMA Training Summit  
09.08.2016



# Session Overview

- Agenda
  - MARC Overview
  - Concept of Operations
  - Panel Discussion
  - Q&A
- Panelists
  - Charlotte Hazel
    - Vice-chair, Illinois VOAD
  - Dave Roth
    - Chair, Northeast Illinois COAD
  - Tom Richter
    - Coordinator, Ogle County EMA
  - Michelle Hanneken
    - Grants and Policy Manager, IEMA



# What is a MARC?

## A Multi-Agency Resource Center (MARC) is:

- A facility/location where disaster relief agencies, both public and private, come together to provide assistance to those affected by disaster
- In a MARC, many organizations can offer assistance and the client only needs to go to one site to access a variety of resources



# A Brief History of MARCs

This concept is not new:

- The term MARC became prominent after the Joplin and Moore tornadoes
- In 2014, a inter-agency working group was formed to develop a planning guide for MARC operations
- The culmination of that group's efforts is the [Multi-Agency Resource Center \(MARC\) Planning Guide](#)



# Recent Illinois MARCs

- Rochelle (Ogle County)
  - 4.15 – 4.16.2015
- Coal City (Grundy County)
  - 6.26 – 6.28.2015
- Kankakee (Kankakee County)
  - 7.2.2015
- Watseka (Iroquois County)
  - 1.8.2016
- Kincaid (Christian County)
  - 1.13.2016
- Olive Branch (Alexander County)
  - 1.14.2016



# MARC Goals

- Reflect conditions of the disaster event while remaining community-centric
- Provide efficient, effective assistance while maintaining client confidentiality and dignity
- Expedite individual, family & community recovery
- Minimize time and travel distance for those affected by the disaster
- Maximize the use of assisting agency resources by reducing infrastructure needs and facilitating resource sharing



# MARC Services

## Common client needs that may be addressed in the MARC:

- Advocacy
- Clothing
- Children and Youth Services
- Debris Removal
- Documentation Replacement
- Domestic Animal Assistance
- Education or Job Training
- Employment
- Financial Assistance Advising
- Funeral Assistance
- Functional Needs
- Food / Nutrition
- Household Goods
- Housing
- Emotional / Spiritual Care
- Medical Assistance
- Missing Persons
- Mold Remediation
- Repair and Rebuild
- Transportation
- Utilities

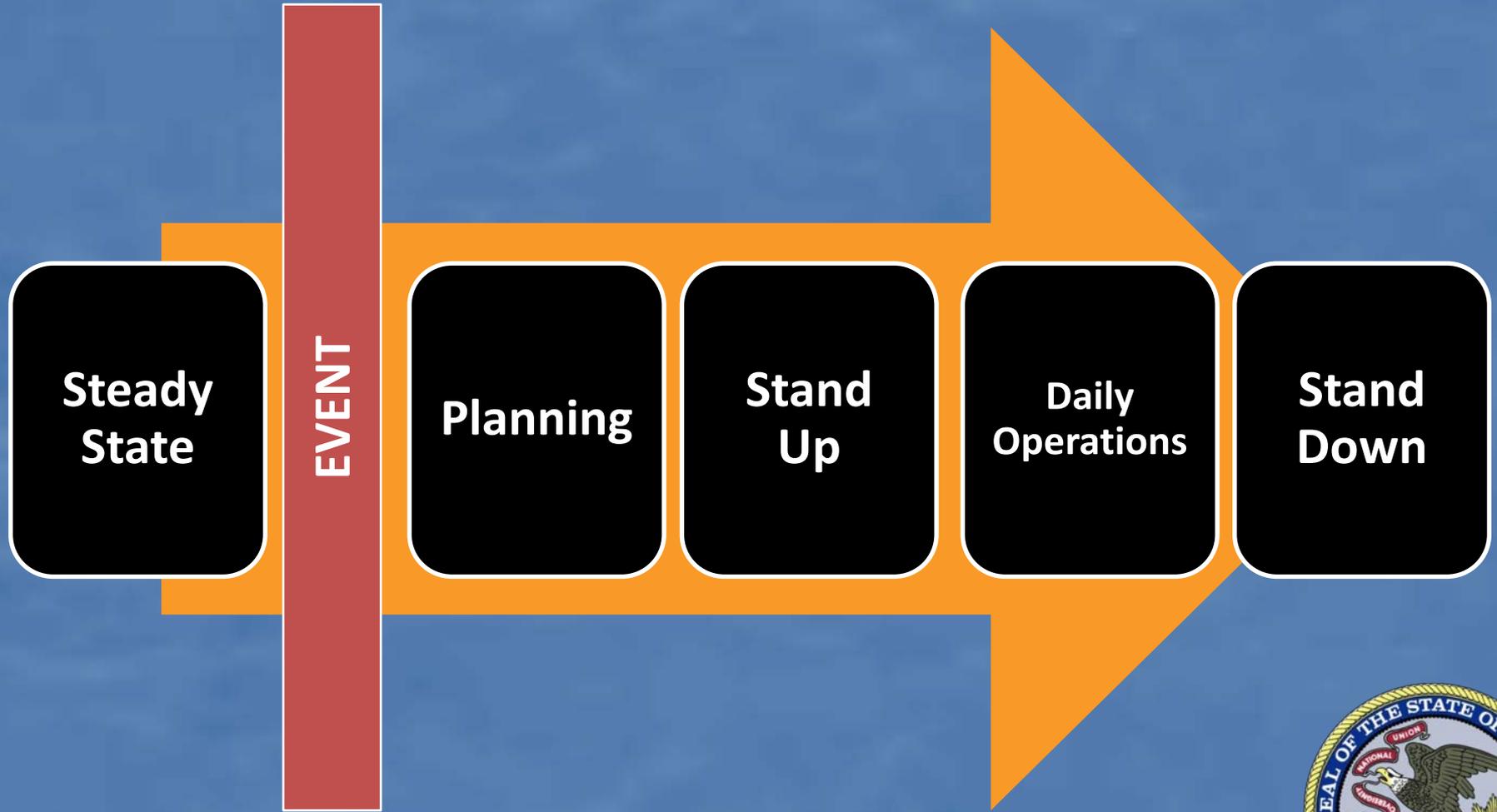


# MARC Concept of Operations

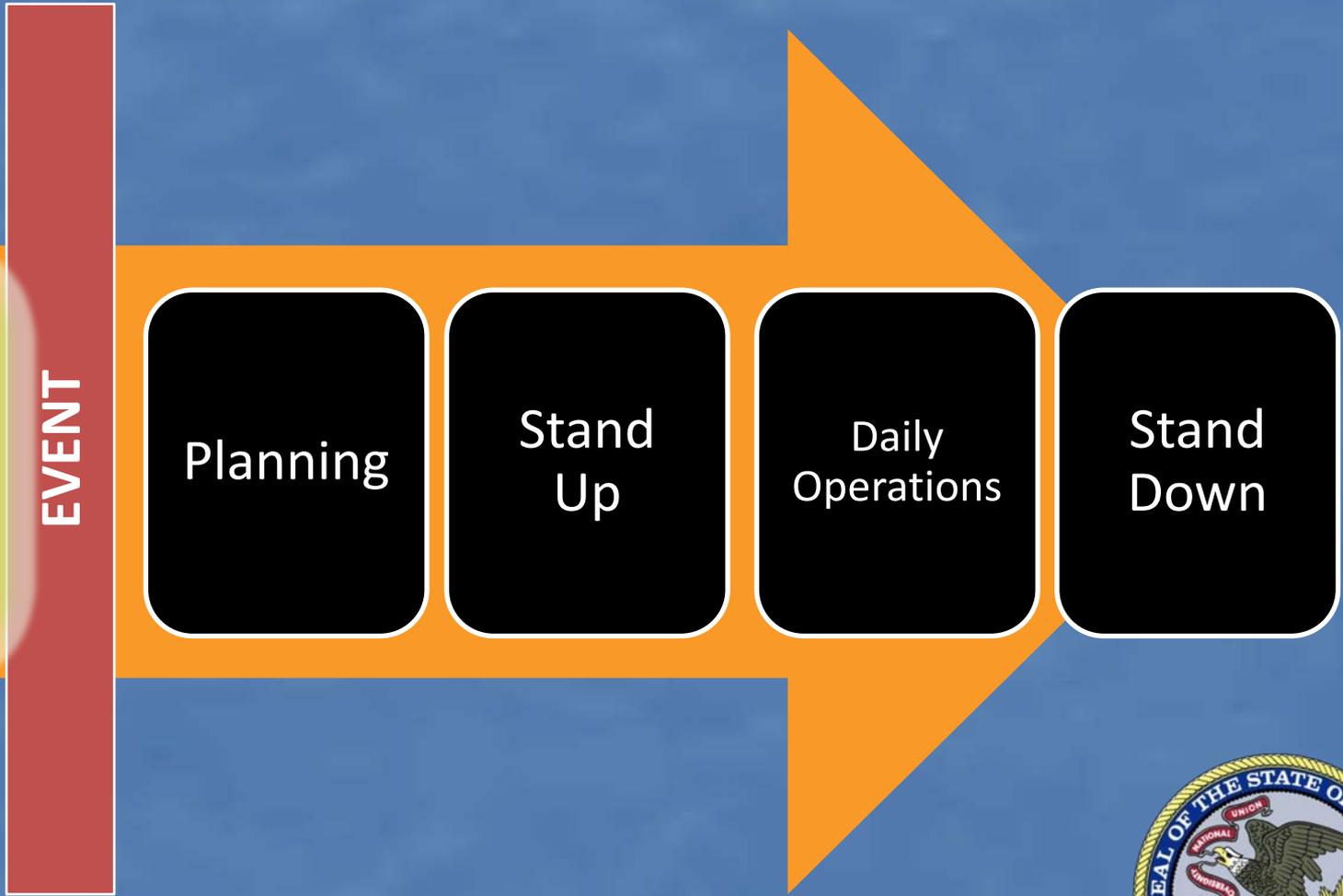
- Lead Agency
  - Coordination
  - Facility & Liability
- Partner Agencies
  - Recognized standing within the community
  - Known capacity to assist and willingness to serve
  - Agree to sign and abide by ARC/MARC Code of Conduct
  - May not charge for services



# MARC Concept of Operations



# MARC Concept of Operations

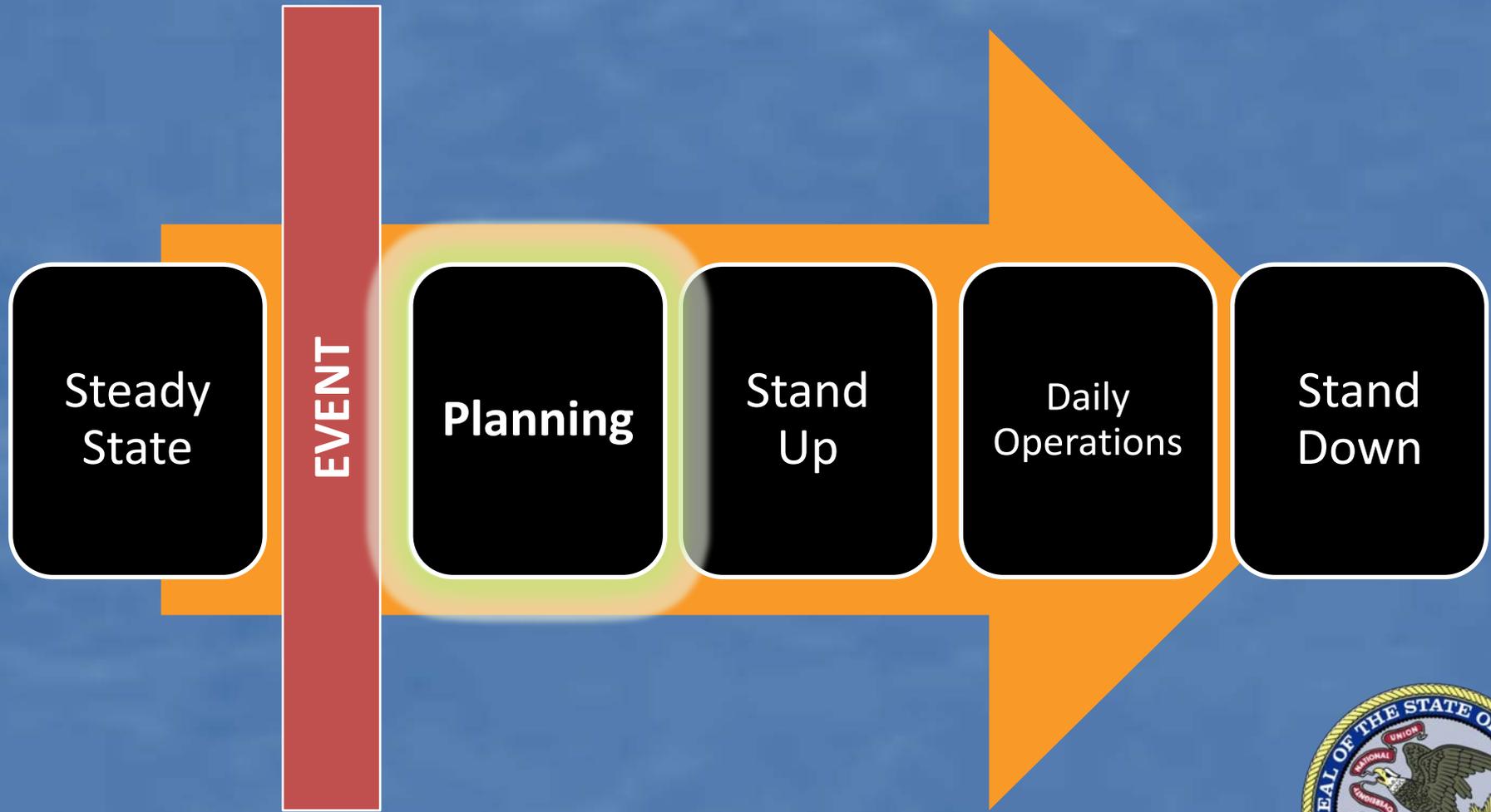


# MARC Concept of Operations – Steady State

- Pre-identify agencies/organizations, along with appropriate contacts
- Consider which agency/organization may have the capacity to serve as Lead Agency for the MARC
- Pre-identify potential facilities in a community
- Develop a baseline of community demographic info and existing needs



# MARC Concept of Operations

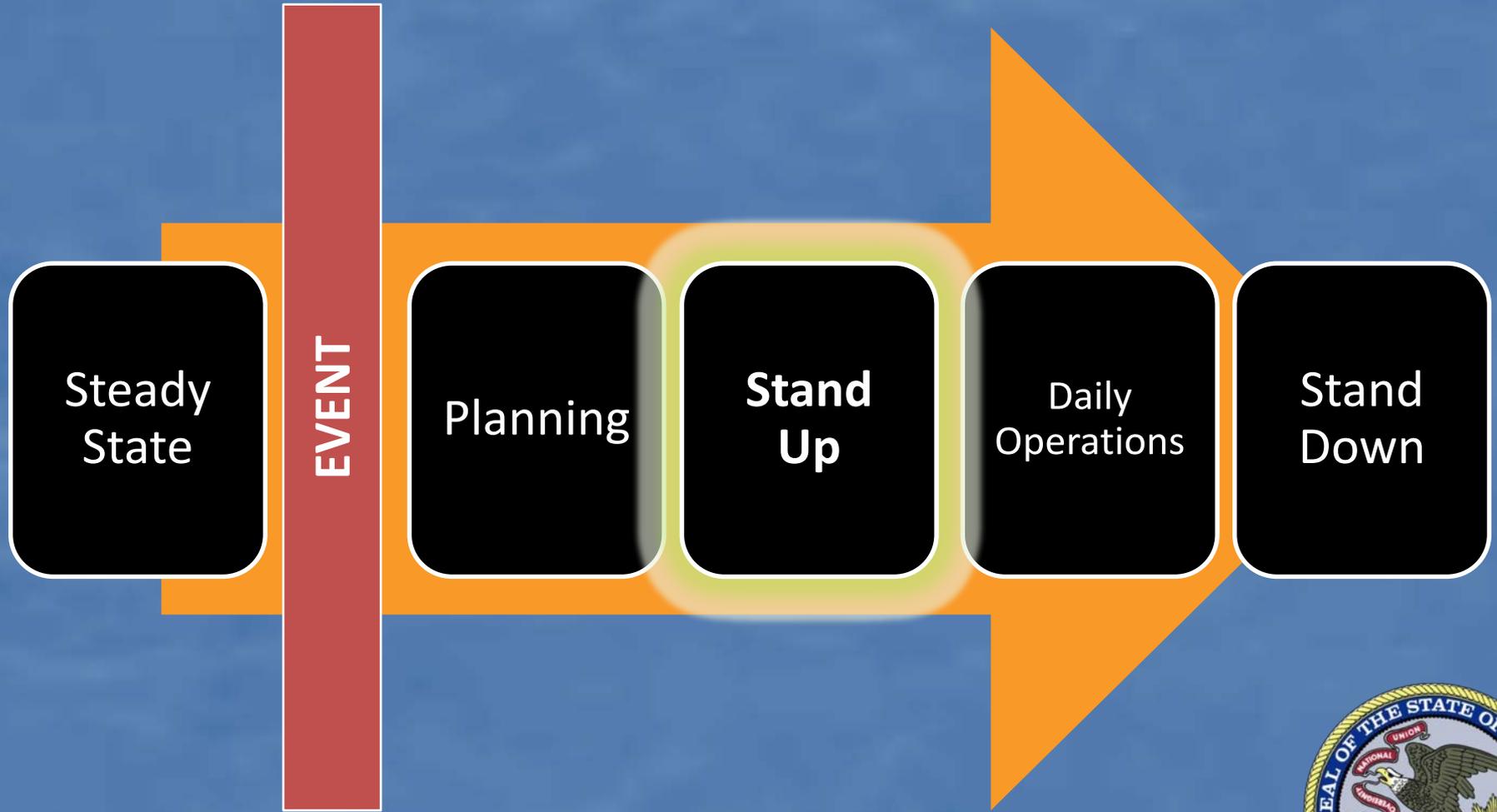


# MARC Concept of Operations – Planning

- Conduct a community assessment
- Determine partner agency participation
  - Identify lead agency
  - Identify services
  - Determine gaps
- Develop a preliminary operational plan
  - Scope and scale
  - Resources
  - Select site
  - Dates & times



# MARC Concept of Operations



# MARC Concept of Operations – Stand Up

- Secure MARC facility
  - Sign a facility use agreement
- Conduct a facility walk-through
  - Lead, partner agencies and facility staff
  - Decide layout, flow and service delivery areas
- Coordinate site set-up and preparation
  - Modify for functional & access needs
  - Post of signage

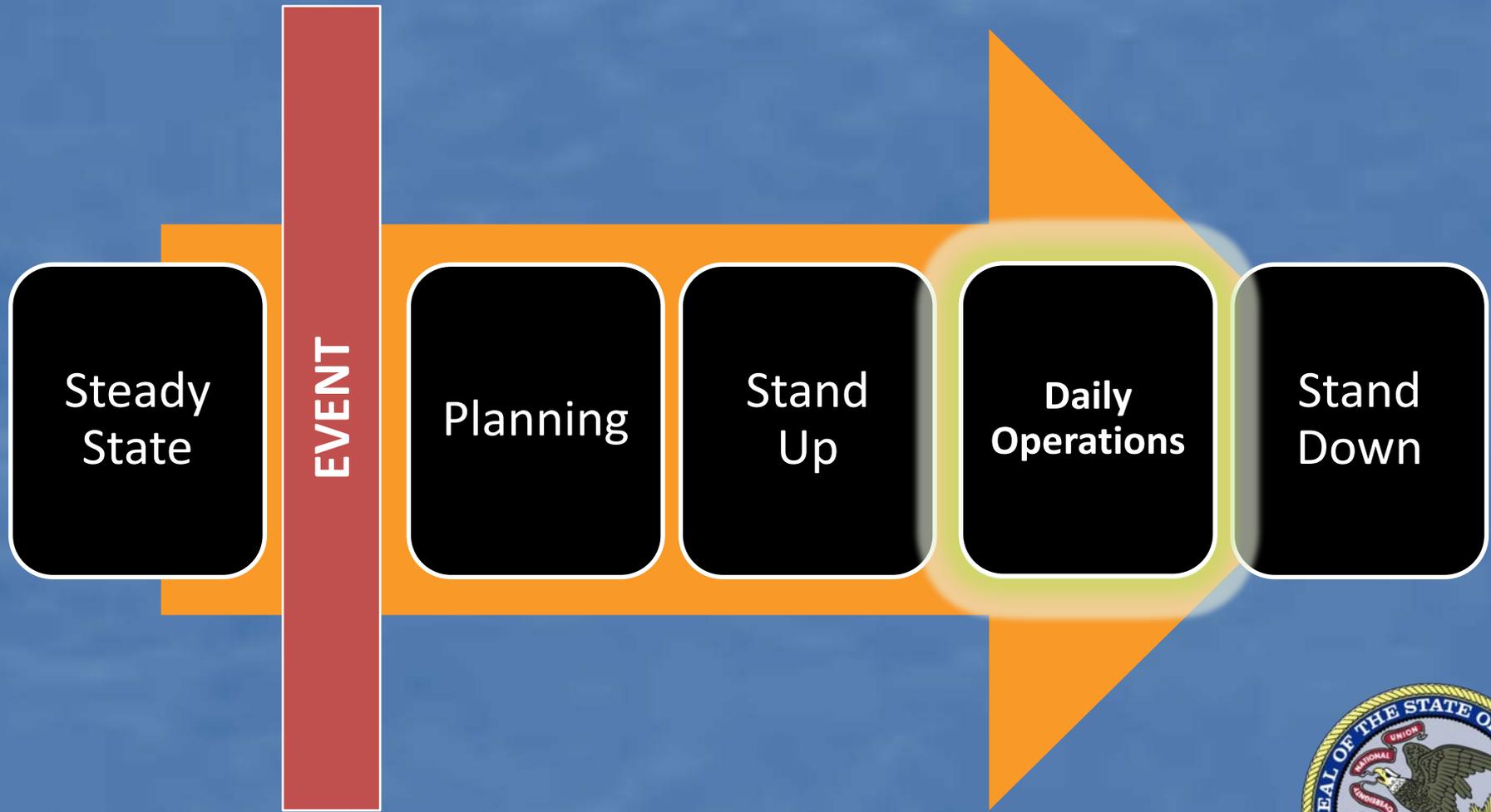


# MARC Concept of Operations – Stand Up

- Arrange for all MARC functions to be filled
  - Assign personnel roles
  - Coordinate facility services: IT, safety/security, janitorial
- Finalize MARC plan and operating procedures
  - Communications plan
  - Donations management & spontaneous volunteer plans



# MARC Concept of Operations

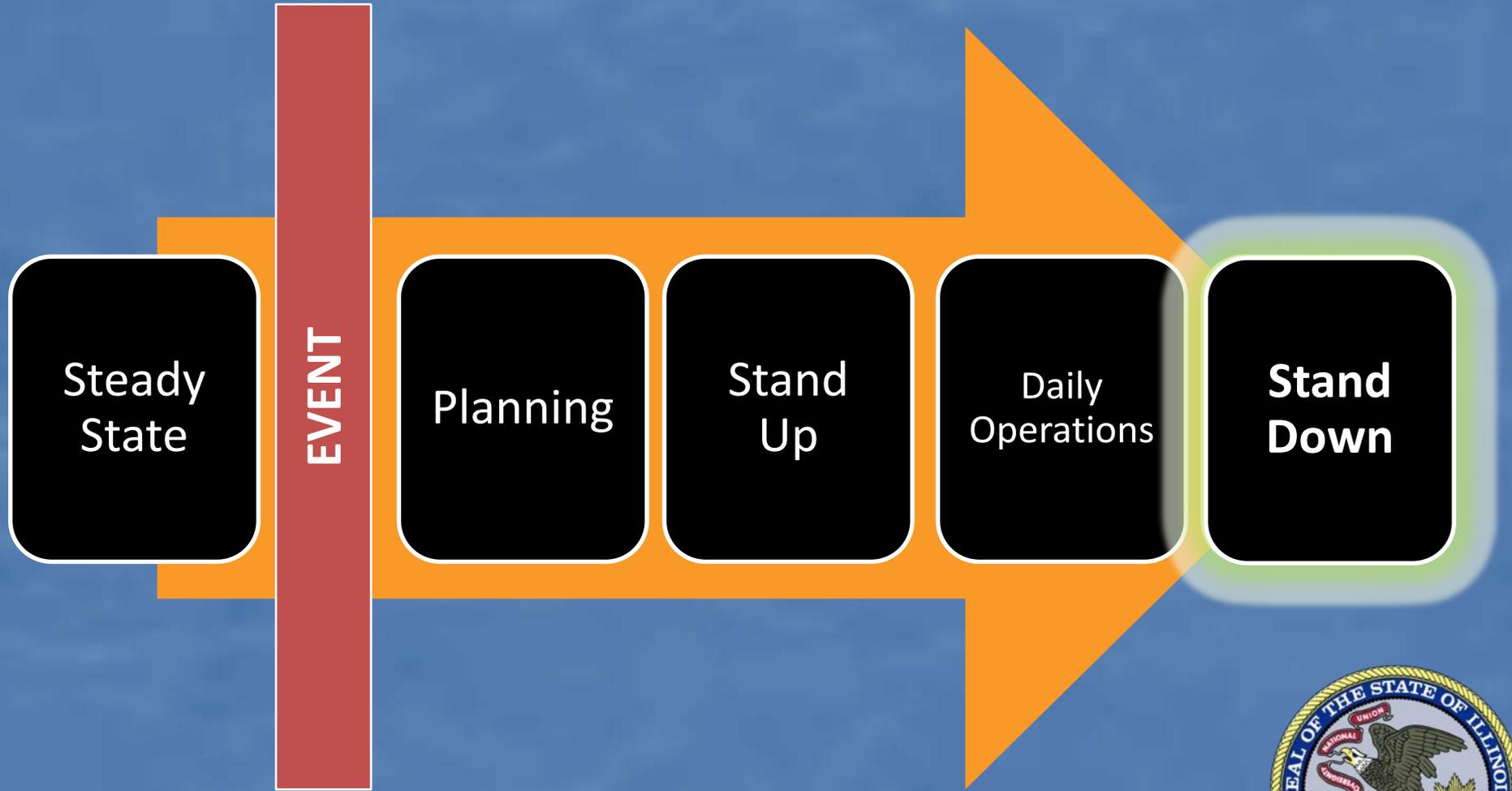


# MARC Concept of Operations – Operations

- Deliver services!
- Maintain up-to-date info for each agency
- Complete and file all necessary client and partner agency forms
- Coordinate with EOCs and other agencies as needed
- Monitor resource levels



# MARC Concept of Operations



# MARC Concept of Operations – Stand Down

- Provide appropriate advanced notice of closing to partners, clients, government and the general public
- Establish and execute a transition plan
  - Continued casework
  - Return MARC facility and resources back to appropriate state
- Conduct an After Action Review (AAR)



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# Question Time!



# Contact Information

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