

Individual Assistance

Primary Agency	Illinois Emergency Management Agency (IEMA)
Support Agencies	American Red Cross (ARC) Illinois Capital Development Board (CDB) Illinois Department of Commerce and Economic Opportunity (DCEO) Illinois Department of Employment Security (IDES) Illinois Department of Human Services (IDHS) Illinois Department of Insurance (DOI) Illinois Department of Public Health (IDPH) Illinois Department on Aging (IDoA) Illinois Historic Preservation Agency (IHPA) Illinois Housing Development Authority (IHDA)

I. Introduction

A. Purpose

The purpose of this Annex is to describe the types of recovery assistance available to individuals, families, and businesses after a disaster has occurred and the damaged area warrants a federal disaster declaration. Individual Assistance Programs will be implemented in accordance with the provisions of the Robert T. Stafford Disaster Relief Act and Emergency Assistance Act, P.L. 93-288 as amended, the Disaster Mitigation Act of 2000, the Post Katrina Emergency Management Reform Act of 2006 (PKEMRA), FEMA Regulations, the National Response Framework (NRF), the National Incident Management System (NIMS), and, the Individuals and Households Program State Administrative Plan in addition to plans and/or procedures in place for participating support agencies.

B. Scope

The provisions set forth in this Annex specify the primary and support roles and responsibilities that are available to meet the needs of disaster victims as they relate to Individual Assistance.

II. Assumptions

- A. Local governments in coordination with local volunteer agencies have the primary responsibility to provide immediate assistance to individuals, families, and businesses within their jurisdictions in response to a disaster.
- B. Recovery assistance in accordance with this Annex is based on the assumption that a federal disaster declaration is approved for the affected area.

III. Concept of Operations

A. General

1. IEMA will provide the primary coordination for the implementation of Individual Assistance Programs after a federal disaster declaration has been issued.
2. Support agencies will provide assistance in accordance with their plans and procedures developed in support of this Annex.

B. Notifications

IEMA will activate the Individual Assistance Programs upon notification from the Federal Emergency Management Agency (FEMA) that a federal disaster declaration has been approved. Notification to the supporting agencies will be based on the severity of the disaster and the needs identified during the Preliminary Damage Assessment.

C. Operational Structure

Individual assistance activities that may be coordinated through IEMA include, but are not limited to the following:

1. designating an IEMA staff member to be the Individual Assistance Officer (IAO) for the declared disaster to coordinate the individual assistance activities;
2. locating and staffing Disaster Recovery Centers (DRCs) within the affected area;
3. designating staff to work in conjunction with FEMA in implementing the Individuals and Households Program (IHP);
4. providing information to FEMA for use by Community Relations (CR) staff who may contact potential applicants on a one-to-one basis due to the loss of life during a disaster;
5. participating in the contractors briefing arranged by FEMA to inform the inspectors of disaster specific topics that may be encountered while completing inspections of damaged residences; and
6. completing activities necessary to provide FEMA the essential set-up information for inclusion in the National Emergency Management Information System (NEMIS) application processing system.

D. Federal Coordination

1. Under a federal disaster declaration of a major disaster or emergency, primary and support agencies may coordinate with their federal counterparts when federal assistance is required.
2. Small Business Administration (SBA) loans may be available to individuals, families, and businesses that have incurred losses as a result of a disaster either under a state or federal disaster declaration.

IV. Responsibilities

A. Primary Agency - Illinois Emergency Management Agency (IEMA)

1. IEMA will coordinate with state and federal agencies at the time of a federal disaster declaration to ensure resources are available to individuals, families, and businesses in the affected areas. The Individual Assistance Programs available are dependent upon the magnitude of the disaster and the specific types of needs that are identified as a result of the disaster.

IEMA will implement the Individuals and Households Program (IHP) to address the needs of disaster victims who do not have appropriate insurance coverage and/or do not qualify for disaster loan assistance. The IHP may issue grants for individuals or families in the following program areas:

- a. Housing Assistance
 - i. Temporary housing
 - ii. Repair
 - iii. Replacement
 - iv. Permanent housing construction
- b. Other Needs Assistance
 - i. Disaster-related medical and dental costs
 - ii. Disaster-related funeral and burial cost
 - iii. Clothing; household items (room furnishings, appliances); tools (specialized or protective clothing and equipment) required for applicant's job; necessary education materials (computers, school books, supplies)
 - iv. Fuels for primary heat source (heating oil, gas)
 - v. Disaster damaged vehicle
 - vi. Moving and storage expenses related to the disaster (moving and storing property to avoid additional disaster damage while disaster-related repairs are being made to the home)

- vii. Other necessary expenses or serious needs as determined by FEMA.
 - viii. Other expenses that are authorized by law
2. IEMA will monitor disaster application activity on a daily basis to ensure all potential applicants have been reached through media efforts to advise of the timeline for filing for assistance and to possibly request an extension to the application period depending on the magnitude of the disaster.
 3. IEMA will ensure that application packages are submitted (such as Crisis Counseling, Disaster Unemployment Assistance and Legal Services) to FEMA to request additional assistance that may be needed and will be administered by the various support agencies.

B. Support Agencies

1. American Red Cross (ARC)
 - a. The ARC provides shelter, food, and health and mental health services to address basic human needs. Assistance provided by the ARC is given to individuals and families affected by the disaster to enable them to resume their normal daily activities independently. This may either be accomplished through a referral to a local charitable agency or payment voucher from the ARC. Assistance provided by ARC is at no charge to disaster victims and its services are not dependent upon the issuance of disaster proclamation by the governor or president.
 - b. The ARC Disaster Mental Health Services are available to address the psychological health of disaster relief workers and individuals affected by the disaster. They work in conjunction with the local mental health community in the disaster-affected area.
2. Illinois Capital Development Board (CDB)

CDB will assist with disaster housing in accordance with the Disaster Housing Annex.
3. Illinois Department of Commerce and Economic Opportunity (DCEO)

DCEO will provide recovery support to organizations through recovery grant assistance.

4. Illinois Department of Children & Family Services (DCFS)

DCFS will assist with disaster housing in accordance with the Disaster Housing Annex.

5. Illinois Department of Employment Security (IDES)

When a federal disaster declaration is received, Disaster Unemployment Assistance (DUA) is requested by the state to provide unemployment benefits and re-employment services to individuals who have become unemployed because of the disaster and are unable to secure regular unemployment benefits. The DUA benefit is available to individuals for a period of up to 26 weeks after the declaration and upon approval of the program when requested by the state. Individuals are eligible if they worked, were self-employed, or were scheduled to begin work or self-employment, in a declared federal disaster area.

6. Illinois Department of Human Rights (IDHR)

IDHR will assist with disaster housing in accordance with the Disaster Housing Annex.

7. Illinois Department of Human Services (IDHS)

a. The purpose of the Crisis Counseling Program is to help relieve any grieving, stress, or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services, provided by FEMA as supplemental funds granted to state and local mental health agencies, are only available to eligible survivors of a federal disaster declaration.

b. IDHS will provide for the staffing and administration of the Disaster Supplemental Nutrition Assistance Program (DSNAP). Staff will receive and process requests for eligible households at IDHS local offices.

c. IDHS will assist with disaster housing in accordance with the Disaster Housing Annex.

8. Illinois Department of Insurance (DOI)

a. DOI will provide recovery support to the state's insurance industry.

b. DOI will provide recovery support to survivors with insurance problems.

9. Illinois Department of Public Health

IDPH will assist with disaster housing in accordance with the Disaster Housing Annex.

8. Illinois Department on Aging (IDoA)

a. IDoA, through its area agencies on aging, will provide information alerting seniors on safety issues regarding emergency weather conditions, including extreme heat and cold, flooding, tornadoes, electrical storms, and other severe storm weather. The information includes necessary instructions for safety and all emergency telephone numbers of organizations that may provide additional information and assistance.

b. IDoA will assist with disaster housing in accordance with the Disaster Housing Annex.

9. Illinois Historic Preservation Agency (IHPA)

During a federal disaster declaration the state will designate a person from this agency to be the State's Historic Preservation Officer (SHPO). This individual will work in conjunction with FEMA designated staff to ensure that potential work is reviewed and approved by FEMA prior to any work being done on a historically significant structure.

10. Illinois Housing Development Authority (IHDA)

IHDA will assist with disaster housing, in accordance with the Disaster Housing Annex.

C. See Table 1: State Agency Individual Assistance Responsibilities

V. Authorities

A. The Food Stamp Act of 1977

B. Robert T. Stafford Disaster Relief Act and Emergency Assistance Act, P.L. 93-288 as amended

C. Disaster Mitigation Act of 2000

D. Post Katrina Emergency Management Reform Act of 2006 (P.L. 109-295)

E. National Response Framework

- F. The Illinois Emergency Management Agency Act (20 ILCS 3305/)
- G. The Disaster Relief Act (15 ILCS 30/1-3)
- H. National Environmental Policy Act of 1969 (PL 91-190)
- I. 44 CFR Part 206, Federal Disaster Assistance for Disaster declared on or after November 23, 1988

VI. References

- A. Individuals and Households Program State Administrative Plan (as amended)
- B. USDA Food and Nutrition Service Plan

**Table 1
State Agency Individual Assistance Responsibilities**

	Housing	DUA	ONA	Crisis Counseling	Senior Assistance	DSNAP	Immediate Assistance	Other
American Red Cross							X	
IL Capital Development Board	X							
IL Department of Children & Family Services	X							
IL Department of Commerce & Economic Opportunity								X
IL Department of Employment Security		X						
IL Department of Human Rights	X							
IL Department of Human Services	X			X		X		
IL Department of Insurance								X
IL Department of Public Health	X							
IL Department on Aging	X				X			
IL Emergency Management Agency	X		X					
IL Historic Preservation Agency								X
IL Housing Development Authority	X							

DUA – Disaster Unemployment Insurance
 ONA – Other Needs Assistance
 DSNAP – Disaster Supplemental Nutrition Assistance Program
 TBD – To Be Developed