

# Multi-Agency Resource Centers: **What, Why & How**

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## Objectives

1. Understand and discuss the appropriate triggers for activating and opening a Multi-Agency Resource Center.
2. Identify resources needed for a Multi-Agency Resource center activation and understand barriers to resource acquisition and mechanisms for overcoming those barriers.
3. Identify gaps in local services based on anticipated client needs.



## What is a Multi-Agency Resource Center (MARC)?



### A MARC is:

A single location where partner agencies, both public and private, come together to provide **FREE** assistance to those affected by the 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:

- Multi-agency assistance centers have been used on previous disaster operations.
- 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.**



**We have served as leadership several MARCs:** Washington and Diamond Tornadoes (2013) Roseland Multi-family Fire (2014) Fairdale, Rochelle Tornadoes (2015) Coal City Tornado (2015) Kankakee Flooding (2015)

## 2015 Illinois MARCs

### Fairdale

April 15<sup>th</sup>-16<sup>th</sup>  
Agencies 26  
Red Cross Cases Open 68

### Rochelle

April 15<sup>th</sup>-16<sup>th</sup>  
Agencies 24  
Red Cross Cases Open 67

### Coal City

June 26<sup>th</sup>-28<sup>th</sup>  
Agencies 25+  
Client Visits 500  
Red Cross Cases Open 357

### Kankakee

July 2<sup>nd</sup>  
Agencies 15  
Client Visits 160  
Red Cross Cases Open 103

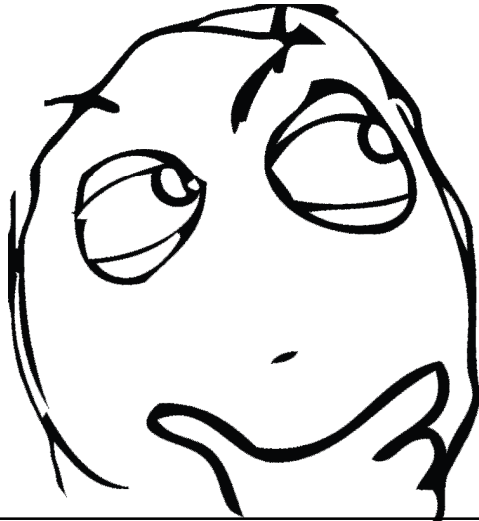


## MARC Goals



- Community-centric and reflective of the conditions of the disaster event.
- 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

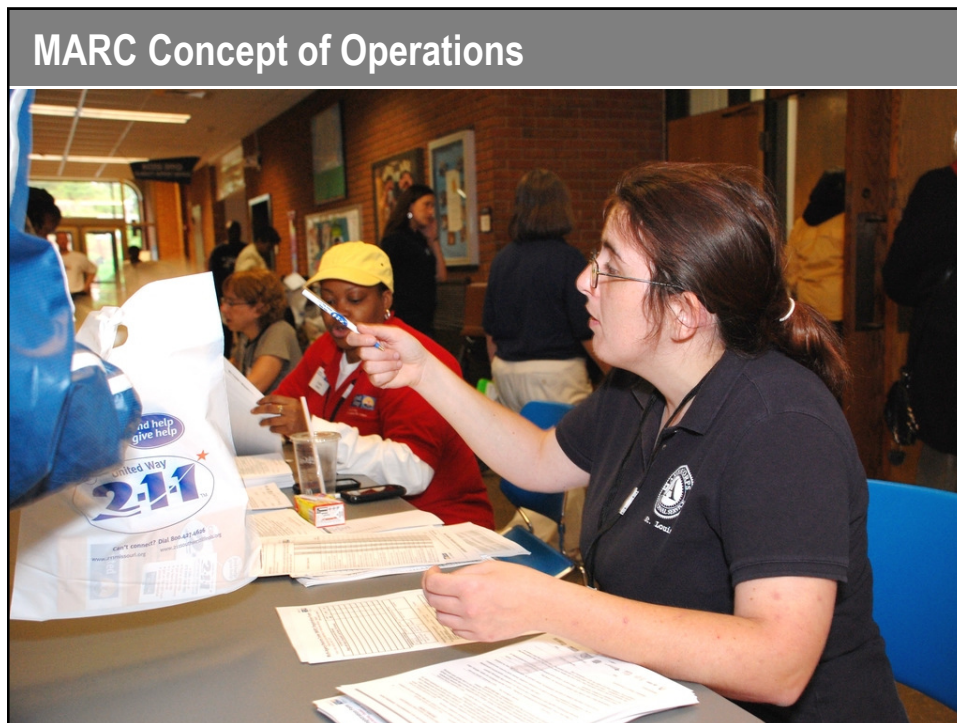


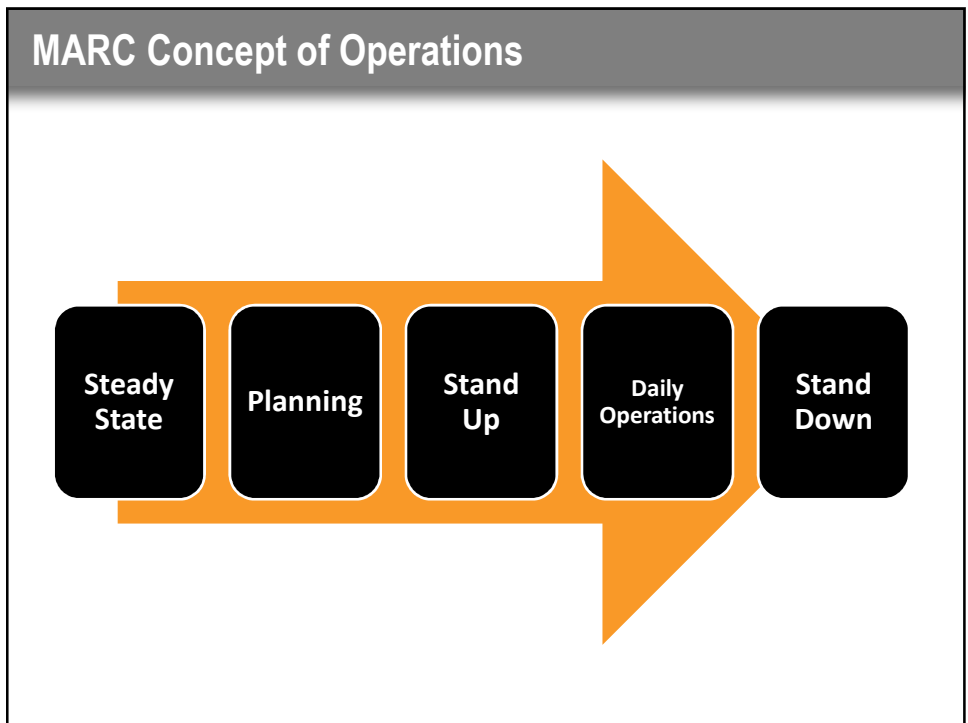
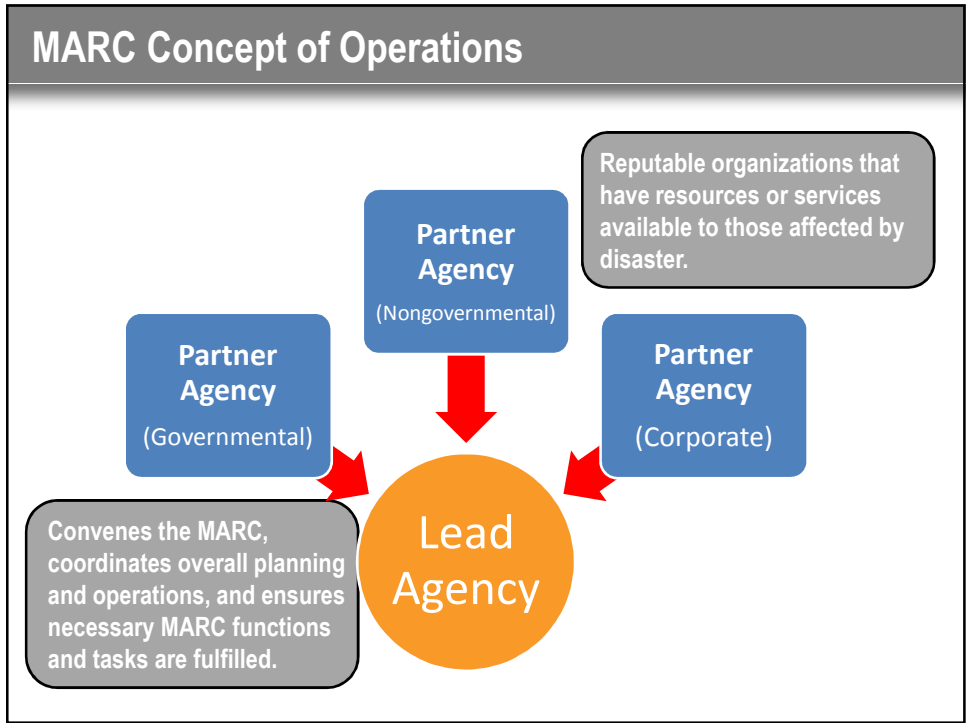
**What types  
of services  
might be  
offered in a  
MARC?**

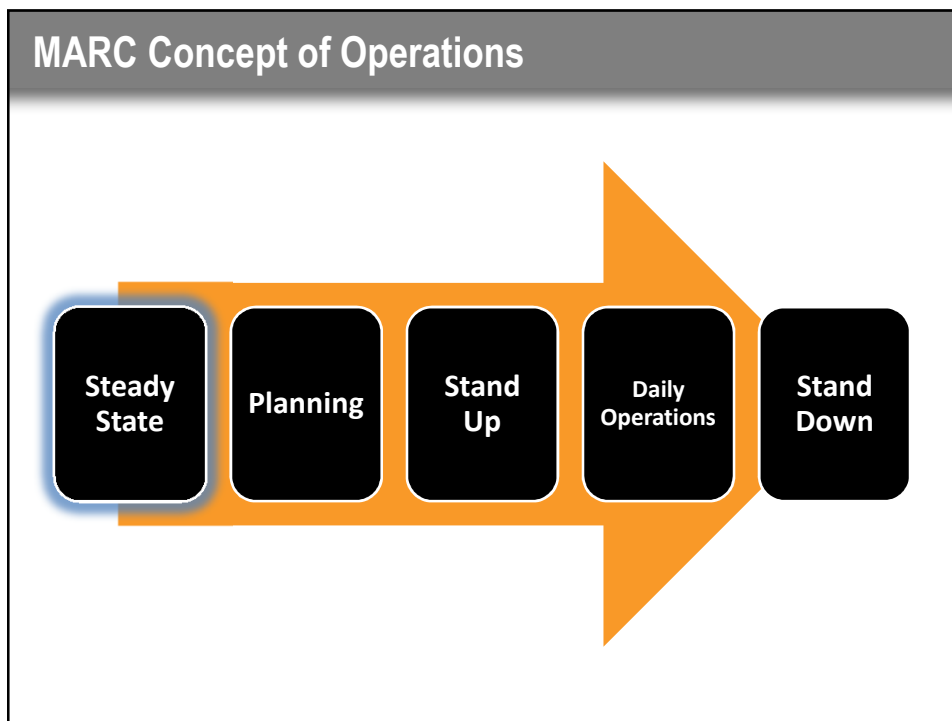
## MARC Services

### **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

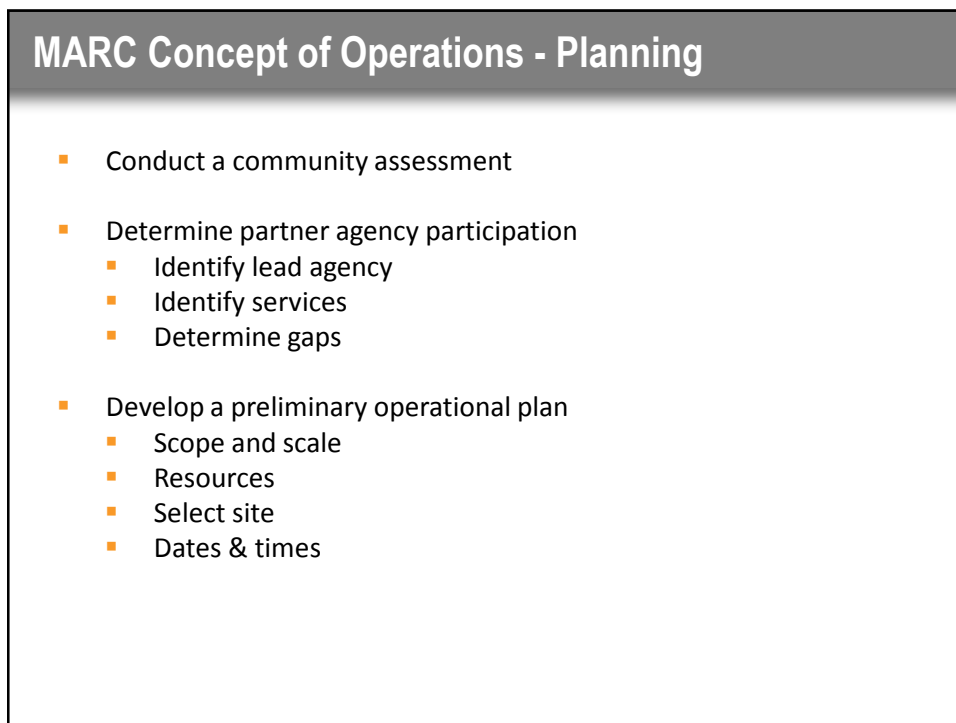
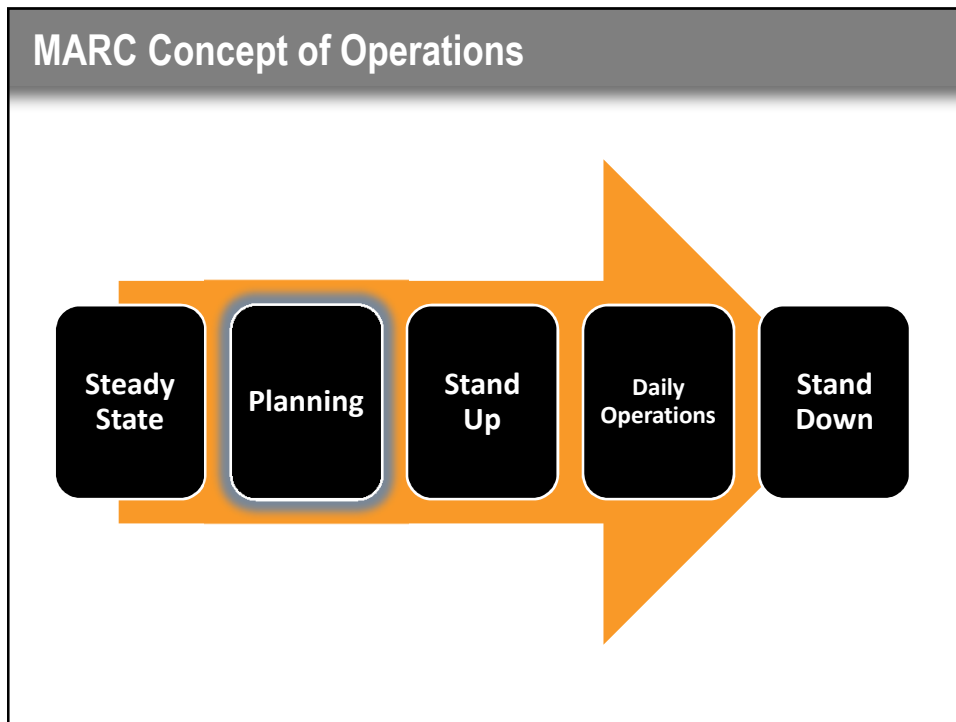




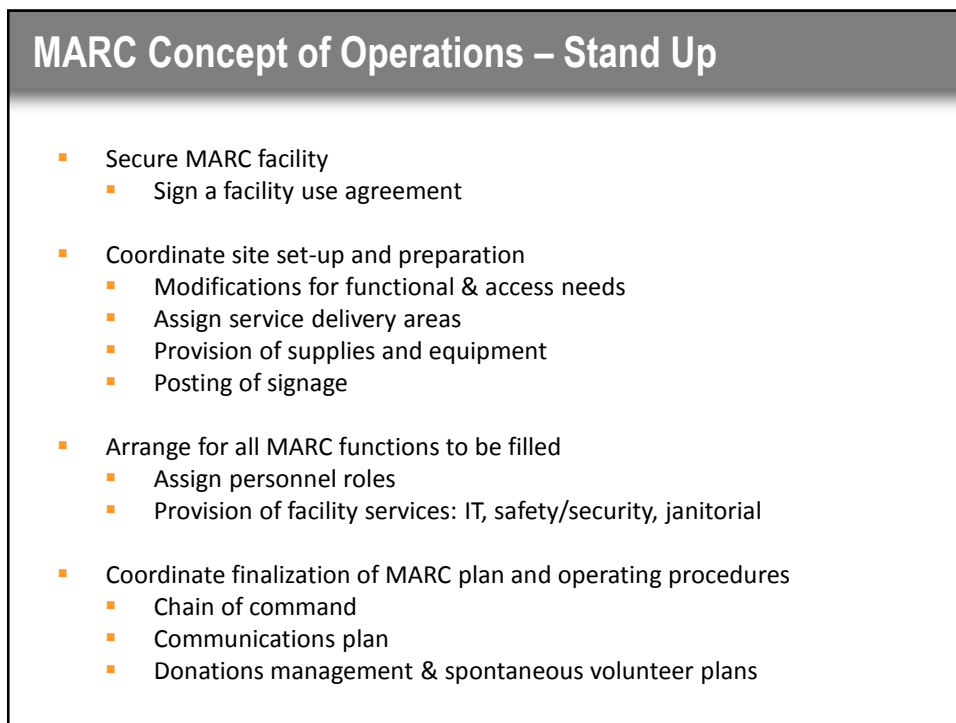
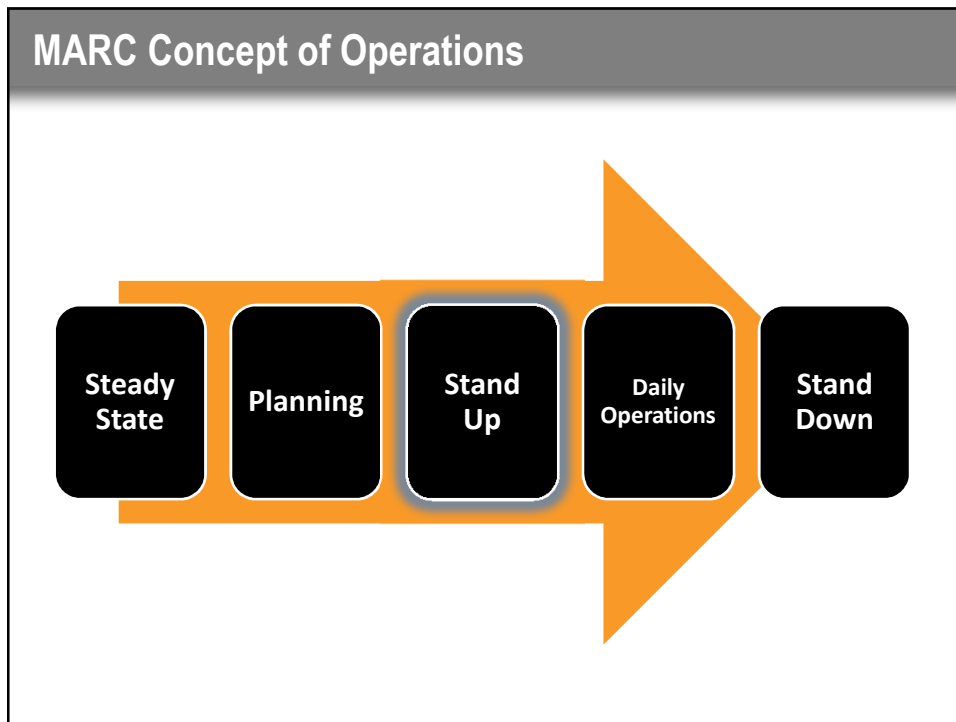


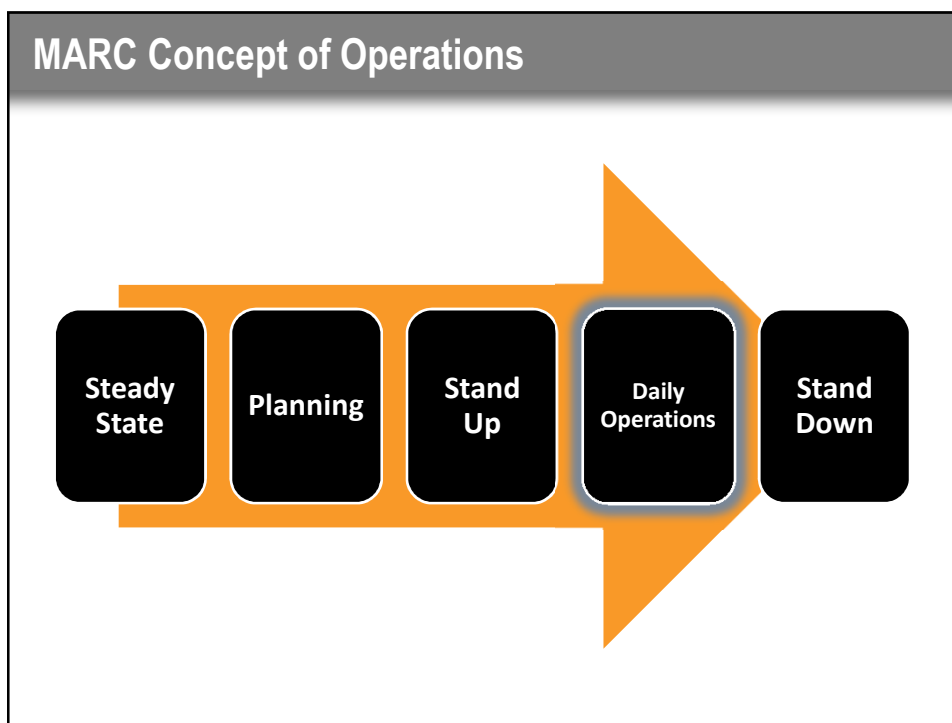
### MARC Concept of Operations – Steady State

- 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



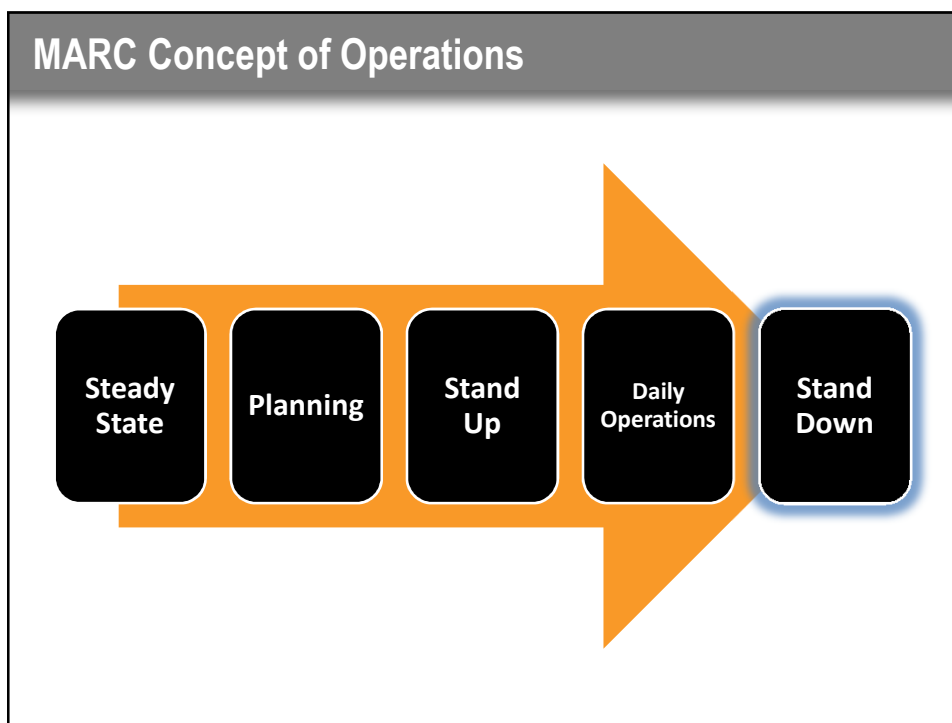






### MARC Concept of Operations – Daily Operations

- 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 – 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)

## Activity Questions

- *What are the major emergency human services concerns from this event?*
- *At what point in this event will your agency get involved?*
- *Would you open MARCs as part of a recovery strategy with this scenario?*
- *Who would you involve in a MARC for this event, would your agency participate? Would your agency consider taking the lead?*

## Tornado



A line of severe storms moving through Aurora, IL produced a violent tornado as school was ending for the day. The school and surrounding homes were directly impacted by the storm and 6 people lost their lives. Aurora was not the only community impacted by this line of storms and there is damage in nearby communities. The Illinois State EOC is operational and the governor has declared a state of emergency. FEMA PDAs will start tomorrow, but a declaration is considered unlikely. The Illinois VOAD has convened meetings to coordinate agency activities. Initial estimates are that 40 homes are destroyed, with an additional 400 having some level of damage.

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## Closing Questions

- *Who makes the decision to close the MARC? What triggers should be met?*
- *How will the MARC handle donations management issues (ie unsolicited stuff showing up)?*
- *What is the plan for transitioning services back to individual agencies? What happens if more people needing assistance are found?*



## Lessons Learned

1. Non-Declared and Declared Disasters
2. Co-locating with FEMA
3. Client Relations and Partner Relations
4. MARC Operations: Debriefings, Length of Operations
5. Similar Services Grouped in One Area
6. Complete Damage Assessment
7. State Internal Activation Plan

Dear Past,  
thank you for  
all the lessons.

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Dear Future,  
I am ready.

## Thank You

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