



**North Carolina**  
Voluntary Organizations  
Active in Disaster

COOPERATION | COMMUNICATION | COORDINATION | COLLABORATION

# **Multi-Agency Resource Center**

**High Point, NC**  
**April 19, 2016**

# Purpose & Outcomes

- Evaluate the capability of NC VOAD and its member organizations to:
  - **Collaborate** to provide assistance to those affected by disaster
  - **Coordinate** community recovery activities
  - **Communicate** activities & needs
  - **Enhance the cooperation** between member organizations

# Exercise Guidelines

- **This is an open, low-stress, no-fault environment**
- **Recovery activities are based on knowledge of current plans**
- **Decisions are not precedent setting and may not reflect your organization's final position on a given issue**

# Introduction

- **One-stop assistance centers can have a variety of names depending on the convening agency, type of disaster, and other factors.**
  - **Multi-Agency Resource Center**
  - **Disaster Assistance Center**
  - **Joint Assistance Center**
  - **Disaster Relief Center**
  - **Disaster Recovery Center**
  - **Local Assistance Center**
  - **Family Assistance Center**

# Multi-Agency Resource Center

- For the purpose of today's planning and exercise, the term MARC will be used, but the principles may be applied for any one-stop shop for client information and service delivery.

# MARC Principles

- Expedite individual, family and community recovery following a disaster;
- Provide efficient, effective assistance to individuals and families affected by a disaster in a single, “one stop shop” location;
- Minimize the time and travel distance needed for affected individuals and families to obtain assistance after a disaster;

- **Aid reunification of family and friends;**
- **Maximize the use of collective resources and expedite the ability of organizations to deliver services by:**
  - 1) eliminating the need for participating organizations to set up individual assistance centers,**
  - 2) facilitating coordination and information sharing between participating organizations;**
- **Enable effective coordination with government and non-government agencies;**
- **Facilitate the transition to long-term recovery.**

# MARC Services

- Assistance locating temporary housing;
- Information about the casework process, how to obtain assistance, and referrals to other off-site services;
- Emotional and spiritual care, as well as other health and mental health services.



# MARC Services continued

- **Access systems that support reunification including, but not limited to, email accounts, social media sites, and reunification tools;**
- **Distribution of bulk supplies;**
- **A location that serves as a meeting place for families, friends and community members.**

# Multi-Agency Resource Center Planning Resource

- Provides a general framework and outline of procedures for setting up, operating, and closing a MARC.
- From planning to after action reporting, the general procedures offer a road map for local MARC plan development and implementation.

# The objectives of the document:

- **Develop a common terminology and operational standards;**
- **Provide a resource of reference documents, information and tools.**
- **Depending on the size and severity of the disaster and the resources available, the community would scale MARC plans accordingly.**

# Multi-Agency Resource Center (MARC) Definition

- **A single, “one stop shop” location where public and private organizations come together to provide assistance to those affected by disaster.**

# Partner Agencies

- Reputable organizations (governmental, nongovernmental or corporate) that have resources or services available to those affected by disaster.
- Partner agencies that have the capacity and willingness to serve in the MARC.

# Lead Agency

- This organization convenes the MARC, coordinates overall planning and operations, and ensures necessary MARC functions and tasks are fulfilled.
- Each community may have a different lead agency, but for organizational clarity a lead agency is identified (if possible, pre-identified).

# Lead Agency continued

- **Any organization serving in the MARC lead agency role first ensures that it can fulfill all associated responsibilities, including fiscal and liability responsibilities, either directly or through delegation and coordination with partners.**

# Disaster Recovery Center (DRC)

- In federally-declared disasters, a DRC is a facility where FEMA provides status information and updates to client applications, as well as general information on FEMA disaster assistance.
- A DRC may act similarly to a MARC by including other federal, state, local and voluntary agencies within the same or a similar facility.



# Concept of Operations

MARC activities take place in five general stages:

- **Steady state (pre-disaster) -**  
community assessment activities, pre-identification of local resources and partner agencies, and establishing lines of communication between partner agencies;

# Concept of Operations

- **Planning** (immediately after a disaster occurs) –initial assessment of disaster impacts, determination of agencies that will be involved in the MARC, and development of a preliminary operational plan;

# Concept of Operations

- **Stand up** (once necessary planning has taken place and in accordance with timeline determined by participating agencies) – coordination among participating agencies to set up the MARC site, fulfill all necessary functions and finalize all plans, policies and operating procedures;

# Concept of Operations

- **Daily operations – carrying out all necessary functions to effectively deliver services to clients, operate the MARC facility and coordinate with emergency management officials and community leadership;**

# Concept of Operations

- **Stand down** (when it has been determined that the MARC will close)  
– closing notification, transition activities and after action reporting.

# Steady State

- **Pre-disaster activities lay the groundwork for successful MARC operations in the community and encourage organizations to begin planning collaboratively.**

# Considerations

- **Pre-identify those agencies / organizations that would typically participate in a MARC, identify appropriate contacts within agencies, and establish lines of communication;**
- **Consider among the identified agencies, which might have the capacity to potentially serve as a MARC lead agency;**

# Considerations continued

- **Pre-identify and walk through potential facilities in the community that may be appropriate for future MARC use;**
- **Develop a baseline of community demographic information and existing needs to help inform future community assessments in disaster.**



# Planning

- **MARC Planning Meeting**
- **MARC Site Selection**
- **In-Kind Donations**
- **Client-Centered Considerations**
- **Access and Functional Needs**

# Exercise Activity #1

**In your table groups;**

- **Conduct the first MARC planning meeting for Guilford County**
- **Pre-identify agencies/organizations**
- **Pre-identify a MARC lead agency**
- **Pre-identify potential facilities by type**

**20 Minutes**

# Exercise Activity #1 Debrief

- **Agencies/organizations identified?**
  - How was this list developed?
- **MARC lead agency identified?**
  - How was this determined?
- **Potential facilities identified?**
  - What type of facilities were identified?

# Exercise Activity #2

In your table groups;

- **Review and discuss each scenario:**
  - Would you open MARCs as part of a recovery strategy with this scenario?
  - If yes, who would you bring to the planning table to participate in a MARC?
  - If no, why wouldn't you open a MARC? What would be an alternative recovery service delivery strategy instead of a MARC?

# Scenario 1



45 units of an independent assisted living center have burned in Greensboro, NC. There were four fatalities and several injuries that occurred as a result of the fire. Residency in the center was a vulnerable population with mobility, cognitive and income considerations. The Salvation Army is feeding on site and the American Red Cross has opened a reception center in a church a block away from the living center. The living center management is providing staff to tend to the residents but is not cooperative in sharing information or securing long term living arrangements for their residents.

# Scenario 2



A line of severe storms moving through High Point, NC produced a violent tornado as school is ending for the day. The school and surrounding homes were directly impacted by the storm and 6 people lost their lives. High Point was not the only community impacted by this line of storms and there is damage in several nearby communities. The North Carolina State EOC is operational and the Governor has declared a state of emergency. FEMA PDA teams are scheduled in High Point tomorrow. Power is out throughout the community with a restoration estimate of approximately 4 days. NC VOAD has convened meetings to coordinate agency activities.

# Exercise Activity #2 Debrief

- **Would you open a MARC?**
  - **Fire Scenario 1?**
  - **Tornado Scenario 2?**
  - **If yes, who would you bring to the planning table to participate in a MARC?**
  - **If no, why wouldn't you open a MARC?**  
**What would be an alternative recovery service delivery strategy instead of a MARC?**

# Stand Up

- **MARC Site Procurement and Set Up**
- **Logistics and Resource Support**
- **Safety and Security**
- **Signage and Branding**
- **Janitorial and Environmental Services**
- **Preparation Meeting**
- **Daily Operations and Service Delivery**
- **Communications**



- **Media Relations – Public Information**
- **Volunteers**
- **Services and Client Experience**
- **Client Casework/Recovery**
- **Feeding Operations**
- **Bulk Distribution**
- **Health, Mental Health, Emotional and Spiritual Care**
- **Child Friendly Spaces with Child Care Services**

# Exercise Activity #3

In your table groups using the tornado scenario;

- Developing a preliminary operational plan:
  - Outline the appropriate scale and scope of MARC operations, dates and times the MARC will operate;
  - Identify available resources and resource needs for MARC;
  - Identifying an appropriate MARC site and complete a layout plan

**30 Minutes**

# Exercise Activity #3 Debrief

- What is the scope of MARC operations?
- When will the MARC operate?
- Identified available resources and resource needs for MARC?
- Share your MARC site plan.

# Stand Down

- **The decision to close the MARC is made by the lead agency in cooperation with current partner agencies.**
- **Changes in the flow of traffic through the MARC;**
- **Number of clients served in proportion to population area affected by the disaster;**
- **When the next phase is set up for client recovery;**
- **Changes in partner agency participation in and resources for the MARC.**

- **Transition plan.**
- **Address continuing client needs.**
- **Return of MARC facility and resources back to appropriate condition.**
- **Appropriate notice is given to all affected parties.**
- **Gather feedback regarding MARC operations.**
- **After Action Report.**
- **Announce closing of the MARC.**

# Hot Wash

Celebrate the unique successes of the day.

What went right?



# Hot Wash

## Challenges and recommendations

## Next Steps

## Action Plan



# Congratulations

**Job well  
Done!**





# Contact Information

**Greg Mack**

**Division Disaster State Relations Director**

**American Red Cross**

**[greg.mack@redcross.org](mailto:greg.mack@redcross.org)**