A place where community agencies join together to help THOSE DEVASTATED BY DISASTER.
Immediately emergency relief agencies respond protecting life and property.

Daily all agencies providing help are in contact with each other through the local emergency operations center and in large events through a regional and/or state EOC conference call.

Needs are identified and human and material resources dispatched.

Within days a Red Cross Service and Multi-Agency Resource Center is set-up for survivors to receive help. (Red Cross Outreach Teams begin home visits for every home identified as destroyed or major damage and let people know about the center.)
What is a MARC?

A place where survivors of disaster receive help.

A place where all disaster relief agencies – private and public come together under one roof to provide assistance – a ONE STOP SHOP. These are never for-profit agencies.

Agencies in the MARC are vetted and their staff and volunteers adhere to high ethical standards.

A verification system is established to identify those who have been affected by the disaster.

The MARC is configured in a way that survivors receive help while maintaining confidentiality and dignity.

There is a chain of authority that provides for liability protection and consistent treatment of all those who come for help.
M.A.R.C.

Multi-Agency Resource Center

Benefits to those affected by the disaster:

• Save time, money and gas – no need to go from one organization to the next.

• Provided with referrals for additional services such as a Donations Warehouse just for disaster clients; a list of additional resources for ongoing assistance; and the names and services of all organizations in the MARC with phone number and address.

• A place to meet and visit with others in the community for information. Survivors may find neighbors and family members that were also affected by the disaster.

• A place to receive emotional and spiritual care and be with others who have similar experiences.

• A great place for these families to come and just get away from the disaster site and sit down and eat a nice warm meal.

• Prevents confusion and duplication. Clients receive help to fill out necessary paperwork, and receive information that helps understand how the system will work in the days to come.
M.A.R.C.
Multi-Agency Resource Center

Benefits to the Community:

• Clients receive financial aid and immediately begin spending the money in the affected areas. Local businesses supported; put tax revenue back into the local economy.

• Families quickly able to locate temporary housing near the affected area: keep communities intact, support local businesses and prevent loss of tax revenue in the community.

• Because families receive health and mental health services immediately after the disaster – short and long-term needs identified and addressed; agencies work together on long-term plans involving more than one agency and funding source.

• LTRC begins Disaster Case Management process by identifying and building relationships with families that will need additional help for recovery.

• Collaboration with other organizations promotes learning about services they offer families in time of a disaster.
How it Works
1. Location chosen – facility agreement
2. Partners notified – meeting held
3. Dates and times published
4. Signage
How it Works
1. Clients complete registration and verification
2. Red Cross: initial assessment; financial assistance; releases signed; referrals
3. Clients visit other agencies
4. Registration sheet is completed by agencies and is left at registration desk when leaving
5. As unmet needs are identified – new agencies added
How can my faith-based organization be involved?

Request a facility assessment from your local Red Cross

• Become involved in your local Community Organizations Active in Disaster (COAD)

• This is a wonderful way for faith-based organization members to serve their communities after a disaster

• Volunteers can prepare meals; help with bulk distribution; and become involved in other disaster relief ministries
Red Cross sponsored MARC:

• The facility owners will sign an agreement with the Red Cross which states the Red Cross assumes “control” of the specified area(s) assuming liability for damage and/or injuries.

• Red Cross will pay additional costs for utilities, and provide the food that is prepared in the facility.

• Agencies in the MARC must abide by high ethical principles and provide services to all based on need.

• Agencies providing emotional and spiritual care are welcome and encouraged – although no evangelization nor religious requirement for service is allowed.
A proven model of service

Calvary Baptist Church MARC
Newton County – Neosho May 2008

Clients served: 750+
Red Cross Financial assistance: $235,000
Other financial assistance: $100,000
Free Tetanus shots: 800+
Mental Health Contacts: 300+
M.A.R.C.
Multi-Agency Resource Center

Community Working Together:

PRICELESS!!