

**State
Emergency
Management**

**MARCs -
Multi-Agency
Resource
Centers.**



State Emergency Management Agency

MARC (Multi-Agency Resource Center)



Presenting Team Introductions



State Emergency Management Agency



The State Emergency Management Agency's mission is to help our fellow Missourians **prepare** for, **respond** to, and **recover** from **all emergencies**. Each step will be guided by our core values of **Respect**, **Integrity**, **Trust**, **Honesty** and **Compassion**.



Stronger Community – Better Response! ²



State Emergency Management Agency

Stronger Community – Better Response!



MARC (Multi-Agency Resource Center)

- “One-Stop Shop” for disaster assistance
- Community-centric
- Reflective of the conditions of the disaster event



MARC (Multi-Agency Resource Center)

MARC Principles

- ▶ **Expedite** Recovery
- ▶ **Maximize** partnerships
- ▶ Provide **Efficient, Effective** Assistance
- ▶ **Enable** government coordination
- ▶ **Minimalize** time and travel
- ▶ **Facilitate** the transition to long-term recovery
- ▶ **Aid Reunification**



MARC (Multi-Agency Resource Center)

- MARCs can have various names depending on the convening agency, type of disaster, and other factors. Names previously used have included:

- ▶ Multi-Agency Resource Center
- ▶ Joint Assistance Center
- ▶ Voluntary Organization Disaster Assistance Center
- ▶ Local Assistance Center
- ▶ Family Assistance Center
- ▶ Service Center



MARC (Multi-Agency Resource Center)

MARC Typical Services

- Human Services
- Children and Youth Services
- Temporary Housing
- Health and Mental Health Services
- Emotional and Spiritual Care
- Reunification
- Distribution of Emergency Supplies (DES)
- Informational Services
- Casework and Recovery Planning
- Meeting place for community members

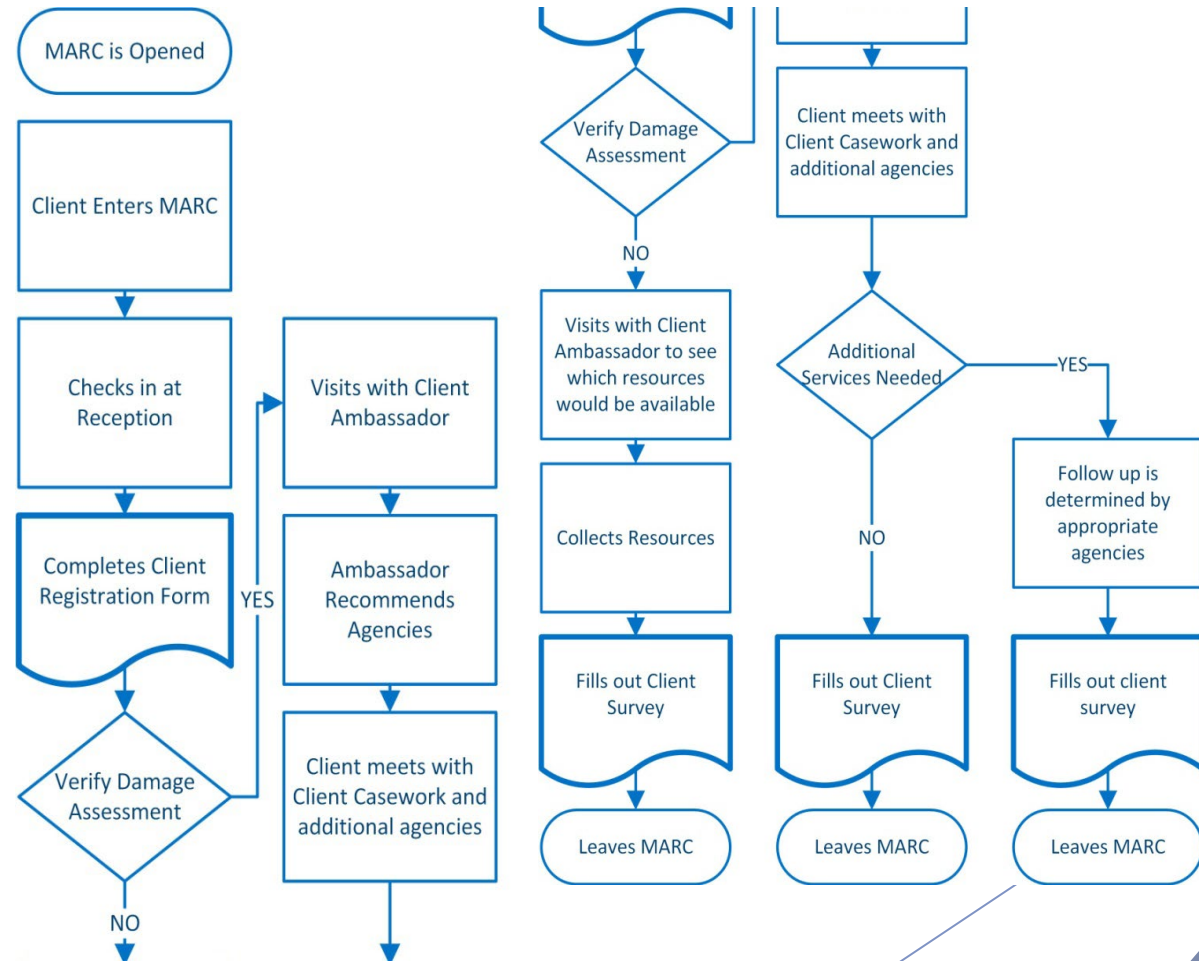




MARC (Multi-Agency Resource Center)

Client Process-How it Works

- ▶ **Registration / Intake**
- ▶ **Disaster Assessment (DA) Verification**
- ▶ **Informational Agencies**
 - ▶ **No DA Required**
- ▶ **Casework Agencies**
 - ▶ **Requires DA**
- ▶ **Exit Survey**



MARC (Multi-Agency Resource Center)

Roles in a MARC

MARC Site Manager – has overall responsibility for its effective operation

MARC Assistant Site Manager - supports the Site Manager

MARC Receptionist - first contact point for clients entering the MARC; ensures clients complete the registration process and are served in a timely manner.

MARC Public Information Officer (PIO) - general point of contact for media inquiries

MARC Safety and Security Manager - oversees the safety and security of clients, staff, facility, and resources/equipment.



MARC (Multi-Agency Resource Center)

Roles in a MARC

MARC Client Ambassadors serve as a point of contact for clients in the MARC, assist clients in navigating the MARC, and ensure that clients meet with the appropriate agencies.

MARC Partner Agency Liaison - serves as the liaison between the MARC Site Manager and the participating partner agencies and, in coordination with the PIO, serves as the liaison to external agencies such as municipal government, local emergency management, and other MARCs or DRCs where they exist.

Partner Agency Representatives - At least one individual is designated to represent each partner agency for MARC planning, coordination, and operational purposes.



MARC (Multi-Agency Resource Center) Site Selection

► Considerations for a suitable MARC location:

- Is it visible and open to the public?
- ADA Accessibility
- Space for partners
- Bulk Distribution space
- Parking and traffic control
- Facility Costs (and who can pay them)
- Facility Use Agreement



MARC (Multi-Agency Resource Center) Resources



MARC PLANNING TOOLKIT

IS-288.A: The Role of Voluntary Organizations in Emergency ...

training.fema.gov/is/courseoverview.aspx?code=IS-288.a

Course Objectives: The overall goal of this Independent Study course is to increase awareness of the **roles** and **responsibilities** of voluntary agencies ...

MO COAD Manual - Missouri State Emergency Management ...

<https://sema.dps.mo.gov> > programs > documents

This State of **Missouri** Community Organizations Active in Disaster (**COAD**) Guidance **Manual**. 2nd Edition..135 pages PDF



MARC (Multi-Agency Resource Center) Client Testimonials

“This was extremely helpful for us to make sure we can start over together, happier and healthier.”

“Being here today has put my faith in society to a new level of hope for our country and just people in general.”

“Can’t say how much help was provided by everyone! Thanks, does not seem to be enough! God Bless You!”

“The help I received was overwhelming. The people were so thoughtful and caring with their true hearts; some were even giving more than I ever expected. I was surprised by the awesome services provided when we needed it most.”



MARC (Multi-Agency Resource Center)



Scan here

or visit sema.dps.mo.gov/programs/emergency-human-services.php to access resources and more!

Questions??

