



**American
Red Cross**



**American
Red Cross**

Multi-Agency Resource Centers

Concept and Operation



A Multi-Agency Resource Center (MARC)

Is

A facility/location
where disaster relief
agencies, both public
and private, come
together to provide
assistance to those
affected by disaster



Who Initiates a MARC?

A MARC is typically established by the American Red Cross in Cooperation with Partner Agencies

Why?

Facility procurement processes and procedures are in place

Facility Use Agreement

Liability Insurance and Cost Considerations

Partner Agency Criteria



- Standing and reputation of an agency within the community
- The capacity to assist and willingness to serve
- Agree to sign and abide by ARC/MARC Code of Conduct
- May not charges for services





Partner Service Providers at a MARC

American Red Cross
VOAD Organizations with Recovery Capacity
State/Local Public Health
State/Local Housing Authorities
State/Local EMA Liaisons
FEMA Disaster Resource Center (if declared for IA)
Disaster Animal Agencies
Legal Aid
Other Community Agencies with Capacity

Additional Benefits to Clients

- **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.**

Additional Benefits to Clients

- **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 paper work, and receive information that helps understand how the system will work in the days to come.**

Getting Started -

Lead Agency calls a planning meeting of Core participating agencies (eg EMA, FEMA, VOAD, ARC) to discuss:

Partner agencies to Invite and the services provided by each;

Suitable MARC locations

Joint press release

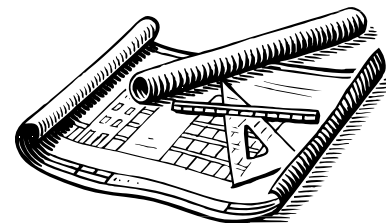
Date and time of MARC opening



Lead Agency Acquires Facility -

Facility Considerations

- Location convenient for clients
- Adequate size for service area, meeting rooms, canteening, reception, FEMA - DRC if present, restrooms, kitchen facilities, meeting rooms, etc
- Large parking area for clients and staff with good traffic flow
- Available support services
- Security





Setup and Preparation of a MARC

Lead agency via a “Facility Use Agreement” accepts liability for the facility and the staff (both paid and volunteer), and specified financial responsibilities

Each agency assigned an area for client interviews and service delivery

Common areas assigned for reception, waiting, administrative offices, general information, media, staff respite and eating, etc.

Lead agency will designate a MARC manager who will hold daily meetings to discuss policies, procedures, mutual expectation, challenges, etc

Each agency responsible for their own equipment for service delivery

MARC Operations

Signage – Each organization provides signage for their assigned areas. Outside signage will acknowledge the partnership nature of the MARC and all participants

Each organization maintains their own staffing schedule keeping the MARC manager appropriately advised.

The lead agency will staff the reception area and direct clients to needed services, beginning with FEMA if present.

MARC Operations

Receptionist and Ambassador

Complete a MARC Client Registration Form

Verify identity and damage if possible

Refer to “Client Ambassador” for escort to appropriate organizations to initiate client casework, verify identification and damage.

Client ambassador provides a single point of contact to client while at the MARC

Registration Form is returned to reception and file alphabetically for possible return visit.



American
Red Cross

The Goal - -

To leverage the community's disaster recovery support resources in times of great distress by providing a
“One Stop Shop”
for a full spectrum of disaster recovery support services





American
Red Cross





American
Red Cross



Hit the

MARC

In Efficient
Delivery of
Disaster relief!

PROPOSED TNCAT 16 ET VOAD EXERCISE

TABLETOP

Conduct Detailed MARC Planning Meeting in Support of the
TNCAT 16 Exercise to Include:

1. Review/Discussion of the ET VOAD MARC Plan
2. Walk thru the Facility – Plan Physical Layout
3. Simulate all Decisions Needed to Open the MARC
4. Each Participating Organization Simulate Its Service
Delivery Scheduling Procedures



**American
Red Cross**

Thank You

For the complete Oklahoma MARC plan, including all forms
and agreements go to:

<http://www.rfbo.org/listing/Oklahoma%20Multi-Agency%20Resource%20Center%20Plan.pdf>



**American
Red Cross**