



NJVOAD

New Jersey Voluntary Organizations Active in Disaster
Cooperation - Communication - Coordination - Collaboration

Suggested Guidelines and Considerations for Executing a MARC

1. Notify partners

- a. Recruit organizations in every area of anticipated needs
 - i. Direct client services
 - ii. Emotional and spiritual needs
 - iii. Information/education
 - iv. Legal services
 - v. Animal support/services
 - vi. Government services
 - vii. Food/snacks
 - viii. Security (especially if gift cards are being distributed)
- b. Hold meeting/conference call to plan and discuss responsibilities and details
 - i. Identify any requirements for access to services or resources
 1. Proof of ID
 2. Proof of residence
- c. Distribute forms before MARC
 - i. Code of ethics agreement
 - ii. Description of services questionnaire

2. Identify time frame and duration

- a. Possibilities:
 - i. Single-day
 - ii. Multi-day
 - iii. Open-ended: potential transition into Disaster Recovery Center (DRC) or long-term recovery operations
- b. Considerations:
 - i. Scope and scale of disaster
 - ii. Likelihood of disaster declaration/FEMA Individual Assistance (IA)
 - iii. Other resources available such as DRC, governor assistance workshops, etc.
(Note: whenever possible and sensible, merge MARC with these other events/resources.)

3. Choose location

- a. Selection considerations:
 - i. Close to impacted area/survivors, but safe, secure, and sanitary
 - ii. ADA/wheelchair accessible
 - iii. Ample space for multiple tables and chairs for providers and survivors

- iv. Ample parking for survivors, volunteers, service providers, food trailer, point of distribution (POD), etc.
 - v. Free or affordable
 - b. Discuss terms of usage
 - i. On-site point of contact to unlock building and answer questions
 - ii. Tables and chairs provided
 - iii. Any fees for usage or extra utility payments
 - iv. Exterior and interior signage
 - v. Access to internet, copier, phone, or other office needs
 - c. Sign facility agreement

4. Identify lead agency

- a. Responsibilities:
 - i. Collect signed agreements for MARC partner organizations
 - 1. Code of ethics agreement
 - 2. Description of services questionnaire
 - ii. Distribute, collect, and maintain initial intake forms completed by survivors
 - iii. Conduct whatever verifications are identified by participants (e.g. proof of identity, residency) for access to resources/services
 - iv. Manage set-up and flow of MARC
 - v. Document and report on impact of MARC, including:
 - 1. Number of survivors supported
 - 2. Number of partner organizations providing support
 - vi. Develop a system for sharing intake information with MARC partner organizations
 - vii. Communicate information about resources, programs, and services available to survivors who complete intake form
- b. Considerations:
 - i. Lead agency should have capacity to fulfill responsibilities
 - ii. Lead agency should have a history of working collaboratively with partners and sharing information

5. Consider activating Crisis Cleanup for managing disaster work orders

- a. Contact NJVOAD to initiate creating an event (khiggs@njvoad.org)
- b. Identify volunteers or a partner organization to interview survivors and enter data
- c. Secure equipment needed for data entry (laptops/tablets and internet)

6. Notify public of MARC

- a. Include details about any needed documents (e.g. proof of identity, residency, etc.)
- b. Create and distribute flyer through governmental and partner agencies
- c. Create and distribute press release
- d. Share on social media
- e. Work with OEM partners for notifications (e.g. reverse 911 calls, Nixle, electronic billboards, etc.)

- f. Word of mouth
- 7. Set-up and manage MARC**
- a. Clear and visible signage (exterior and interior)
 - b. Identify registration area for survivors to complete intake
 - c. If possible, have private/semi-private space for DRCCs or other mental health support
 - d. Organize tables and providers in formation which creates logical flow
 - e. As needed, support lead agency in managing registration and flow of visitors
- 8. Conduct hotwash (evaluation or after action review)**
- a. While event is fresh in everyone's minds, convene participants to review the following:
 - i. What went well (i.e. strengths)?
 - ii. What were problem areas (i.e. weaknesses)?
 - iii. What improvements would be made for future MARCs?
- 9. Follow-Up**
- a. As it is received, communicate new information to survivors about disaster related services, programs, or resources

For more comprehensive information on establishing a MARC, please access the Multi-Agency Resource Center Planning Resource at <http://bit.ly/2wNgEbT>.