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 (kadams@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