



## **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 ([kadams@njvoad.org](mailto: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

For more comprehensive information on establishing a MARC, please access the Multi-Agency Resource Center Manual at <http://www.njvoad.org/wp-content/uploads/2020/06/MARC-Guidelines-NJVOAD-2019.pdf>.