Functional and Access Needs/ At-Risk Populations

Purpose

The purpose of the Functional and Access Needs (FAN)/At-Risk Populations Annex is to support the *Illinois Department of Public Health (IDPH) Emergency Support Function (ESF)-8 Plan* by providing operational guidance for all stakeholders in an emergency response within the state of Illinois. This will help ensure the needs of FAN/At-Risk Populations are addressed and improve equity in access to emergency response services and resources.

What is a functional and access needs/at-risk population?

A functional and access needs (FAN)/at-risk population is defined as those individuals, groups, and/or populations that may have additional needs before, during, and after a disaster. These additional needs may be related to issues such as physical and/or cognitive disabilities, age, or language skills. The needs of these individuals, groups, and/or populations typically are not fully addressed by traditional or standard response and recovery resources. Below are the six FAN categories defined in the annex.

NOTE: An individual or group can belong to more than one FAN category.

Age
Children less than or equal to 17 years, adults aged 18 to 59 years, and older adults aged 60 years or older

Economic Disadvantage
Individuals or groups with low, limited, and/or fixed income; live at or below the federal poverty level; have unstable or unsecure housing; or live in public/government housing

Diverse Cultures/Language and Literacy
Individuals or groups with limited English proficiency, low literacy skills, cannot read, and/or hearing and/or visual difficulties

Institutionalized Settings/Congregate Care
Individuals or groups living in assisted living establishments, shared housing, congregate care, specialty hospitals, detention facilities, and state operated developmental centers

Isolation
Individuals or groups with social isolation, temporary residents, cultural isolation, and/or geographic isolation

Medical Conditions and Disabilities
Individuals or groups with cognitive impairments, mobility impairments, chronic diseases/conditions, acute or temporary diseases/conditions, and dependence on technology, durable medical equipment, and/or electricity

Key Response Components

The Functional and Access Needs (FAN)/At-Risk Populations Annex outlines seven key response components that may present challenges/issues for FAN. The annex contains attachments for each FAN category and each attachment identifies specific issues/needs that may be encountered, as well as strategies/tactics for responders to consider for each of the seven key response components. Responders should tailor the response strategies/tactics based on the specific FAN needs at the time of the incident. Each regional health care coalition plan and plans at the local level should define in greater detail the FAN/At-Risk Populations within their geographic areas to further ensure appropriate incorporation of the needs of FAN/At-Risk Populations into their planning and program initiatives.

Communication　　**Transportation**　　**Safety/Supervision**　　**Medical Care**

Sheltering　　**Maintaining Independence**　　**Mass Fatality**

Quick Reference Guide—Key Response Components
Highlighted Strategies and Tactics
(Additional detail available in the Annex attachments)

Communication
- All information/messages should be distributed in languages known to be spoken in the area of disaster.
- All information/messages should be distributed through various and redundant methods.
- Information that should be distributed includes, but is not limited to: general incident, evacuation, shelter-in-place, location of shelters, food and water safety, and community meetings.

Transportation
- Provide transportation to assist with evacuating/relocating/traveling to dispensing sites, as well as returning home after a disaster.
- Collaborate with agencies such as public transportation agencies, Illinois Department of Transportation, and ambulance companies to provide vehicles for transportation.

Safety/Supervision
- Implement a screening process at points-of-contact throughout the disaster to identify those who may need assistance.
- If a primary caregiver is present with the individual or group, keep the caregiver and the individual/group together if possible, especially parents with their children.

Medical Care
- Collaborate with agencies such as the Illinois Primary Health Care Association (IPHCA) and Federal Qualified Health Centers (FQHC) to provide care during disasters (e.g. vaccinations, mass prophylaxis, obtaining prescriptions).
- Assist local health departments with implementing their policies to provide medications during mass prophylaxis.

Sheltering
- Collaborate with shelter organizers to provide resources, additional medications, equipment, treatments, and other care needs to accommodate specific needs/issues that are identified during the intake process.

Maintaining Independence
- Coordinate delivery of food, water, medications, treatment, and equipment (including fuel to those with a generator) as available to help maintain their independence.
- Collaborate with responders and community agencies to provide needed resources to assist FAN/At-Risk individuals, groups, or populations to maintain their independence during and after disasters.

Mass Fatality
- Implement public messaging beyond the area of disaster (statewide/nationwide) to inform distant friends/family to contact authorities if concerned their family member(s) may have been in the area of disaster or are missing.
- Identify mental health agencies that can provide resources to help cope after incident.
- Request federal resources such as Disaster Mortuary Operations Response Teams (DMORT).

Organization/Agency Resources

The Autism Program of Illinois
http://www.tap-illinois.org/
The Autism Program of Illinois Service Network is the largest comprehensive statewide provider of autism services in the country. This page provides regional resources across the state.

CDC—Social Vulnerability Index
https://svi.cdc.gov/
This index uses 15 U.S. census variables at tract level to help local officials identify communities that may need support in preparing for hazards or recovering from disaster.

CDC—Resources
https://www.cdc.gov/ncbddd/disabilityandhealth/emergencypreparedness.html
This page provides a list of resources developed by CDC funded State Disability and Health Programs. These plans are all inclusive of people with disabilities.

CDC —Tools
https://www.cdc.gov/ncbddd/disabilityandhealth/emergency-tools.html
This page provides disability and health emergency preparedness tools and resources that have been developed by states to reach out to community members.

emPOWER—Medicare Beneficiaries with Electricity Dependent Medical Equipment
https://empowermap.hhs.gov/
This page provides a public, interactive map that displays the total number of at-risk, electricity-dependent Medicare beneficiaries in a geographic area, down to the zip code.

FEMA—Resources for FAN
https://www.fema.gov/resources-people-disabilities-access-functional-needs
This video provides resources for people with disabilities, access, and functional needs; available in multiple languages, including American Sign Language (ASL).

FEMA—Communication Techniques
https://www.fema.gov/media-library/assets/documents/94708
This page provides resources for communication techniques to keep people with disabilities, access, and functional needs informed at all times.

FEMA: Office of Disability Integration and Coordination
https://www.fema.gov/office-disability-integration-and-coordination
This page provides an overview of the Office as well as services that are offered. Additional information and contact can be obtained by emailing the Office.

Foodpantries.org
https://www.foodpantries.org/st/illinois
This page provides a list of several food pantries and food banks in the state of Illinois. It is not an all-inclusive list. Food pantries and food banks are listed by city.

Illinois Area Agencies on Aging
https://www2.illinois.gov/aging/PartnersProviders/Pages/aaa-main.aspx\
Area agencies have the primary task of planning and coordinating services and programs for older people in their respective areas. This page provides resources that are organized by county.

Organization/Agency Resources

Illinois Coalition for Immigrant and Refugee Rights—Programs and Services
https://www.icirr.org/programs-and-services
This page provides a listing of programs that empower the immigrant community in Illinois, including health care access and supplemental nutrition assistance programs.

Illinois Deaf and Hard of Hearing Commission—Interpreters
https://www2.illinois.gov/idhhc/Pages/default.aspx
This page provides interpreter directory and general resources for all individuals with hearing loss. Resources are also provided for sign language.

Illinois Deaf and Hard of Hearing Commission—Service Animals
https://www2.illinois.gov/idhhc/resources/Pages/Service-Animals.aspx
This page provides resources for those seeking information on service animals. This includes both the deaf and blind individual.

Illinois Department of Aging—Care Coordination Units
https://www2.illinois.gov/aging/Resources/Documents/CCU_List.pdf
The Care Coordination Units serve as central access points for older adults who have intensive long-term care needs. This page includes contacts listed by geographic location.

Illinois Department of Aging—Eldercare Locator
https://eldercare.acl.gov/Public/index.aspx
The Eldercare Locator is a public service of the U.S. Administration on Aging that connects to services for older adults and their families. Resources can be located by city, state, or zip code.

Illinois Department of Children and Family Services—Regional and Field Office Directory
https://www2.illinois.gov/dcfs/aboutus/Pages/phoneDirectory.aspx
This page provides a listing of the regional and field offices organized by region, city, and county, including address and contact phone number.

Illinois Department of Corrections
https://www2.illinois.gov/idoc/facilities/pages/allfacilities.aspx
This page provides a listing of correctional facilities in Illinois. Information provided includes demographics, security level, visiting hours, and contact information.

Illinois Department of Human Services—Bureau of Refugee and Immigrant Services
https://www.dhs.state.il.us/OneNetLibrary/27894/documents/Report_On_Illinois_Foreign-Born_Population.pdf
This document provides a report on Illinois foreign-born populations with a special focus on low income-English proficient persons.

Illinois Department of Human Services—Homeless
http://www.dhs.state.il.us/page.aspx?item=33132
This page provides information on four programs that address the food, shelter, and supportive services needs of homeless families and individuals.

Illinois Department of Human Services—Mental Health
http://www.dhs.state.il.us/page.aspx?item=29735
This page provides information about publicly funded mental health services for children, adolescents, and adults who are diagnosed with a mental health illness or emotional disturbance.

Organization/Agency Resources

**Illinois Department of Human Services—
Overview**
http://www.dhs.state.il.us/page.aspx
This website provides a listing of services available for a variety of functional and access needs/at-risk populations.

**Illinois Department of Human Services—
Refugee and Immigrant Services**
https://www.dhs.state.il.us/page.aspx?item=30363
This website provides a listing of services available for newly arriving refugees and low-income and limited English-proficient individuals.

Illinois Department of Juvenile Justice
https://www2.illinois.gov/idjj/Pages/Facilities.aspx
This website provides a listing of state facilities and directs the user to contact information. It also provides web links to federal facilities and county detention facilities within Illinois.

**Illinois Department of Public Health—
Local Health Departments**
http://www.idph.state.il.us/LHDMap/HealthRegions.aspx
This page provides a map and an alphabetical listing of local health departments in Illinois by county.

**Illinois Emergency Management Agency (IEMA)—
Local Emergency Management Agency (EMA) Contact**
https://www2.illinois.gov/iema/Contacts/Pages/Contacts-LocalEMA.aspx
This is an interactive map that provides the local EMA contact based on county.

Illinois Supreme Court Language Access Program
http://www.illinoiscourts.gov/CivilJustice/LanguageAccess/Interpreter_Registry.asp
The Administrative Office of the Illinois Courts (AOIC) maintains a Court Interpreter Registry that lists certified and registered spoken language interpreters and sign language interpreters that have met certain training and testing requirements.

**Medicaid and Children's Health Insurance Program
(CHIP) Learning Collaborative**
https://www.medicaid.gov/state-resource-center/downloads/mac-learning-collaboratives/role-of-medicaid-crises-and-disasters.pdf
This document reviews the role of Medicaid and CHIP in responding to public health crises and disasters.

**National Disaster Medical Services—
Regional Emergency Coordinators (RECs)**
https://www.phe.gov/Preparedness/responders/rec/Pages/default.aspx
RECs serve as the Assistant Secretary for Preparedness and Response's (ASPR's) primary representatives. RECs coordinate preparedness and response activities.

The Salvation Army
https://www.salvationarmyusa.org/usn/plugins/gdosCenterSearch?start=1
The Salvation Army provides a number of resources including youth, adult, and older adult services; emergency assistance; correctional services; and health services.

UIC Specialized Care for Children
https://dscc.uic.edu/
This organization partners with Illinois families and communities to help children and youth with special health care needs connect to services and resources.

Organization/Agency Resources

U.S. Department of Health and Human Services—ASPR

https://www.phe.gov/Preparedness/planning/abc/Pages/afn-guidance.aspx

This page provides guidance on integrating people with access and functional needs into disaster planning for states and local governments.

U.S. Department of Health and Human Services—ASPR: FAN Fact Sheets

https://www.phe.gov/Preparedness/planning/abc/Pages/atrisk.aspx

This website provides fact sheets for at-risk individuals and individuals with access and functional needs.

U.S. Department of Health and Human Services—Assistant Secretary for Preparedness and Response ASPR TRACIE

https://asprtracie.hhs.gov/technical-resources/62/access-and-functional-needs/60

This page provides a collection of resources related to access and functional needs.

U.S. Department of Homeland Security

https://www.ready.gov/individuals-access-functional-needs

This website contains tips and resources for developing disaster plans for individuals with disabilities, including tips for those who are blind, have a speech disability, have a mobility disability, or may need behavioral support.

ASPR—Assistant Secretary for Preparedness and Response
CDC—Centers for Disease Control and Prevention
ESF—Emergency Support Function
FAN—Functional and Access Needs
FEMA—Federal Emergency Management Agency
TRACIE—Technical Resources, Assistance Center, and Information Exchange

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Pre-Disaster Considerations

- Conduct a population assessment of FAN groups in your local community.
- Consider forming a core planning team with representatives from each identified FAN population in your community.
- Utilize this document to identify locally available resources to assist with developing a local or regional plan. Also note that these resources may be available for utilization in the event of a disaster.

- Incorporate the various FAN population categories in both local and regional plans to ensure their needs are addressed appropriately.
- Incorporate FAN populations into exercises and trainings.
- Based on lessons learned during exercises and training, identify areas for improvement and revise and strengthen the plan.

The FAN Annex is an appendix to the Illinois Department of Public Health's
ESF-8 Plan (Public Health and Medical Services)

http://dph.illinois.gov/topics-services/emergency-preparedness-response/public-health-care-system-preparedness