

MARC Forms Pack

Ten printable forms and templates for running a Multi-Agency Resource Center: registration, passport, partner forms, daily log, exit survey, invitation letter, announcement, flyer and checklists.

October 2026

F1 Client Registration · F2 Client Passport · F3 Partner Agency Form and Code of Conduct · F4 Daily Agency Log · F5 Exit Survey
F6 Agency Invitation · F7 Public Announcement · F8 Flyer (English and Spanish) · F9 Opening and Closing Checklists · F10 Partner Debrief

Modeled on the appendices of the national MARC Planning Resource (2015). Free to copy and adapt.
responseteam.org/tools/marc-toolkit/

F1 · Client Registration Form

One per household · Reception keeps this form

Confidential. Held by the lead agency. Shared with partner agencies only with the consent below. No one will ask about immigration status.

Date _____ Household # _____ Verified damage _____

Head of household (first, last) _____

Phone _____ Alt phone / email _____

Damaged address _____ City _____

Where you are staying now _____

Adults in household _____ Children (ages) _____ Preferred language _____

Home: ☐ Own ☐ Rent ☐ Mobile home ☐ Farm or ranch Insurance: ☐ Yes ☐ No ☐ Not sure FEMA registered:
☐ Yes ☐ No

FEMA registration # (if any) _____ Insurance company _____

Damage: ☐ Minor ☐ Major ☐ Destroyed ☐ Vehicle ☐ Farm / livestock ☐ Business Injuries or death in household:
☐ Yes ☐ No

What do you need help with? (check all)

- | | | |
|---|---|--|
| ☐ Food | ☐ Insurance questions | ☐ Medical / prescriptions |
| ☐ Clothing | ☐ FEMA / SBA help | ☐ Mental health / counseling |
| ☐ Temporary housing | ☐ Legal help | ☐ Children / childcare / school |
| ☐ Repair or rebuild | ☐ Lost documents | ☐ Pets or livestock |
| ☐ Debris or tree removal | ☐ Utilities / bills | ☐ Employment / lost wages |
| ☐ Mold cleanup | ☐ Transportation / vehicle | ☐ Funeral assistance |

Anything else _____

Needs that cannot wait (today) _____

Consent

I agree that the information on this form may be shared with the agencies at this center so they can help me. ☐ Yes ☐ No I
would like a follow-up call. ☐ Yes ☐ No

Signature _____ Date _____ Reception initials _____

F2 · Client Passport

Survivor carries this · collected at the exit

Welcome. Your Ambassador has circled the tables that can help you. Visit them in the order listed; each table will initial beside its name. Hand this sheet to the exit table when you are done. If you get stuck, find anyone in an orange vest.

Household # _____ Name _____ Ambassador _____

Visit	Table	What they help with	Initials	Follow-up promised
	1 FEMA	Register, check status, housing help		
	2 SBA	Low-interest loans for home, renters, business		
	3 Kansas DCF	Food assistance, cash assistance, Medicaid		
	4 Kansas Dept. of Labor	Unemployment, lost wages		
	5-6 Insurance	Open a claim, adjuster appointment, questions		
	7 Kansas Legal Services	Insurance disputes, contractors, documents, landlord		
	8 Utilities	Reconnect, billing hold, deposit waiver		
	9 American Red Cross	Emergency assistance, comfort and cleanup kits		
	10 The Salvation Army	Food, clothing, emotional and spiritual care		
	11 Catholic Charities	Case management, financial assistance, housing		
	12 United Way / 211	Local programs, referrals		
	13 Churches and local groups	Meals, volunteers, emergency funds		
	14 Farm Service Agency / Extension	Livestock, fence, crops, stored grain		
	15 Cleanup and repair groups	Sign up for debris removal, tarping, repairs		
	16 Health department	Tetanus, prescriptions, counseling, WIC		
	Casework	Sit down with a caseworker for a recovery plan		
	Quiet room	Talk with someone		

Before you leave: exit survey table, pick up a cleanup kit, and make sure you have one phone number to call next week.

F3 · Partner Agency Information Form

One per agency · return to the Partner Liaison

Agency _____ Table # _____

Primary contact _____ Cell _____

Email _____ Backup contact and cell _____

Services you will provide at this MARC _____

Eligibility rules or documents required _____

Requires verified damage before serving: ☐ Yes ☐ No Languages your staff speak: _____

Days and hours you will staff the table _____

Equipment you are bringing _____ Need power / internet _____

Member of Kansas VOAD or local COAD _____ Spokesperson for media _____

MARC Code of Conduct

While working in this Multi-Agency Resource Center, I and my agency agree to:

- Treat every survivor with dignity and respect, and serve all people regardless of race, religion, national origin, immigration status, language, disability, sex, age or any other characteristic.
- Keep client information confidential. Share it only with the client's consent and only to provide service. Take no client records out of the building except our own agency's.
- Not solicit donations, memberships or conversions from survivors in the MARC. Not distribute agency fundraising material to clients.
- Not photograph or record survivors. Refer all media to the MARC Public Information Officer.
- Follow the direction of the MARC Site Manager on building, safety and operations, and raise concerns through the Partner Liaison.
- Staff our table during every hour we committed to, or notify the Site Manager before we leave.
- Refer survivors to other tables when they can help, and act in line with the National VOAD Points of Consensus on disaster case management.

Agency representative signature _____ Printed name _____ Date _____

Each person staffing the table signs once. Liaison files this form. Modeled on Appendix B and O of the national MARC Planning Resource.

F4 · Daily Agency Log

Partner Liaison · one per day · copy to Ambassadors

Date _____ MARC location _____ Site Manager _____

Tbl	Agency	Rep on site	Cell	In	Out	Clients seen	Notes / follow-ups owed
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							
CW	Casework						
QR	Quiet room						
CC	Childcare						

Daily totals

Households registered _____ People _____ Interpreter requests _____ Cleanup kits _____ Follow-ups requested _____

Problems today and what was done _____

F5 · Exit Survey

Two minutes · anonymous · exit table

Thank you for coming today. Your answers help us do this better for the next family.

Please circle one	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
It was easy to find out about this center and get here.	1	2	3	4	5
I was treated with respect.	1	2	3	4	5
I could understand everything in my language.	1	2	3	4	5
The agencies I needed were here.	1	2	3	4	5
I am leaving with real help or a clear next step.	1	2	3	4	5

Which help was most useful today?

What did you need that was not here?

Anything else you want us to know?

Optional: name and phone if you would like someone to call you about what you wrote. _____

F5 · Encuesta de salida

Gracias por venir hoy. Sus respuestas nos ayudan a hacerlo mejor para la próxima familia. Marque del 1 (muy en desacuerdo) al 5 (muy de acuerdo).

Fue fácil enterarme de este centro y llegar.	1	2	3	4	5
Me trataron con respeto.	1	2	3	4	5
Pude entender todo en mi idioma.	1	2	3	4	5
Las agencias que necesitaba estaban aquí.	1	2	3	4	5
Me voy con ayuda real o con un siguiente paso claro.	1	2	3	4	5

¿Qué necesitaba que no estaba aquí?

F6 · Agency Invitation

Email or letter · send 5 to 7 days before · phone two days later

Subject: Multi-Agency Resource Center, [DATE(S)], [TOWN]: a table for [AGENCY]

[Agency contact name],

[County] Emergency Management, with Kansas VOAD partners, is opening a Multi-Agency Resource Center for households affected by the [DATE] [tornado / flood / wildfire / storm] in [area]. Damage assessment counts [N] affected households, [N] of them with major damage or destroyed homes.

When: [Day, date], [open] to [close]; [Day, date], [open] to [close]

Where: [Venue], [address], [town]

Setup: from [time] on [date]; a 20-minute partner meeting at [time]

We are asking [AGENCY] to staff a table so survivors can [open a claim / apply for assistance / get legal help / sign up for cleanup] in person. We expect [N] households over the event. We provide tables, chairs, power, Wi-Fi, signage, water and a staffed registration desk. You bring your people, your forms and your own agency sign.

Survivors will arrive with a registration sheet showing their damaged address, household size and needs, and a passport that your table initials. Interpreters for [languages] will be on site.

Could you confirm a representative and the hours you can cover by [date]? Reply to this email or call [name] at [phone]. The attached partner form takes five minutes.

Thank you. The families in [area] will get more done in one afternoon here than in a week of driving.

[Name]

[Title], [County] Emergency Management

[phone] · [email]

Attach F3. Send to the Kansas contact sheet in this toolkit plus every insurance agent in town, the utilities, the extension office and the FSA county office.

FOR IMMEDIATE RELEASE · [Date]

Contact: [PIO name], [County] Emergency Management, [phone], [email]

One-stop disaster assistance center opens [day] in [town]

[TOWN], Kan. – Residents affected by the [date] [tornado / flood / wildfire / storm] can meet with [N] assistance agencies in one place at a Multi-Agency Resource Center on [day, date] from [time] to [time] and [day, date] from [time] to [time] at [venue], [address].

Agencies on site will include [FEMA and the U.S. Small Business Administration,] the Kansas Department for Children and Families, the Kansas Department of Labor, Kansas Legal Services, the American Red Cross, The Salvation Army, Catholic Charities, [insurance companies], [utilities] and local volunteer organizations. Residents can register for assistance, open or follow up on insurance claims, get legal help, sign up for cleanup and repair help, and pick up cleanup supplies.

What to bring, if you have it: photo ID, proof of address (utility bill, lease or deed), insurance policy information, FEMA registration number, photos of damage, and a list of what was lost. **If you do not have these documents, come anyway.**

Interpreters for [Spanish and other languages] will be available. The building is accessible. Supervised children's activities will be provided. No one will be asked about immigration status.

"[One sentence quote from the emergency manager or county commission chair.]"

Volunteers wishing to help with cleanup should go to [volunteer reception center / phone], not the resource center. Donations of goods are being accepted at [location].

For more information call [phone] or visit [website / Facebook page].

###

Social post (copy as is)

Need help after the [date] [storm]? [N] agencies in one place. [Day] [time] and [Day] [time] at [venue], [address]. Bring ID and insurance info if you have them. Come anyway if you don't. Interpreters, accessible, kids' area. Nobody is asked about immigration status. Share with a neighbor. [link]

Disaster help, all in one place

Multi-Agency Resource Center

[Day, date] • [time] to [time]

[Day, date] • [time] to [time]

[Venue], [address], [town]

FEMA • insurance companies • food and cash assistance • unemployment • legal help • Red Cross • Salvation Army • Catholic Charities • cleanup and repair sign-up • cleanup kits

Bring if you have it: photo ID, proof of address, insurance info, photos of damage. **No documents? Come anyway.**

Free. Interpreters available. Accessible. Children's area. No one is asked about immigration status.

Questions: [phone] • [website]

Ayuda por el desastre, todo en un solo lugar

Centro de Recursos de Múltiples Agencias

[Día, fecha] • [hora] a [hora]

[Día, fecha] • [hora] a [hora]

[Lugar], [dirección], [ciudad]

FEMA • compañías de seguros • asistencia de alimentos y efectivo • desempleo • ayuda legal • Cruz Roja • Ejército de Salvación • Caridades Católicas • inscripción para limpieza y reparaciones • kits de limpieza

Traiga si lo tiene: identificación con foto, comprobante de domicilio, información del seguro, fotos de los daños. **¿No tiene documentos? Venga de todos modos.**

Gratis. Hay intérpretes. Accesible. Área para niños. A nadie se le pregunta sobre su estatus migratorio.

Preguntas: [teléfono] • [sitio web]

F9 · Opening and Closing Checklists

Site Manager · modeled on Appendix F and Z of the national resource

Before opening

- ☐ Damage assessment and household count in hand
- ☐ Lead agency named, Site Manager named
- ☐ Facility walked and use agreement signed
- ☐ Dates and hours set, including an evening and a weekend block
- ☐ Agencies invited, confirmed by phone, table assigned
- ☐ Partner forms and code of conduct collected
- ☐ Interpreters booked for every language in the damage area
- ☐ Childcare provider confirmed with background checks
- ☐ Mental health and spiritual care present all open hours
- ☐ Public announcement out 48 hours ahead; flyers posted
- ☐ Forms, passports, sign-in sheets, clipboards, pens printed and boxed
- ☐ Damage map or street sheets at reception
- ☐ Laptops, hotspots, printer, copier tested
- ☐ Tables, chairs, partitions, waiting chairs delivered
- ☐ Signage up: neutral MARC signs, directional, table tents, English and Spanish
- ☐ Badges and vests for staff; orange vests for Ambassadors
- ☐ Safety walk: exits, cords, extinguishers, first aid, AED, shelter area
- ☐ Parking and traffic plan; accessible spaces near the door
- ☐ Water and nut-free snacks stocked; staff respite room set
- ☐ Spontaneous volunteer sign pointing to the VRC
- ☐ Donations sign pointing to the donations site
- ☐ Partner preparation meeting held at the venue
- ☐ Locked box for completed forms

Closing

- ☐ Closing date announced to partners, public and EOC 48 hours ahead
- ☐ Every household still in line at close is served
- ☐ Forms and passports counted, boxed, locked, custody noted
- ☐ Follow-up list compiled from F1 consents and passports
- ☐ Each agency's follow-ups owed written down with a name
- ☐ Daily logs and totals compiled
- ☐ Exit surveys tallied; comments typed up
- ☐ Partner debrief (F10) completed, in person or by email
- ☐ Unmet needs list handed to case management or the LTRG
- ☐ Registration data custody agreed with the LTRG
- ☐ Facility cleaned, inspected with the owner, keys returned
- ☐ Borrowed equipment returned
- ☐ Public thank you naming every partner
- ☐ After-action report written within two weeks
- ☐ Report sent to Kansas VOAD and KDEM regional coordinator
- ☐ Second MARC decision made and dated

Numbers for the after-action report

Households, people, share of affected households reached, needs by category, visits per table, follow-ups requested and completed, interpreter requests by language, kits distributed, survey averages.

F10 · Partner Debrief

One per agency · within 48 hours of closing · modeled on Appendix BB

Agency _____ Completed by _____

Days and hours you staffed _____ Clients you served _____

Rate	Poor	Fair	Good	Excellent
Advance notice and information you received				
Facility, table placement and setup				
Registration and passport process				
Client flow and wait times				
Communication with the Site Manager and Liaison				
Interpretation and accessibility				
Overall value for the households you served				

What worked

What did not, and what you would change

Agencies or services that were missing

Follow-ups your agency owes (names handed to the Liaison)

Would you participate in a second MARC? ☐ Yes ☐ Yes, with changes ☐ No

Return to the Partner Liaison. Responses go into the after-action report sent to Kansas VOAD.