



Helping

Victims of Mass Violence & Terrorism

PLANNING, RESPONSE, RECOVERY, AND RESOURCES

Donation Management

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- Today's session will be recorded and made available in a few days on the training site.
- If you have questions, type them in the feedback box and we will address as many as possible toward the end of the webinar.



Welcome



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April Naturale



Video

Helping Victims of Mass Violence & Terrorism

Partnerships & Planning



Overview

- Online Toolkit
- Donation Management Protocol
 - Planning and Partnerships
 - Developing a Donation Management Plan
 - Managing Monetary Donations
 - Fund Distribution/Disbursement
 - Managing Goods and Services
- Technical Assistance



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MESSAGE FROM THE DIRECTOR

ABOUT THE TOOLKIT

PARTNERSHIPS & PLANNING

RESPONSE

RECOVERY

TOOLS

About the Toolkit

August 2015 • NCJ 248647

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Purpose of the Toolkit

The Office for Victims of Crime (OVC)—in coordination with the Federal Bureau of Investigation's Office for Victim Assistance and the U.S. Department of Justice's Office of Justice for Victims of Overseas Terrorism—developed this toolkit to help communities prepare for and respond to victims of mass violence and terrorism in the most timely, effective, and compassionate manner possible.

Lessons learned from past incidents indicate that through advanced planning (which includes the establishment of victim assistance protocols), and by developing and maintaining multidisciplinary partnerships, communities are better prepared to engage a holistic approach to victim assistance to ensure that each victim's needs are met. However, this toolkit also contains materials that will aid communities' responses to victims even if they have not planned for an incident.

www.ovc.gov/pubs/mvt-toolkit/



How Can the Toolkit Help?



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Who are you?





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Partnerships

Each incident is unique. You cannot plan for everything, and you may face issues that you have not planned for in advance. This is why it is important to develop and maintain partnerships so that your community is able to help you effectively address unforeseen challenges.

Well-established partnerships help to drive an effective response and recovery:

- [Assemble a multidisciplinary planning committee](#) to create and maintain a victim assistance response plan.
- [Identify roles and responsibilities](#) of committee members.
- [Identify existing resources and resource gaps.](#)
- [Develop a memorandum of understanding](#) (MOU) or memorandum of agreement (MOA) for the committee.

These steps are described in much greater detail in the Partnerships & Planning Checklist, which can be used as is ([PDF](#)) or tailored to fit your community's needs ([Word](#)).

- **PARTNERSHIPS**
- **PLANNING**





Key Questions to Consider





Tools for Partnerships & Planning



Partnerships & Planning Checklist.

Use this checklist to develop a robust victim assistance plan, well in advance of an incident of mass violence or terrorism.



Partnerships & Planning Checklist for Donation Management

Partnerships & Planning Checklist			
	Donation Management Protocol (Funds, Goods, and Services) <i>Key issues to consider:</i>	Agency Responsible/Partner Name	Current Status
	Identify the primary agency that will develop a process for managing donations (funds, goods, and services). Determine who has the authority over donation funds in your community or state.		
	Consider setting up a centralized phone number and e-mail address for donations or requests for assistance that will be active as long as they are needed. The planning committee may consider streamlining hotlines to one centralized phone number to simplify access for the public and victims.		
	Funds		
	Determine both the process and the policies for donation funds: <ul style="list-style-type: none"> • Consider input from governments, victim service organizations, and others on this topic. • Consider developing partnerships with local law firms, financial managers/planners, brokerage firms, tax professionals, and other financial institutions to assist in the planning process. • Consider contacting communities who have had a mass violence incident to understand how to handle this aspect of the tragedy and for lessons learned and other suggestions. 		
	Identify an existing nonprofit organization or consider forming a new nonprofit organization to serve as a centralized collection and disbursement entity for monetary donations.		
	Be aware that individual families may set up individual funds to collect donations. Discuss how these individual funds may affect the disbursement strategy of the centralized fund.		
	Discuss a process for incorporating fraud alerts into public communications related to donations. Discuss involving the state attorney general or other law enforcement officials to help develop consumer protection strategies to prevent fraud and discourage scams such as fraudulent Web sites, t-shirt sales, etc.		
	Create a communications plan to let the public know where to send donations and how their donations will be used. Consider leveraging technology and the media to collect donations (e.g., social media, texting). Be specific with your donation requests (e.g., socks, canned goods, supermarket gift cards). Inform the public when you have met the demand for donations and encourage individuals to give to local organizations in the name of all crime victims.		
	Create a database to help collect, track, disburse, and acknowledge monetary donations.		



What is donation management?

What is included?

- Funds
- Goods
- Services



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Is a donation management plan part of your community's overall emergency management plan?





Developing a Donation Management Plan

- Key issues to consider
 - Identify the primary agency that will develop a process for managing donations (funds, goods, and services)
 - Identify potential corporate donors
 - Develop a communications/media/social media plan
 - Anticipate both victims' needs and community needs
 - Consider whether it is going to be direct allocation or community disbursement



Identifying Roles and Responsibilities: Staffing

- Identify a single agency/organization with the capacity and knowledge of donation management
- Identify a donations management coordinator & donations management team
- Develop a reporting and organizational structure that provides clearly defined roles





Identifying Roles and Responsibilities: Staffing

- Prepare and Maintain a Donation Management Plan
 - The whole committee is responsible for developing and maintaining a donation management plan
 - Update the plan on a regular basis



Identifying Roles and Responsibilities: Partnerships

- VOCA Assistance and Compensation Administrators
- Philanthropic agencies
- Government agencies
- Volunteer agencies
- Faith-based organizations



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- Business and industry victims, victim advocates
- Technology partners
- Local law firms, financial managers/planners
- Victim service agencies
- Community-based and civic organizations

Traditional **and** Non-Traditional Partnerships are Key!



Initial Planning Tasks for Donation Management Committee

- Develop a fund allocation plan and a committee responsible for decisionmaking
- Review current statutes, rules, and regulations governing financial support for victims, survivors, family members, and first responders



Initial Planning Tasks for Donation Management Committee

- Coordinate and determine when to activate and implement plan
- Develop a communications plan





Develop a Communications & Social Media Plan



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- Create positive, consistent media messages
- Inform the public where to send donations
- Set up centralized number, email, and text
- Coordinate with PIO, VOCA, and partners
- Ensure victims and advocates are informed



Managing Monetary Donations

- Key issues to consider
 - Work with the existing emergency management donation plan
 - Address unmet needs
 - Provisions for long-term community needs
 - Be detailed
 - Defining eligibility and exclusionary criteria



Have you ever donated money, goods, or services to help victims of mass violence or terrorism?



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Managing Monetary Donations

- Identify agency/organization to manage, collect, track, acknowledge, and disburse funds
 - Establish policies, procedures, and internal financial controls to manage funds
 - Create a process for managing specific donor requests/restricted funds

More information is available in the Donation Management Checklist.



Managing Monetary Donations

- Coordinate and communicate with PIO and key partners to provide consistent messaging
- Create a web-based portal to track, acknowledge, and disburse donated funds





Managing Monetary Donations

- Coordinate with VOCA Assistance and Compensation Administrators
- Consider input from governments, victim service organizations, philanthropic agencies, and others on this topic
- Consider developing partnerships with licensed local law firms, financial planners, and tax professionals



Managing Monetary Donations

- Personal fund raising—GoFundMe, etc.
- Incorporate fraud alerts into public communications related to donations
- Consumer protection strategies to prevent fraud and discourage scams





Crime Victim Compensation

■ Other Sources of Reimbursement

- State law requires that when **applying for Crime Victim Compensation benefits**, reimbursement first be sought from other sources, such as health insurance, Medicaid, Medicare, auto insurance, or Workers' Compensation.

■ Subrogation

- When a crime victim **files, wins**, and is **awarded money** in a civil law suit for damages, most **Crime Victim Compensation Programs** must ask that the victim or claimant **reimburse** the Compensation Fund for the amount paid on behalf of the victim, up to the amount of the civil award.



Fund Distribution/Disbursement

- Key Issues to consider
 - Equitable distribution
 - Addressing community needs
 - Transparency and communication
 - Need for licensed attorneys and financial planners
 - Victims of other crimes may feel minimized



Fund Distribution/Disbursement

- Identify the primary agency/committee to develop strategies for the allocation of funds
- Determine who has authority over the donation of funds
- Ensure the inclusion of victim advocates (e.g., liaisons, navigators)
- Coordinate with the victims and their families





Fund Distribution/Disbursement

- Provide notification to victims regarding the allocation of funds and create protocols for victims to voice concerns
- Provide opportunities for victim input and feedback
- Discuss how dissatisfaction or disagreement with fund allocation will be handled
- Identify potential strategies for addressing conflict
- Keep victims informed



Video

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Donation Management



Managing Goods & Services

- Key Issues to consider
 - Receiving goods and services that are not needed or are difficult to manage or contain
 - Timing of offers of goods and services
 - Perishable and surplus goods



Managing Goods & Services

- Establish a Donations Coordination and Distribution Center
- Create a local Donations Coordination Team to coordinate intake and distribution
- Create a web-based portal to track, acknowledge, and distribute in-kind goods and services



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Managing Goods & Services

- Include provisions to track specific donor requests, e.g., to a specific victim or family or to meet other restrictions
- Create a social media platform to assist in letting the public know what items are needed and not needed
- Establish a resource staging area



Managing Goods & Services

- Partner with local city, county, and community services
- Consider partnering with local nonprofit organizations that may have experience
- Consult the local Voluntary Organizations Active in Disasters (VOAD) chapter
- Create a process for managing unsolicited donations





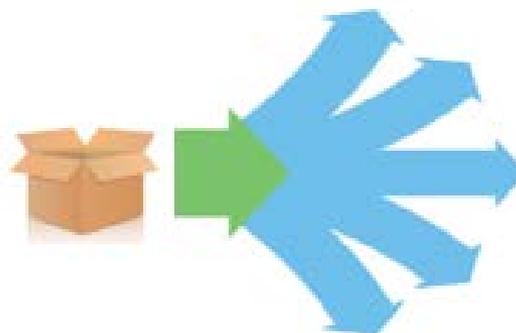
Managing Goods & Services

- Create a database to help collect, track, disburse, and acknowledge donations of goods and services
- Identify potential storage facilities and warehouses to house in-kind donations
- Consider developing partnerships with local city services to assist in donation pickups and dropoffs



Managing Goods & Services

- Coordinate the disbursement process for goods and services with the victim advocates (e.g., liaisons, navigators) who will be assigned to victims and family members





Examples of Fund Distribution Models



Oklahoma City Disaster Relief Fund



Free Technical Assistance Available

- Initial Consultation
- Meeting Facilitation
- Protocol Development
- Followup Consultation
- There is no cost for the assistance



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Email TTAC@ovcttac.org to request an application or to find more information.



Any questions?



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GRACIAS 谢谢

THANK YOU

ありがとうございました MERCI

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