Helping Victims of Mass Violence and Terrorism: How To Design and Implement a Community Resiliency Center
Technical Overview

- If you are experiencing any technical issues with the audio for this session, please let us know in the feedback box.
- If you have technical difficulties during the webinar, contact:
  - Jameel Evans
  - Jameel.Evans@icf.com
- 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.
Today’s Presenters

Eugenia Pedley

Krista Flannigan

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The Purpose of This Training Series

Mass Violence and Terrorism: How To Design and Implement a Community Resiliency Center Webinar

The Office for Victims of Crime Training and Technical Assistance Center Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources Toolkit web training series continues with an indepth look at establishing a Community Resiliency Center. A Community Resiliency Center offers service navigation, case management, and behavioral health support to victims and survivors of a mass violence incident. Learn more about—

- The need for and type of Community Resiliency Centers that support victims, survivors, and a community after a mass violence event.
- The steps needed to establish various types of Community Resiliency Centers.
- The types of services most often needed in a Community Resiliency Center.

Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when—

- Organizational roles are defined prior to an incident.
- Relationships are in place to create a more efficient response and faster recovery; and
- There is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Please plan to join one of the scheduled webinars to learn more about this essential victim assistance protocol.
OVC’s Response and the Toolkit

Mission Statement

The mission of the Office for Victims of Crime (OVC) is to enhance the Nation’s capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices in ways that will promote justice and healing for all victims.
Antiterrorism and Emergency Assistance Program (AEAP)

**Grants**
- Crisis Response (up to 9 months)
- Consequence Management (up to 18 months)
- Criminal Justice Support (up to 36 months)
- Crime Victim Compensation (any time) to reimburse victims for eligible expenses

**Training and Technical Assistance (TTA)**
- Needs Assessments
- Victim Services Coordination
- Response Strategy Development
- Assistance With Drafting Grants
- Toolkit Assistance (plan, respond, recover)
OVC’s Response and the Toolkit (Continued)
Goals of This Webinar

After completing this webinar, you should be able to—

• Determine the necessity and type of Community Resiliency Center needed to support victims, survivors, and a community after a mass violence event.

• Identify the steps needed to establish the various types of Community Resiliency Centers.

• Describe the types of services most often needed in a Community Resiliency Center.
Benefits of Partnerships and Planning

- Ensures that a comprehensive mass violence and terrorism emergency response plan is in place.
- Essential to community readiness when everyone is at the table.
- Includes victim assistance strategy, capacity for an effective response, and sufficient resources.
## Words Matter

Craft the Message With Care

<table>
<thead>
<tr>
<th>Instead of...</th>
<th>Use...</th>
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<tbody>
<tr>
<td>Closure</td>
<td>Acknowledgement or Accommodation</td>
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<tr>
<td>Anniversary</td>
<td>Remembrance</td>
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<tr>
<td>Notification and Reunification Center</td>
<td>Notification and Information Center</td>
</tr>
<tr>
<td>Strong</td>
<td>United</td>
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</tbody>
</table>
Introduction to Victim Services Response

- Information and Notification Center
- Family Assistance Center
- Community Resiliency Center
- Hospitality Center – During Criminal Justice System Trials
What is a Community Resiliency Center

- Semi-permanent location for victims to access services and resources.
- The response is no longer in crisis mode.
- Services offered in a more “normal” way.
- Open for up to 3 years post-incident.
- Pre-determined location.
- Regular business hours, some evening or weekend hours.
Establishing a Community Resiliency Center

- Four Types of Programs
  - Brick and Mortar
  - Virtual
  - Hybrid
  - First Responders
Brick and Mortar Community Resiliency Center

• Benefits of In-Person Services
• Understand Community Dynamic
• Location of the CRC
  • Pre-determined site
  • Accessible
Virtual Community Resiliency Center

- Determining the Need for a Virtual CRC
- Services
- Hours of Operation
Hybrid Community Resiliency Center

- Definition
- Timing
- Transition
First Responders Community Resiliency Center

- Definition of First Responders
- Types of Services
Establishing a Community Resiliency Center: Critical Partnerships

- **Key Stakeholders**
  - Emergency Management/Law Enforcement
  - Impacted Entity
  - Victim Service Agencies
  - Mental Health Disaster/Crisis Response Teams
  - Spiritual Care/Chaplaincy Professionals
  - Department of Social Services
  - Hospital Systems

- **Additional Agencies**
  - Informal Community Leaders
  - Behavioral Health Services
  - Nonprofit Agencies
  - Legal Aid Services
  - Elected Officials
Establishing a Community Resiliency Center (Continued)

- Engage in a Holistic Approach
  - Diversity in services
  - Based on need, access and comfort
• Victim/Survivor/Community Needs Assessment
Provide Services To Address Vicarious Trauma
Establishing a Community Resiliency Center (Continued)

• Developing and Launching a Website
Establishing a Community Resiliency Center (Continued)

Opportunity for Victims and Survivors To Memorialize Their Story
Developing the Transition Process

- FAC to CRC Transition Process
- Timing of Transition
- Continuity of Services
Developing the Transition Process (Continued)

- Communicating transition
- Naming of CRC
Determining Community Resiliency Center Services

- Defining the Victim Population
  - Direct victims
  - Indirect victims
Identify populations in your area that may need specialized resources during the recovery phase.
Determining Community Resiliency Center Services (Continued)

- Types of Services
  - Case Management
  - Victim Advocacy
    - Crime Victim Compensation
  - Victim Wellness and Support
  - Vocational Rehabilitation
  - Legal/Financial Assistance
  - Training
  - Outreach
Determining Community Resiliency Center Services (Continued)

- Case Management
- Victim Advocacy
Victim Wellness and Support

- Coping with the stress of a traumatic incident
- Planning and preparing for commemorations
- Peer support to navigate how to engage in “normal” life tasks again
  - Drop-in
  - Programmed
Determining Community Resiliency Center Services (Continued)

- Behavioral Health Linkages (possible contracted services)
  - Grief
  - Trauma

- Alternative Wellness Therapies
  - Trauma-informed yoga
  - Art therapy
  - Music therapy
  - Narrative programs
  - Meditation
  - Acupuncture
  - Faith-based
Determining Community Resiliency Center Services (Continued)

- Vocational Rehabilitation
- Legal Assistance
Determining Community Resiliency Center Services (Continued)

- First Responder Programming
  - Counseling
  - Training

- Psychoeducational Training for Community
  - Psychological first aid
  - Suicide prevention
  - Mental health first aid
  - For behavioral health providers
Determining Community Resiliency Center Services (Continued)

- What is Outreach?
  - Definition
  - Types of outreach

- Why is Outreach Such an Important Service?

- Training Location
Community Resiliency Center Positions

• Typical Positions
  • Program Director
  • Case Managers/Navigators
  • Community Outreach Coordinator
  • Clinical Coordinator
  • Media Specialist
  • Resource Coordinator
Community Resiliency Center Positions (Continued)

• Typical Positions
  • CRC Director
  • Case Managers/Navigators
  • Community Outreach Coordinator
Community Resiliency Center Positions
(Continued)

• Typical Positions
  • Clinical Coordinator
  • Media Specialist
  • Resource Coordinator
Community Resiliency Center – Long-Term Activities

• Changes in Services
  • Compensation
  • Interviews
  • Types of services
• Memorial Activities
  • Initial
  • Permanent
Transition To Closure or Expansion With Alternative Funding

- Discuss Possible Ongoing Community Needs
- Developing Transition Plan
  - Unmet needs committee
- Communication
- Long-Term Providers
Conclusion

Final Questions?
How To Access TTA

Free Technical Assistance Available

- Initial Consultation
- Meeting Facilitation
- Protocol Development
- Followup Consultation
- No Cost for the Assistance

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

Helping Victims of Mass Violence and Terrorism - How To Design and Implement a Community Resiliency Center: June 28th Session

Scan the QR code with your phone to open the survey.
Thank You!