Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond

Welcome!
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:

Jason Adams
jadams@ovcttac.org

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

Krista Flannigan  Herman Millholland  April Naturale  Eugenia Pedley
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.
OVC’s Response and the Toolkit

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

Tools

Checklists

Victim Assistance Protocols
Protocol
Contact List Protocol
Committee Meeting Protocol
Practice Drills and Exercises Protocol
Incident Command System Protocol
Communications Protocol
Family Assistance Center Protocol
Victim Identification Protocol
Notification Protocol
Planning and Preparedness Grants and Emergency Funding Assistance Protocol
Volunteer Management Protocol
Donation Management Protocol (Funds, Goods, and Services)
Criminal Justice System: Victim Support Protocol
Community Resiliency Protocol
Review the First 24 to 48 Hours

- Convene the steering committee.
- Activate the response protocols.
- Identify existing resources and resource gaps.
Review the First 24 to 48 Hours

Activate the response protocols.

Victim Assistance Response Protocols

- Committee Meeting
- Incident Command System
- Communications
- Family Assistance Center
- Victim Identification
- Notification (Death)
- Volunteer Management
- Donation Management
The Purpose of This Training Series

Helping Victims of Mass Violence & Terrorism
Two-Part Webinar Series

This September and October, the Office for Victims of Crime Training and Technical Assistance Center (OVC TTAC) will launch an important two-part webinar series that will highlight significant actions needed to help your community prepare and respond appropriately to assist victims in the first few days after a mass violence tragedy occurs.

The first webinar, “Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours,” will discuss steps to execute a response plan, including what to expect during response committee meetings, communication strategies, factors to consider when setting up a Family Assistance Center, challenges with victim identification and death notifications, and key elements of volunteer and donation management.

The second webinar, “Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond,” will build upon the details that were discussed in the first webinar. We will discuss the transition from short-term to long-term assistance, how to execute productive outreach plans, understanding immediate/acute, intermediate/transitional, and long-term needs of survivors, how to honor victims and survivors, and how to get involved in exercise planning.

To participate in this important training, please plan to join either the September or October webinar series by registering below.
After completing this webinar, you should be able to—

- Discuss the transition from short-term to long-term victim assistance.
- Identify strategies for how to implement a productive outreach plan.
- Examine the acute/immediate, intermediate/transitional, and long-term needs of survivors.
- Explain how to honor victims and survivors.
- Discuss strategies for how to get involved with exercise planning.
In the Following Weeks…

**Acute/Immediate**
(24 to 48 hours)

**Intermediate/Transitional**
(48 hours to 2 weeks)
The Transition: Resiliency Centers

- Donation Mgmt.
- Continuity of Services
- Location
- Volunteer Mgmt.
- Unmet Needs

RESILIENCY CENTER

©Shutterstock
The Transition: Access to Resources

- Limit moves...
- Virtual RC...
- Mobile RC...
- Renovations
- Transportation
- Proximity
- Geography
The Transition: Resource Teams

Prepare MOU/MOAs to include—

- Dates.
- Scope of response activities.
- Appropriate signatures for partnering agencies/organizations.

The Transition: Resource Teams

Create or solidify multidisciplinary teams (MDT).

- Victim advocates
- Crime victims’ compensation
- Law enforcement
- FBI representatives
- Disaster response organizations
- Mental health organizations
- Faith-based organizations
- Media
- Cultural leaders
- Leadership in schools
Beware of turf wars.
The Transition: Resource Teams

Human Resource Responsibilities

Determine—

- What are the job descriptions?
- What is the hiring process?
- What is the procurement process?
- Is there an emergency clause?
- How long can you borrow hired staff or “loaned executives”?

HELP WANTED

Program Director
Grant Coordinator
Navigators/Victim Advocates
Resource Director
Disaster Behavioral Specialist
Media Specialist
Communication Responsibilities

- Be sure there is a clear understanding of how and when services transfer.
- Make sure everyone knows where the Resiliency Center is located.
- Make use of websites, social media, telephone, local crisis centers, and federal disaster hotlines.
- Contact local media, radio, print news outlets, and others to help spread information.
The Transition: Resource Teams

Donation Management Responsibilities

WHAT DO VICTIMS ACTUALLY NEED?

All images ©Thinkstock
The Transition: Resource Teams

Outreach Responsibilities

©Thinkstock
How To Get Support
How To Get Support

1. Assemble an MDT.

- Law enforcement
- Victim services
- Legal services
- Prosecutor’s office
- City government
- Emergency management
- Medical services
- Education
1. Assemble an MDT.
2. Get buy-in from community-based businesses and organizations.

How To Get Support

- Rotary Clubs
- Elks Lodges
- Junior League Association
- Faith-based organizations
- Catholic Charities
- American Red Cross
- The Salvation Army
- And more…
How To Get Support

1. Assemble an MDT.
2. Get buy-in from community-based businesses and organizations.
3. Explore grant options.

- VOCA (AEAP, JAG, etc.)
- Department of Education
- HHS (social services)
- SERG
- CCP
- State assistance grants

©Thinkstock
How To Offer Support

1. Define the cultural appropriations needed for groups most affected.
How To Offer Support

1. Define the cultural appropriations needed for groups most affected.
2. Apply the 3C and victim-centered approaches to service delivery.

“3C” Approach

- Confidence
- Competence
- Compassion

Victim-Centered Approach

- Use holistic and trauma-informed practices.
- Ensure emotional and psychological needs are met.
- Include a diverse healing network.
The Impact to Survivors

Emotional transitions...

- Sadness
- Depression
- Anxiety
- Denial
- Physical injuries

©Thinkstock
The Impact to Survivors

Emotional transitions lead to missed opportunities.

Delayed, limited, or no access to—

• FAC services.
• RC services.
• Donated funds.
Victims’ Rights and an Active Trial

Victims’ Rights

✔ Right to be informed.

- Share information about—
  - Where the FAC/RC will be.
  - How to get help and services.
  - The telephone number to call.
  - The public website address.
  - What/where donations should be sent.
Victims’ Rights and an Active Trial

Victims’ Rights

☑ Right to be informed (about the investigation and prosecution).

©Thinkstock
Victims’ Rights and an Active Trial

Victims’ Rights

✓ Right to be informed (about the investigation and prosecution).
✓ Right to engage in the trial process.

Establish a *Hospitality Center*:
- Provide a secure location, at or close to the courthouse, for observation.
- Consider how victims will get to and from court.
- Pay attention to the safety of the victims.

©Thinkstock
Victims’ Rights and an Active Trial

Victims’ Rights

✓ Right to be informed (about the investigation and prosecution).
✓ Right to engage in the trial process.

NOTE: Victims may or may not have access to the trial; it is at the judge’s discretion.

©Thinkstock
The Year of Firsts

All images ©Thinkstock
Honoring the Loss

Monthly, annually, and in-between...

- Formal rituals.
- Permanent memorials.
- Library archives.
- Museum exhibits.

All images ©Shutterstock and Thinkstock
Craft the Message With Care

<table>
<thead>
<tr>
<th>Instead of...</th>
<th>Use...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Closure</td>
<td>Acknowledgement or Accommodation</td>
</tr>
<tr>
<td>Anniversary</td>
<td>Remembrance</td>
</tr>
<tr>
<td>Notification and Reunification</td>
<td>Notification and Information Center</td>
</tr>
<tr>
<td>Center</td>
<td></td>
</tr>
<tr>
<td>Strong</td>
<td>United</td>
</tr>
</tbody>
</table>
Go Back to the Start

Part 1

Helping Victims of Mass Violence & Terrorism: The First 24 to 48 Hours

Welcome!

Part 2

Helping Victims of Mass Violence & Terrorism: 48 Hours and Beyond

Welcome!
Now What?

- Participate in planning drills and response exercises.
- Review the existing emergency management plans.
- Create/develop relationships.
Now What?

Know Your Role. Know the Toolkit.

©Thinkstock
Conclusion

Final Questions?

©Thinkstock
Free Technical Assistance Available

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

Email TTAC@ovcrttac.org to request an application or to find more information.
Thank You!