

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

Welcome!



**OVCTTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance 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:

**Jason Adams**

**[jadams@ovcttac.org](mailto: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

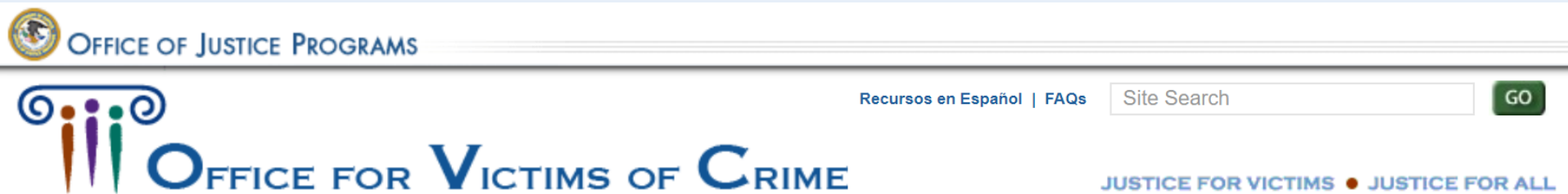


April Naturale



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



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JUSTICE FOR VICTIMS • JUSTICE FOR ALL

## 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

## Helping Victims of Mass Violence & Terrorism PLANNING, RESPONSE, RECOVERY, AND RESOURCES

MESSAGE FROM THE DIRECTOR

ABOUT THE TOOLKIT

PARTNERSHIPS & PLANNING

RESPONSE

RECOVERY

TOOLS

### Tools

### Checklists



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



**Response Through Recovery: Activities at a Glance.** Read this guide for an at-a-glance overview of the activities conducted from response through recovery.



**Response Checklist.** Use this checklist during the initial response phase.



**Recovery Checklist.** Use this checklist to help your community recover during the months and years after a tragic event.

### 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.



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# 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

**OVCTTAC**  
OFFICE FOR VICTIMS OF CRIME Training and Technical Assistance Center

REGISTER

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

## Helping

### *Victims of Mass Violence & Terrorism*

*PLANNING, RESPONSE, RECOVERY, AND RESOURCES*

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:

# Goals of This Webinar

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)



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## Intermediate/Transitional (48 hours to 2 weeks)



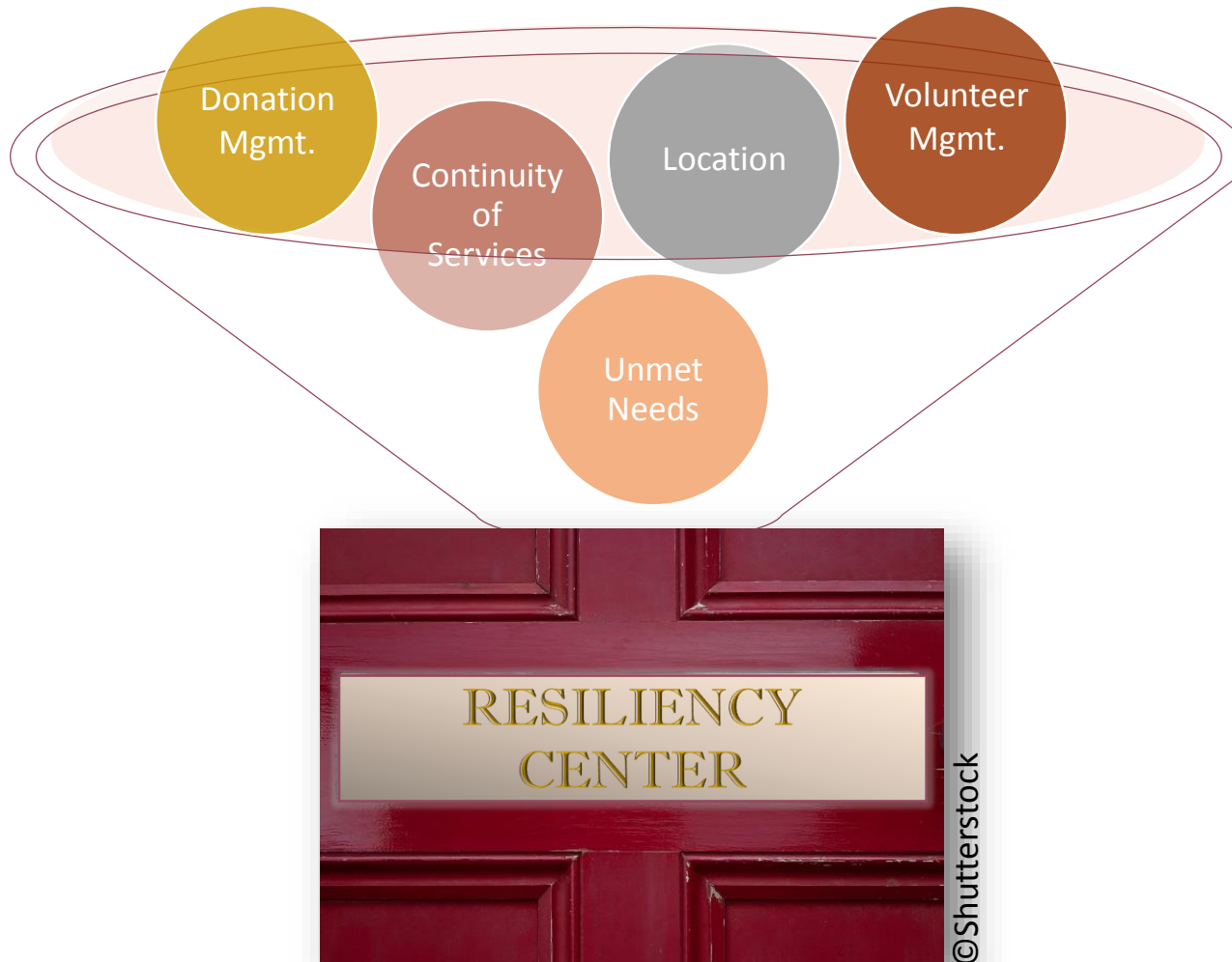
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**FEATURED TOOLS**

-  **PARTNERSHIPS & PLANNING CHECKLIST**  
WORD PDF
-  **ACTIVITIES AT A GLANCE**
-  **RESPONSE CHECKLIST**  
WORD PDF
-  **RECOVERY CHECKLIST**  
WORD PDF
-  **COMPENDIUM OF RESOURCES**

# The Transition: Resiliency Centers



# The Transition: Access to Resources

Location


Limit moves...  
Virtual RC...  
Mobile RC...



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# The Transition: Resource Teams



**Organizational Success**

## Creating and Using a Memorandum of Agreement

A memorandum of agreement (MOA) is a written document describing a cooperative relationship between two parties wishing to work together on a project or to meet an agreed upon objective. An MOA serves as a legal document and describes the terms and details of the partnership agreement. An MOA is more formal than a verbal agreement, but less formal than a contract. Organizations can use an MOA to establish and outline collaborative agreements, including service partnerships or agreements to provide technical assistance and training. An MOA may be used regardless of whether or not money is to be exchanged as part of the agreement.

The components of an MOA include:

- I. Purpose of the Agreement

This section states the big picture of why and how the parties came together and includes:

- a) Name of parties involved
- b) Brief description of the scope of work
- c) Financial obligations of each party, if applicable
- d) Dates agreement is in effect
- e) Key contacts for each party involved

- II. Detailed Description of Roles and Responsibilities

This section identifies the mutual and joint responsibilities (collaborative tasks) and the expected result of those joint efforts. In addition, it lists the specific roles and responsibilities of each entity and clarifies the purpose of the MOA.

- III. Payment Schedule If Applicable

This section should detail the amount of funding, if any, that one party will pay the other

## Prepare MOU/MOAs to include—

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

Reproduced from Huberman, B. and Klaus, T. (2007).  
*Creating and Using a Memorandum of Agreement*.  
Washington, DC: Advocates For Youth.

# 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



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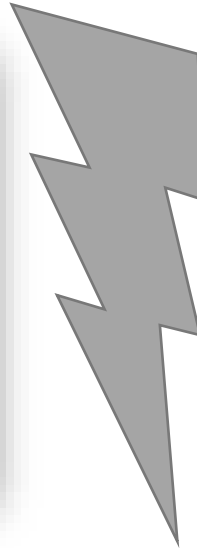


# The Transition: Resource Teams

Volunteer  
Mgmt.

Continuity  
of Services

Beware of turf wars.



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# 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

# The Transition: Resource Teams

## Communication Responsibilities



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Be sure there is a clear understanding of how and when services transfer.

Make sure everyone knows where the Resiliency Center is located.

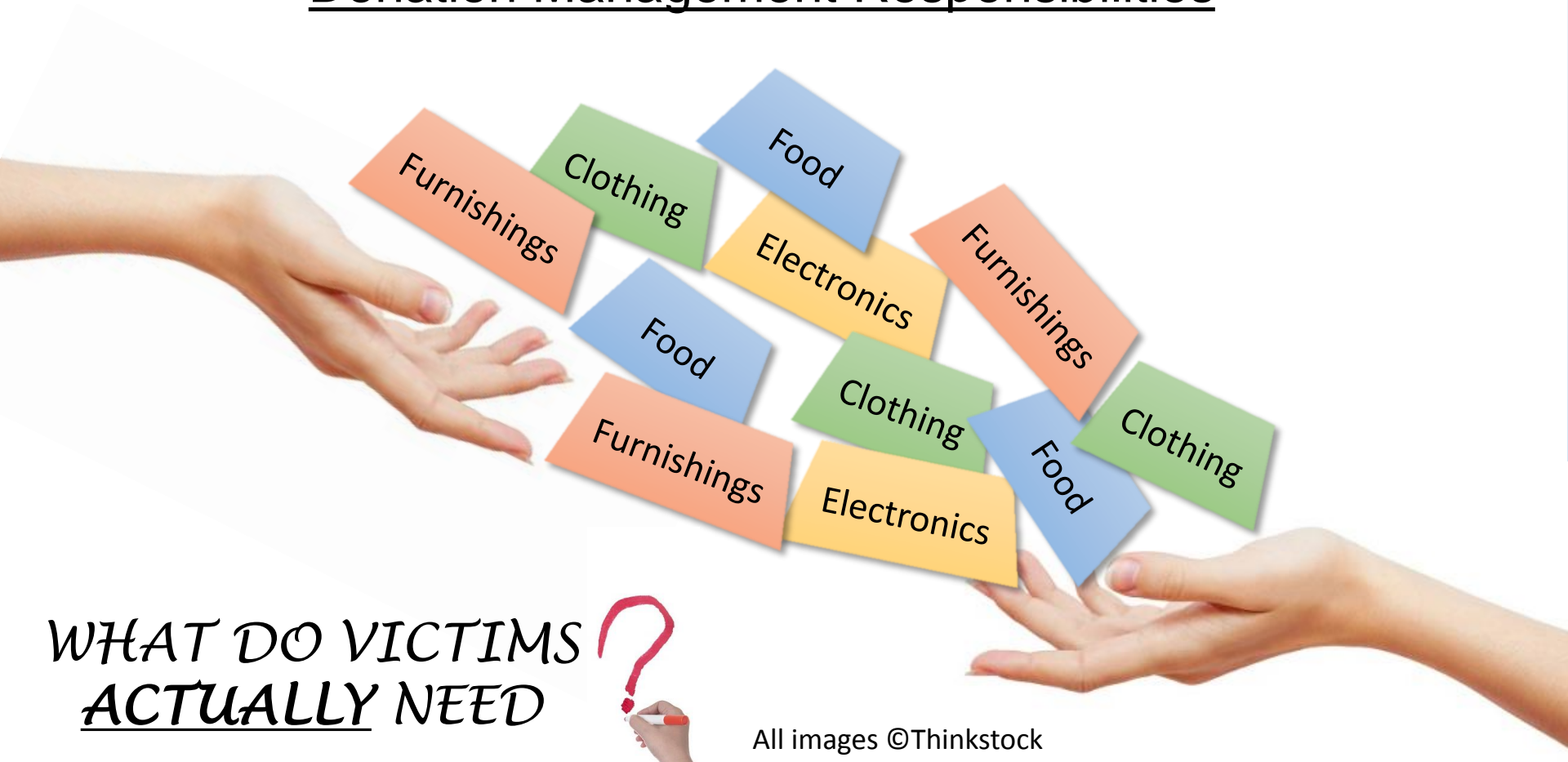
Make use of websites, social media, telephone, local crisis centers, and federal disaster hotlines.

Contact local media, radio, print news outlets, and others to help spread information.

# The Transition: Resource Teams

Donation  
Mgmt.

## Donation Management Responsibilities



# The Transition: Resource Teams

Unmet  
Needs

## Outreach Responsibilities



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# How To Get Support



# How To Get Support

## 1. Assemble an MDT.



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- ☒ Law enforcement
- ☒ Victim services
- ☒ Legal services
- ☒ Prosecutor's office
- ☒ City government
- ☒ Emergency management
- ☒ Medical services
- ☒ Education



# How To Get Support

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



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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.



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

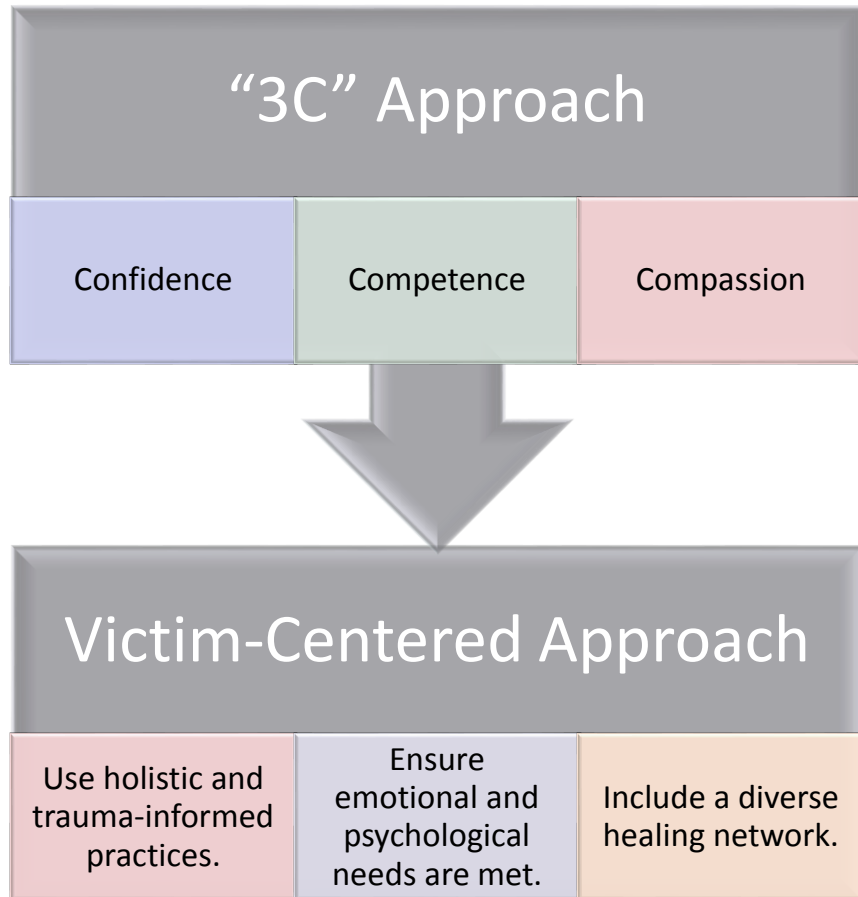
# How To Offer Support

1. Define the cultural appropriations needed for groups most affected.



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# 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.

# The Impact to Survivors

## Emotional transitions...



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# The Impact to Survivors

Emotional transitions lead to missed opportunities.



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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).



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# 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.



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# 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.



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# The Year of Firsts



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# Honoring the Loss



Monthly, annually, and in-between...

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

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# Words Matter

## Craft the Message With Care

Instead of...	Use...
<i>Closure</i>	<b>Acknowledgement or Accommodation</b>
<i>Anniversary</i>	<b>Remembrance</b>
<i>Notification and Reunification Center</i>	<b>Notification and Information Center</b>
<i>Strong</i>	<b>United</b>



# 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.



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# Conclusion

## Final Questions?



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# How to Access TTA

## Free Technical Assistance Available

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



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Email [TTAC@ovcttac.org](mailto:TTAC@ovcttac.org) to request an application or to find more information.

# Thank You!



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