

2nd Virtual National Town Hall On Mass Violence



May 5, 2022

#KnowBeforeYouNeedTo

READINESS

- * Nearly 400 participants from 40 states and seven countries
- * Information and resources provided in chat will be summarized and available on our website (www.nmvvrc.org).
- * This webinar is being recorded. The full webinar will also be available at www.nmvvrc.org.
- * Thank you for the many questions that you submitted in advanced. We will we try to respond as many as we can, as time allows.
- * Please note when you leave the meeting, **you will be directed to an evaluation form**. Thank you in advance for your feedback. It is vital so we can improve future National Town Halls.

2nd NATIONAL TOWN HALL ON MASS VIOLENCE

Sponsored by the
National Mass Violence Victimization Resource Center

with support from
U.S. Department of Justice, Office for Victims of Crime

Learning Objectives

- * Identify the traditional and non-traditional professionals who are involved in responding to MVIs, and their respective roles and responsibilities.
- * Identify the structures and collaborative strategies needed for effective, survivor-centered MVI readiness and preparation.
- * Describe the importance and core elements of advance planning to strengthen a state's or community's readiness to respond to a MVI.

National Town Hall Presenters

Eugenia Pedley, Senior Program Manager

USDOJ Office for Victims of Crime

Amanda Eagan, Senior T/TA Specialist

ICPTTA Assisting Victims of Mass Violence and Domestic Terrorism

Michelle Garcia, Director

DC Office of Victim Services & Justice Grants

Pamela Ferguson-Brey, Executive Director

Hawai'i Crime Victim Compensation Commission

Randi Uluwehiokalani Barretto, Special Projects Coordinator

Hawai'i Crime Victim Compensation Commission

Alyssa Rheingold, Ph.D., Director

NMVVRC Preparedness, Response & Recovery Division

Welcoming Remarks

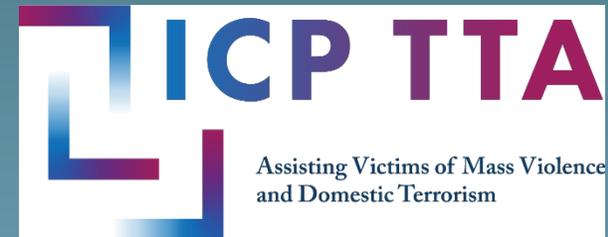
*Eugenia Pedley, Senior Program Manager
USDOJ Office for Victims of Crime*



NMVVRC Stakeholders: Readiness

Amanda Eagan, Senior T/TA Specialist

ICPTTA Assisting Victims of Mass Violence and Domestic Terrorism





Introduction & Foundation

What is ICP TTA?

- ❖ No-cost **planning and preparedness program** to **incorporate victim, family, and first responder care** into existing mass violence and domestic terrorism emergency management plans and exercises
- ❖ Customized training and technical assistance for selected communities





*Bridging the gap
between emergency
management and
victim services
operations **before** a
criminal mass
violence or domestic
terrorist event*

ICPTTA Project Objectives

To augment existing emergency response plans

Ensure victims, families, and first responder care after incidents of criminal mass violence (CMV) and domestic terrorism (DT)

Utilize individualized training and technical assistance

Incorporate victim service operations into existing exercise structure and calendar

ICP TTA 16 Best Practices in Planning for CMV/DT

1. Incident Command 	2. Committee Identification & Engagement 	3. Up-To-Date Contact List 	4. Notification and Information Center 
5. Victim Identification & Notification Protocol 	6. Public Information & Crisis Communications Protocol 	7. Volunteer Management Protocol 	8. Family and Survivor Assistance Center (FAC) Plan 
9. Financial Donation Management Protocol 	10. Memorial & Special Event Management Protocols 	11. Community Behavioral Health Response 	12. First Responder Support 
13. Planning & Preparedness Grants and Emergency Funding Assistance 	14. Community Resilience Planning 	15. Criminal Justice System – Victim Support 	16. Training and Exercise 



Victim Services •

40s • MyCity, ST



You should call me if

You're also passionate about helping others. I'm not interested in short-term relationships and am looking for someone who values support and human-kindness like I do.



Emergency Management

30s AnyCity, ST

My friends call me

An adrenaline junkie. I love high-intensity moments and activities and like to be in the middle of them. I'm looking for someone to complement my energy and who appreciates a deep conversation.

Common Terminology



The PIOs from FEMA and ARC saw the EAS and called the OSC to ask if they should call RACES or go to the RRCC, and has there been an NA or MHRT deployed to the TSA?

Victim Services

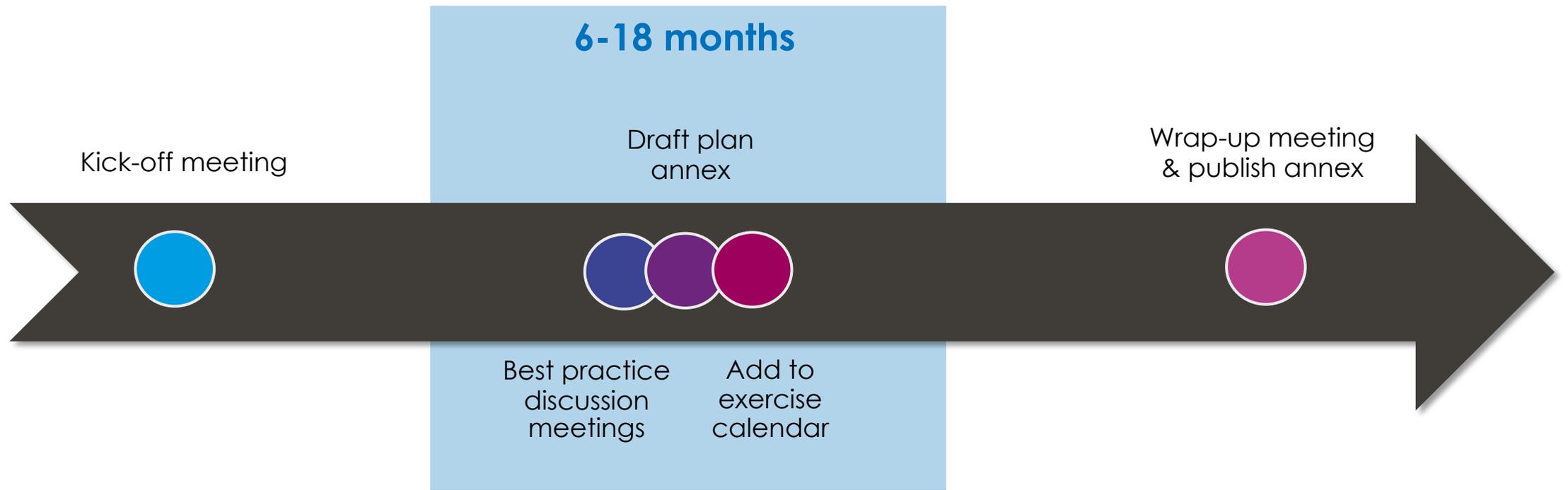
- ▶ Mass Violence Toolkit
- ▶ Victim Advocates
- ▶ Mental Health expertise
- ▶ Faith-based organizations
- ▶ Social Services

Emergency Management

- ▶ Emergency Support Functions (ESF)
- ▶ EMAP Framework
- ▶ NRF Core Capabilities
- ▶ Built-in to incident response

Technical Assistance

- ① Develop CMV/DT annex
- ② Incorporate annex elements into exercise calendar



Project Timeline

Dependent on existing pieces/partnerships

Drafting the annex and incorporating it into the EX calendar occur concurrently with BP discussion meetings

Active TA Sites

Active

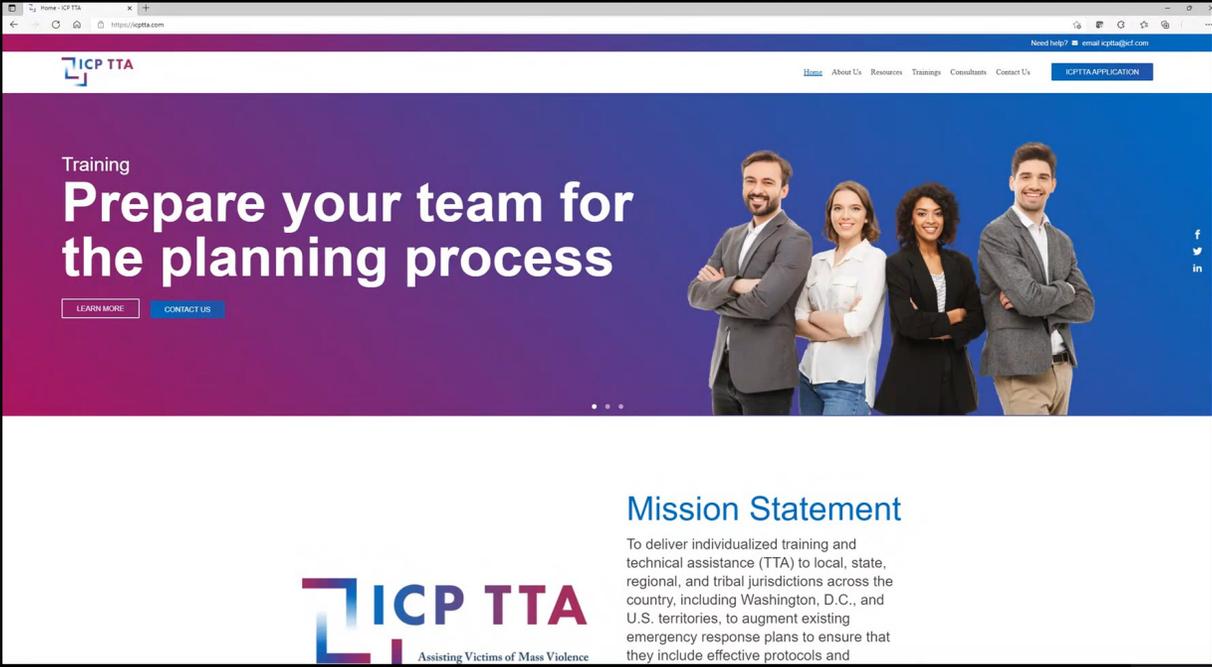
Cleveland, OH
El Paso, TX
Forsyth County, GA
Independence, KS
Ontario County, NY
Rapid City, South Dakota / State of
South Dakota
Southern University and A&M College
Spokane, WA
State of Florida
State of Utah

Pending

Cincinnati, OH
Caldwell, ID
George Washington University

ICP TTA Website

ICPTTA.com



On-Demand Resources and Trainings

Resources

- ▶ Exercise Guide
- ▶ Mass Violence Annex Template (coming soon)



Trainings

- ▶ Resource Management
- ▶ Communications during a Mass Violence Incident
- ▶ Integration of K-12 Schools
- ▶ Integration of Hospitals
- ▶ EOC Operations for Victim Service Professionals
- ▶ *Mass Violence Involving Higher Education Institutions (coming soon)*
- ▶ *Integrating Victim Care and Law Enforcement Operations (coming soon)*
- ▶ *Vicarious Trauma for Responders (coming soon)*



Live Training Offerings

Case Studies

- Aurora Theater Shooting
- *Pulse Night Club Shooting (coming soon)*
- *Las Vegas Harvest Music Festival Shooting (coming soon)*

National Organization for Victim Assistance

- Family and Friends Reception Centers
- Family Assistance Centers
- Victim Identification and Notification
- Community Behavioral Health
- Criminal Justice Victim Support
- Resiliency



Site-Specific TTA:
 Relationship Development
 Write & Exercise the Plan

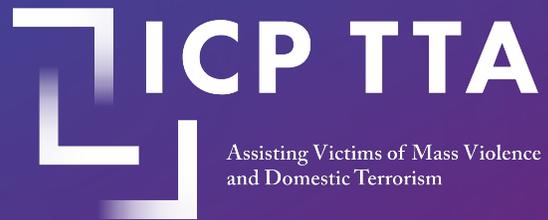
- Site consultants
- Support for internal site staff (subaward)

Site-Specific Training

- Specific training dependent on existing work
- Use industry-specific subject matter experts as trainers
- Use combination of emergency management/first responders and victim advocates as trainers



www.icptta.com
icptta@icf.com
617-218-5384



► Questions?



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Technical Assistance Specialist
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Michelle Garcia, Director
DC Office of Victim Services & Justice Grants



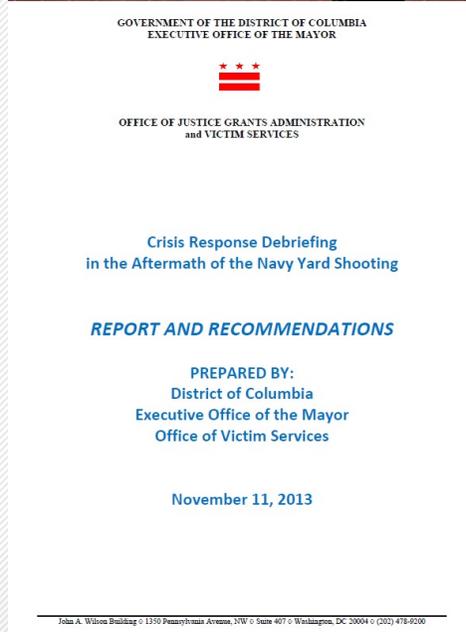


The mission of the Office of Victim Services and Justice Grants (OVSJG) is to develop, fund, and coordinate programs that improve public safety; enhance the administration of justice; and create systems of care for crime victims, youth, and their families in the District.

Michelle M. Garcia, Director, michelle.garcia@dc.gov

DC Response to Mass Violence

The District of Columbia Department of Human Services (DHS) is the primary agency for Emergency Support Function (ESF) #6 – Mass Care, Food, Emergency Assistance, Housing, and Human Services, coordinating the District's effort to provide emergency assistance to the residents, visitors and those doing business in the District. DHS serves as the lead District agency to provide mass care assistance and resources during disasters and emergencies.



In the event of a criminally-related mass disaster or mass fatality, OVSJG is responsible for working collaboratively with DHS to establish an Initial Response Center and a Family Assistance Center as those services become available, to assist with:

- crisis intervention and support, meeting basic needs
- registering loved ones and victims as they enter/exit the FAC
- crisis support in the Victim Identification Center before, during, and after the antemortem data collection process
- notification of death to the next of kin of the decedent(s) in coordination with the Office of the Chief Medical Examiner, the Metropolitan Police Department and the Department of Behavioral Health
- long-term options for victim advocacy and mental health care

Engaging Victim Services Providers

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Executive Office of the Mayor
OFFICE OF VICTIM SERVICES AND JUSTICE GRANTS



SAVE THE DATE

DC VICTIM ASSISTANCE ACADEMY TRAINING

The DC Victim Assistance Academy (DCVAA), sponsored by the DC Office of Victim Services and Justice Grants, is designed to empower and motivate victim service providers and allied professionals through quality education that results in services and support for all victims of crime that are consistent, collaborative, and culturally competent.



Registration Coming Soon

For more information, email the DCVAA coordinator at ovsjg@dc.gov and visit www.ovsjg.dc.gov.

Confirmed Dates

Orientation and Mass Disaster I Training
February 27 - March 1

Confidentiality Webinar Training
March 8

Elder Abuse Training
June 19

Program Development and Building a Culture of Self-Care
June 26

Upcoming Dates

Mass Disaster II and Mass Disaster III
March

Motivational Interviewing and Somatic Methods with Victims of Crime
April

Cultural Competency
September



MULTIPLE DATES

Mass Disaster Orientation and Training

by Office of Victim Services and Justice Grants

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Description

The DC Victim Assistance Academy invites you to participate in Mass Disaster Training.

All registrants must attend one of the Mass Disaster Orientation session and must register for 2-Day Mass Disaster Training session. Please select Orientation time.

Orientation February 27, First Session 8:30am- 12:00pm | Second Session 1:00pm- 4:30pm

Orientation March 20, First Session 8:30am- 12:00pm | Second Session 1:00pm- 4:30pm

Orientation March 27, First Session 8:30am- 12:00pm | Second Session 1:00pm- 4:30pm

Training Session 1 | 2 Day-Training February 28-March 1

Training Session 2 | Day-Training March 21- March 22

Training Session 3 | 2 Day-Training March 28-March 29

Speakers will include:

- Dr. Kevin O'Brien, Department of Behavioral Health
- Michelle Palmer, LICSW, Executive Director, Wendt Center for Loss & Healing
- Lori Walkoff, FBI Office of Victim Assistance

You can find a full agenda here:

<https://ovsjg.dc.gov/service/district-columbia-victim-assistance-academy>

Location

DC Child and Family Services - Building
200 I Street Southeast
First Floor Conference Room
Washington, DC 20003
[View Map](#)

Orientation

- Motivation for responding
- Overview of Training
- Crisis response vs mental health
- Film
- Self-Care

Training Day 1

- Safety and comfort
- Stabilization
- Practical Assistance
- Current Concerns
- Self-Care

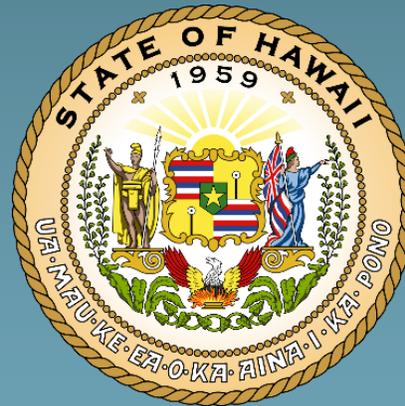
Training Day 2

- Connection with Social Support
- Information on Coping
- Understanding and Addressing Individual Needs
- Self-Care

15.15 CEU's (Pending)

Please note: Orientation is mandatory for Mass Disaster Training. Registration is for all three Mass Disaster Sessions and Orientation time.

*Pamela Ferguson-Brey, Director and
Randi U. Barretto, Special Projects Coordinator
Hawai'i Crime Victim Compensation Commission*



Hawai'i Crime Victim Compensation Commission:

Mass Violence Response Plan for Victim Services

Presented by:

Pamela Ferguson-Brey

Executive Director

Randi U. Barretto

Special Projects Coordinator

Discussion

- Planning & Preparation
- Collaborations
- Establishing a Victim Service Response to Mass Violence Incidents
- Barriers & Lessons Learned
- History/Timeline



Planning & Preparation

- Identify Gaps & Needs
- Available Funding
 - Office for Victims of Crime Training & Technical Assistance Center (OVCTTAC)
 - Victims of Crime Act (VOCA) Assistance Funds (Admin)
 - Antiterrorism and Emergency Assistance Program (AEAP)
 - State/Partner Agency/Self-Funded

Collaborations: Identifying your State's Response Team (cont'd)





Collaborations: *Identifying Your State's Response Team*

- Victim Witness Coordinators' Meeting (VWC)
- Mass Violence Planning Workgroup
- Mass Violence Trainings

Establishing a Victim Service Response to Mass Violence Incidents

- Mass Violence Response Plan
- Mutual Aid Agreements with four county Prosecutor's Offices
- Victim Services Phone Tree
- Hawai'i Emergency Management, ESF 6

Challenges & Lessons Learned

- Achieving the “The Buy In”
- Understanding the Victim Service Component
- Attaining Sustainable Partnerships
- Conflicting Personalities
- Standardizing Policies
- Maintaining the Momentum



History & Timeline

2000, The Crime Victim Compensation revises statutory changes to ensure mental health services are available to victims/witnesses/survivors

October 2017, Two-day Honolulu/Big Island MV Training

Meeting the Needs of Victims, Survivors and Affected Communities: Coordinated and Collaborative Response to Terrorism and Mass Violence Crimes, (Funding Source: CVCC/US Attorney/FBI)

December 2017, OVC Issues “Role of VOCA Administrators and Compensation Programs in incidents of Mass Violence”

February 2018, Letter to Stakeholders requesting written feedback on the Mass Violence Response Plan

June 2018, Lt. Governor Stakeholders Meeting breakthrough from low-level staff to policy makers

June 2018, first discussion with HI-EMA Emergency Support Function 6 (ESF 6) to integrate victim services into the state’s response plan

March 2019, the Commission was awarded VOCA Admin funding from the Department of the Attorney General to fund the Mass Violence Planning Workgroup

History & Timeline

April 2018, Two-day Maui MV Training

Meeting the Needs of Victims, Survivors & Affected Communities: Coordinated & Collaborative Response to Mass Violence & Terrorism Crimes, (Funding Source: Maui County)

May 28 – 31, 2019, An OVCTTAC Consultant conducted a three separate Mass Violence Trainings for different stakeholder groups

Mass Violence Emergency Response Training

(Funding Source: OVCTTAC/CVCC)

May 2019, Memorandum of Agreement (MOA) Mutual Aid with county Victim Assistance Units signed by four county prosecutors.

December 2019, Three-day Honolulu and Big Island MV Training

Responding to Victims of/Survivors of Mass Violence and Terrorism (Planning for a Assistance and Reunification Center)

(Funding Source: CVCC/Homeland Security)

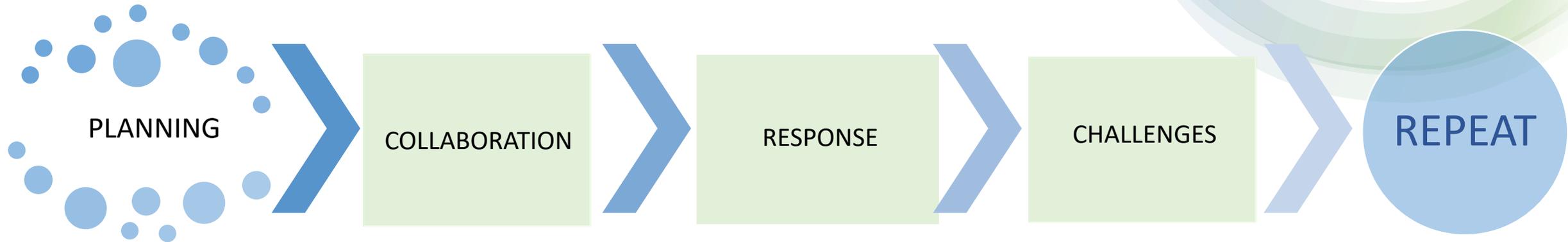
September 2021, Two-day Refresher Mass Violence Training with OVCTTAC (virtual)

Responding to Victims of/Survivors of Mass Violence and Terrorism

(Funding Source: CVCC/Homeland Security)

February 2022, Hawaii Emergency Management, Emergency Support Function (ESF6) Annex **acknowledges victim services** in the State response plan

In Summary...



- Identifying Gaps & Needs
- Identifying Your State's Response Team
- Identifying Available Funding Opportunities (i.e.: OVCTTAC, VOCA, AEAP)

- Mass Violence Planning Workgroup
- Mass Violence Trainings

- Mass Violence Response Plan
- Mutual Aid Agreements
- Victim Services Phone Tree
- Hawai'i Emergency Management, ESF 6

- Understanding the Victim Service Response
- Attaining Sustainable Partnerships
- Conflicting Personalities
- Standardizing Conflicting Policies



Helpful Links & Forms

Hall

(will be available post-National Town
at www.nmvvrc.org)

LINKS

Crime Victim Compensation Commission – Mass Violence Application

<http://dps.hawaii.gov/cvcc/mvi/>

(See Mass Violence Application attachment)

TEMPLATES

- Template of Memorandum of Understanding (MOU) with county Prosecutors' Offices Victim Assistance Programs for Mutual Aid Letter Template *(courtesy of San Francisco District Attorney)*
 - Lt. Governor's Meeting with Stakeholder
 - Stakeholder Feedback Request on Mass Violence Incident Response Plan
 - Mass Violence Response Plan
- Grant Funding Templates (2)
 - OVCTTAC Application/Contracts
 - Department of the Attorney General VOCA contract
- OVCTTAC's Role of VOCA Administrators in Incidents of Mass Violence

Crime Victim Compensation Commission

Pamela Ferguson-Brey

Executive Director

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Randi U. Barretto

Special Projects Coordinator

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*Alyssa Rheingold, Ph.D., Director
NMVVRC Preparedness, Response & Recovery Division*



Crisis Communications for MVI Initial Response: The JOC & JIC

- * **Joint Operations Center (JOC):** Coordinates *all* immediate crisis response activities (across multiple agencies and jurisdictions).
- * **Joint Information Center (JIC):** All external communications & media relations are coordinated, with a designated Public Affairs Officer as lead.

TIMELY, ACCURATE INFORMATION & RUMOR CONTROL

It is essential to have a victim service professional OR designated liaison at the JOC and JIC!

Advance Knowledge of Existing Federal Resources

- * Federal Bureau of Investigation (FBI) Victim Services Response Team

<https://www.fbi.gov/resources/victim-services>

- * Bureau of Alcohol, Tobacco, Firearms & Explosives, Victim/Witness Assistance Program

<https://www.atf.gov/contact/victimwitness-assistance-program>

EXISTING RELATIONSHIPS ARE IMPORTANT!

Know the Difference Among:

- * Initial Response Center
- * Family Assistance Center
- * Resiliency Center

Readiness for Mental & Behavioral Health Needs

- * Training *now*
 - * Knowledge of *evidence-based* mental & behavioral health strategies
 - * Early intervention
 - * Psychological First Aid
 - * Skills for Psychological Recovery
 - * With attention paid to long-term interventions – be prepared!

Partnerships

- * Establish relationships
- * Each incident is unique
- * 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
 - * Identify existing resources and resource gaps
- * Develop a memorandum of understanding (MOU) or memorandum of agreement (MOA)

NMVVRC Principal Partners

* American Hospital Association



* National Governors Association



* U.S. Conference of Mayors



American Hospital Association

- * Advance assessment of surge capacity at all hospitals within and surrounding the impacted jurisdiction
- * Collaborative communications structure in place, *in advance*, to identify location of MVI victims & survivors, with confidentiality provisions (HIPAA)
- * NMVVRC/AHA “Hospital & Health Care System Leadership Checklist: Readiness” (*coming in July 2022!*)



National Governors Association

- * Statewide leadership role of Governors and:
 - * Their Executive Teams and State Emergency Planning Agencies
 - * State VOCA Administrators
 - * State Crime Victim Compensation Programs
- * NMVVRC/NGA 2019 focus group of state emergency planning agencies identified:
 - * A need for *increased awareness* of the roles of, and collaboration with, victim service professionals
- * Ongoing collaboration with NGA, with training programs & consultations provided to the NGA Public Safety & Legal Counsel Division (upon request)



U.S. Conference of Mayors

- * USCM/United on Guns Mass Shooting Protocol and Mass Shooting Playbook (Chapter 3, “Victim & Family Assistance”)
- * NMVVRC/USCM plans are underway for a Roundtable discussion of Mayors who have experienced a MVI, to develop a “lessons learned” document for Mayors
- * NMVVRC consultations provided to USCM, upon request



NMVVRC Resources to Help Prepare Your Community

- * The Role of Victim Service Professionals in Preparing for MVIs
- * Victim Service Professionals' and Victim Service Agencies' "GO Kits"
- * Unexpected Challenges During the Immediate Response to a MVI
- * Police Executive Research Forum (PERF):
 - * "The Role of Police Executives in Assisting Victims of Mass Violence: Lessons from the Field"

To Request a Consultation or Technical Assistance:



info@nmvvr.org



icptta@icf.com



TTAC@ovcttac.org

Questions from the Field

Thank you for submitting questions in advance to our presenters!



Next National Town Hall

JULY 2022						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

Date to be announced soon.....

Agenda will focus on
MASS VIOLENCE RESPONSE



Office for Victims of Crime
OVC

www.ovc.gov



<https://icptta.com>



www.nmvvrc.org

