

After a Mass Violence Incident: Helpful Websites and Social Media Accounts

Social media plays a vital role in the dissemination of information following a MVI. While the federal, national and state resources may vary depending upon the type and scope of the MVI, the main agencies, organizations and how they provide and receive critical information via their websites and social media are documented below.

Federal Agencies

Federal Bureau of Investigation

The FBI Victim Services Division provides assistance and support to MVI survivors and first responders, both on-site and through support offered by its Victim Services Specialists nationwide. An example of this Division’s efforts following the mass shooting at the Route 91 Harvest Music Festival mass shooting on October 1, 2017 can be found at <https://www.fbi.gov/resources/victim-services/seeking-victim-information/assistance-for-victims-of-the-route-91-harvest-music-festival-shooting-in-las-vegas>.

• FBI website	https://www.fbi.gov/
• Twitter handle	@FBI
• Social media hashtag	#FBI
• Facebook address	www.facebook.com/FBI
• MVI-specific web page	www.fbi.gov/(title given to MVI)
• FBI Victim Services Division website	https://www.fbi.gov/resources/victim-services
• FBI Tipline	(800) CALL-FBI; (800) 225-5324

National Transportation Safety Board

The NTSB is an independent federal agency charged with investigating and determining the probable cause of all civil aviation accidents in the United States and selected accidents in rail, highway, marine and pipeline operations.

The NTSB’s Transportation Disaster Assistance Division (TDA) coordinates the resources of federal, state, and local agencies, transportation operators and the American Red Cross, in order to meet the needs of family members and survivors. TDA also serves as the primary resource for investigative information for family members and survivors. The TDA website offers information, resources and referrals for survivors and their families.

• NTSB TDA Website	https://www.nts.gov/tda/Pages/default.aspx
• Twitter handle	@NTSB
• Social media hashtag	https://twitter.com/ntsb and @NTSB
• Facebook address	https://www.facebook.com/NTSBgov
• Toll-free telephone number	(800) 683-9369
• Email address	assistance@ntsb.gov

U.S. Department of Justice Office for Victims of Crime

When an MVI occurs, the OVC website provides helpful information on a designated web page to victim assistance professionals, victims/survivors and first responders about resources that can help them recover physically, emotionally and financially.

OVC also administers the U.S. Department of Justice Anti-terrorism and Emergency Assistance Program (AEAP) to support jurisdictions that have experienced incidents of terrorism or mass violence through the provision of grants for crisis response, consequence management, criminal justice support, and training and technical assistance. The AEAP website provides information about its solicitation process and FAQs about applying for AEAP support.

• OVC Website	www.ovc.gov
• Twitter handle	@OJPOVC
• Social media hashtag	@OJPOVC and #OVC
• Facebook address	www.facebook.com/OJPOVC
• AEAP website	https://www.ovc.gov/AEAP/

International Terrorism Victim Expense Reimbursement Program

The International Terrorism Victim Expense Reimbursement Program (ITVERP), supported by the Office for Victims of Crime, provides assistance to victims and survivors who are killed or injured by terrorist attacks outside of the United States. The ITVERP website offers a video, fact sheet, forms and a checklist relevant to ITVERP services.

Website: <https://www.ovc.gov/itverp/>.

State Crime Victim Compensation Programs

- Victim Compensation Programs offer financial support as a “payer of last resort” to eligible victims of violent crimes (including MVIs) who report the crime and cooperate with law enforcement.
- Victim compensation programs often create special pages on their websites to provide information and assistance specific to MVI victims, and develop claims forms and processes that are streamlined for MVI victims and survivors.
- A directory of state Victim Compensation Programs is available from the National Association of Crime Victim Compensation Boards at <http://www.nacvcb.org/index.asp?sid=6>.

The example below features the California Crime Victim Compensation Board’s online resources for California survivors of the Route 91 Harvest Festival mass shooting in Las Vegas on October 1, 2017, which includes:

- An online application
- Referrals to the Nevada Victims of Crime Program (state victim compensation)
- Referrals to ongoing services and support for survivors
- Information about anniversary events

• Website specific to Route 91 Harvest Festival Survivors	https://victims.ca.gov/lasvegas/
• MVI-specific email address	Route91HarvestFestival@victims.ca.gov
• Toll-free telephone number	(800) 777-9229