**FAC Services**

* Victims with minor injuries and the walking wounded may be directed to the Hotline/Call Center which is staffed by victim services and mental health providers. The families of seriously injured and hospitalized victims will also need information and support, but their specific needs are different from the families of the deceased.
* It should not be confused with a pre-existing victim support program office or center that is established to provided on-going case management, mental health counseling, and other traditional disaster or crime victim services/referrals.

1. **Joint Family Support Operations Center (JFSOC)** – operation center comprised of senior reps from all key agencies who can make decisions and allocate resources
   1. Sets priorities
   2. Liaises with IC
   3. Daily status reports
   4. Directs resources and services
   5. Vets agency participation
   6. Ensures victim privacy
   7. Sets agenda for family briefings
   8. Incident site visit
2. **Accounting for the Victims** – carried over from the INC if it was an open population incident (Route 91).
   1. Missing Person Call Center
   2. Link/App
   3. Completed in person at the INC
3. **Victims ID and Return of Remains** –FAC staff may assist the ME/Coroner and families in coordinating with funeral homes for release and return of victims’ remains.
4. **Personnel Effects**
   1. Associated – direct contact with the victims’ remains
   2. Unassociated – no easily obvious link to a victim
5. **Victims Support Providers** – May server multiple roles
   1. Care team member assigned to specific families/survivors
   2. Crisis intervention
   3. Practical needs
   4. Referral services
   5. Advocacy
   6. Conduit for information
6. **Mental Health Providers** – victim service team members who are mental health professionals and able to identify pre-existing issues or extreme distress
   1. Care for these folks should not take place in the FAC
7. **Security** – interior and exterior
8. **Registration** – intake services for arriving clients and staff
   1. Database of all clients and verification information
   2. Database of all staff and badging
   3. List of current resources available in FAC
9. **Childcare** – manages temporary care of child/children while parent is receiving services within FAC
   1. Not a day care or a drop off center
10. **Spiritual Care** – needs to meet the needs/religious preferences of all clients of the FAC
11. **Financial services** – education on what victim financial services is available and how to obtain it
12. **Travel assistance**
    1. Flights for family members
    2. Lodging
    3. To and from lodging and the FAC
    4. To and from the airport
    5. To and from the incident site
    6. To and from FAC/lodging to hospital
13. **Family Briefings** – agenda may come fromJFSOC but need to have a facilitator and have the option to join via telephone conference bridge or call. Should focus on official information on:
    1. Search rescue/recovery
    2. Victim ID
    3. Other activities regarding the investigation
    4. Ample time for Q&A
14. **Meals**
15. **Memorial events** – important part of transitioning families and survivors from the FAC back to their homes
16. **Access to clothing and toiletries**
17. **EMS/Health Services**
18. **Translation services**
19. **Family Liaison**
20. **Meet and Greet Services**
    1. Airport
    2. FAC
21. **Responder Services**

**Logistical Support**

Communication/IT

Facilities Liaison

PIO

Safety Officer