



# NMVC

National Mass Violence Center

Providing Resources to Victims,  
Survivors, & Those Who Serve Them



Assisting Victims of Mass Violence  
and Domestic Terrorism

## Overview of Three Centers: Friends & Relatives Center, Family Assistance Center, and Resiliency Center

Following mass violence incidents (MVIs), it is encouraged that three different types of helpful Resource Centers be established by community and law enforcement leaders, and victim services and behavioral/mental health professionals:

Friends & Relatives Center (FRC)	Family Assistance Center (FAC)	Resiliency Center (RC)
<p>An FRC is a secure space where victims, survivors, and biological or chosen family members and their friends can go for timely and accurate information immediately after an MVI.</p> <p>It is the initial Center for friends/family to visit and receive information and resources. A secure record of victims, survivors, first responders, and others seeking assistance is created.</p>	<p>The provision of a private and safe space for victims and survivors continues at the FAC.</p> <p>An FAC provides a centralized point for information, and gives survivors and family members an opportunity to draw support from each other and obtain a wide range of services (described below).</p>	<p>An RC is a central hub that provides a framework for mid-to long-term recovery and support for victims, survivors, family members, and first responders impacted by a mass violence incident.</p> <p>RCs are often a partnership of people and organizations working together to offer connection, services, and support.</p>
<p>Established immediately after the MVI, often running for 24-48 hours.</p>	<p>Can operate concurrently with the FRC or be established after the FRC closes; and can be open for seven-to-ten days or longer.</p>	<p>Generally established within a year of the MVI, and in existence for varying lengths of time.</p>

# Friends & Relatives Center (FRC)

ESTABLISHED IMMEDIATELY AFTER THE  
MVI, OFTEN OPERATING FOR 24-48 HOURS

A Friends & Relatives Center (FRC) is a secure and safe space and place for victims, survivors, and biological or chosen family members and their friends to go for timely and accurate information immediately after an MVI. This Center is a jurisdictional responsibility, and the lead agency may vary by event type and according to local planning and policy.

The FRC provides:

- Assistance with basic sustenance needs, such as food and transportation.
- Private space for law enforcement to interview potential witnesses to the MVI.
- A secure, safe, and private place for surviving victims to reconnect with their family members and other loved ones.
- A secure, private space for law enforcement, victim services, and behavioral/mental health (B/MH) professionals to gather information from families that can help with victim identification; provide timely death notifications to family members of those killed in the MVI; provide trauma notification and hospital information to family members of those who are injured; and provide information about the missing and located status of victims.
- Support to victims to submit applications for crime victim compensation that can help them cover some of the financial costs associated with the MVI.
- Initial information and referral services to community-based support and services for survivors and family members.

The FRC is the initial Center for family/friends to visit and receive information and limited resources; this Center can begin creating a secure record of victims, survivors, first responders and others who seek assistance.

The FRC will typically transition to a Family Assistance Center (FAC) within 24 to 48 hours after the MVI.

# Family Assistance Center (FAC)

OFTEN ESTABLISHED WITHIN 24-48 HOURS AFTER THE MVI (AND SOMETIMES CONCURRENTLY WITH THE FRC) AND CAN BE OPEN SEVEN-TO-TEN DAYS OR LONGER

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The provision of a private and safe space for victims, survivors, and family members continues at the Family Assistance Center (FAC).

The FAC can serve as the location for the return of personal property to victims, survivors, and family members by law enforcement.

Depending on the MVI, different agencies may be responsible for activation of the FAC based upon pre-established plans.

A FAC provides a centralized point for information, and gives victims, survivors, and family members an opportunity to draw support from each other and obtain a wide range of services (described below).

Victim services, American Red Cross volunteers, and/or behavioral/mental health professionals assess and address the initial needs of mass violence victims and coordinated case planning for services begins.

A broader range of victim and community service providers is available to help victims identify and address many needs, including:

- Temporary basic needs, such as food, safe housing, transportation, and work- and childcare-related issues.
- Mental or behavioral health needs.
- Legal needs.
- Financial management.
- Spiritual needs.
- Consular services.
- Social service or victim/survivor service needs.
- Personal safety needs.
- Information about victims' rights.
- Crime victim compensation.
- Property return.
- Information about and referrals to ongoing services and supports.

# Resiliency Center (RC)

GENERALLY ESTABLISHED WITHIN A YEAR OF THE MVI,  
AND IN EXISTENCE FOR VARYING LENGTHS OF TIME

A Resiliency Center is a central hub that provides a framework for long-term recovery and support for victims, survivors, family members, and first responders impacted by a mass violence incident. It offers 360-wrap around victim advocacy, mental medical, behavioral/mental health, and legal services or provide navigation to such services. RCs often include:

- Provide ongoing information about the mass violence crime and status updates.
- Offer supportive and victim navigation services to strengthen individual and community resilience.
- Provide support for financial management.
- Connecting to and/or provide victims with trauma-focused behavioral/mental health services.
- Offer programs for individuals and groups that address victim impact and trauma and seek to create resiliency (see below).
- Help the prosecution and victim/witness team to provide victim and survivor support and assistance in MVIs that involve criminal justice proceedings.
- Support commemoration activities in the community for victims and survivors of the MVI.
- Educate the impacted community about the long-term individual and community impact of MVIs.
- Provide trainings and programming about direct or vicarious trauma for first-responders.

RCs are usually established with support from the [Antiterrorism and Emergency Assistance Program \(AEAP\)](#), sponsored by the USDOJ, Office for Victims of Crime.

Ongoing assessment of victims'/survivors' needs and coordinated case management and planning continue at the RC.

A needs assessment is often initially developed to identify the most important needs of victims; the community's capacity to address them; and any related resources needed to address community needs to guide the initial development of an RC. Additional community needs assessments are conducted regularly to provide timely information about current and ongoing needs, as these may shift and change during the recovery phase.

RCs offer a wide range of programs and services for victims, survivors, first responders, and other impacted community members via on-site, virtual and hybrid modalities that include, but are not limited to:

- Victim/survivor navigation and advocacy.
- Resiliency and wellness.
- Behavioral and mental health services (either in house or via referral to partnering organizations).
- Financial management.
- Education and psycho-education.
- Victim/survivor fellowship and peer support.
- Legal assistance.
- Outreach programming.
- First responder services.

If there is a criminal trial of an alleged perpetrator, RC professionals coordinate victim support and services with the U.S. Attorney and/or prosecutor/district attorney and their respective victim/witness staff to support victims and survivors throughout all trial processes (see the NMVC [Court Planning Guide](#)).

Resiliency Centers usually host comprehensive websites with information about all programs, services and activities, and how to access them.

Technical assistance and consultations are available at no cost from the [National Mass Violence Center](#), and the [OVC Training and Technical Assistance Center](#), to establish all three Centers.

*This document and information were developed jointly by the NMVC, FBI Victim Service Response Team, National Transportation Safety Board - Transportation Disaster Assistance Division, and American Red Cross.*