Helping Victims of Mass Violence and Terrorism:

How To Design and Implement a Community Resiliency 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:
  - **Jameel Evans**
  - **Jameel.Evans@icf.com**
- 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.

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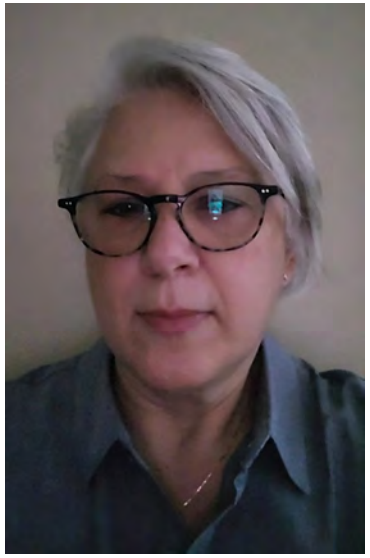
Today's Presenters

Eugenia Pedley

Krista Flannigan



April Naturale

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The Purpose of This Training Series

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

Mass Violence and Terrorism Death Notification Webinar

The OVC TTAC *Helping Victims of Mass Violence and Terrorism: Planning, Response, Recovery, and Resources Toolkit* **web-based training series** continues with an indepth look at the Notification victim assistance protocol. While the process of delivering death notifications is similar for a single homicide or a mass violence incident, there are also some unique aspects of mass fatalities that should be considered. This training is an opportunity to learn more about—

- The factors related to delivering mass violence death notifications.
- The dynamics of death notification teams.
- The training needs of death notification teams.
- How to integrate a trauma-informed approach.

Lessons learned from previous incidents consistently underscore that all response and recovery efforts are more effective when—

- Organizational roles are defined prior to the incident.
- Relationships are in place to create a more efficient response and faster recovery.
- There is a planned and comprehensive communications management strategy that focuses on communication among all responders, with victims and survivors, and with the community during the response and recovery phases.

Please plan to join one of the scheduled webinars to learn more about this essential victim assistance protocol.

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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.

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OVC's Response and the Toolkit

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 TO | PARTNERSHIPS & PLANNING | RESPONSE

Tools

Checklists

PARTNERSHIPS & PLANNING CHECKLIST
WORD PDF

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 CHECKLIST
WORD PDF

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

RECOVERY CHECKLIST
WORD PDF

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

ACTIVITIES AT A GLANCE

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

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

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Goals of This Webinar

After completing this webinar, you should be able to—

- Determine the necessity and type of Community Resiliency Center needed to support victims, survivors, and a community after a mass violence event.
- Identify the steps needed to establish the various types of Community Resiliency Centers.
- Describe the types of services most often needed in a Community Resiliency Center.

Benefits of Partnerships and Planning

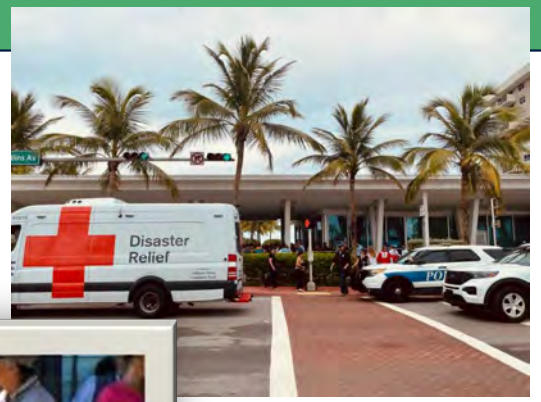
- Ensures that a comprehensive mass violence and terrorism emergency response plan is in place
- Essential to community readiness when everyone is at the table
- Includes victim assistance strategy, capacity for an effective response, and sufficient resources

Words Matter

Craft the Message With Care

Instead of…	Use…
Closure	**Acknowledgement or Accommodation**
Anniversary	**Remembrance**
Notification and Reunification Center	**Notification and Information Center**
Strong	**United**

Introduction to Victim Services Response



- Information and Notification Center
- Family Assistance Center
- Community Resiliency Center
- Hospitality Center – During Criminal Justice System Trials

What is a Community Resiliency Center

Krista Flannigan

wpsdlocal6.com

- Semi-permanent location for victims to access services and resources.
- The response is no longer in crisis mode.
- Services offered in a more “normal” way.
- Open for up to 3 years post-incident.
- Pre-determined location.
- Regular business hours, some evening or weekend hours.

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Establishing a Community Resiliency Center

- Four Types of Programs
  - Brick and Mortar
  - Virtual
  - Hybrid
  - First Responders

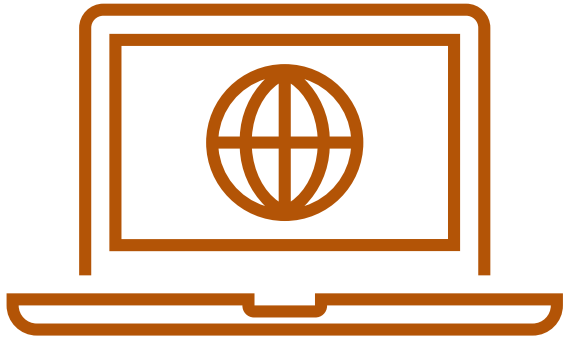
Brick and Mortar Community Resiliency Center

- Benefits of In-Person Services
- Understand Community Dynamic

Brick and Mortar Community Resiliency Center (cont.)

- Location of the CRC
  - Pre-determined site
  - Accessible

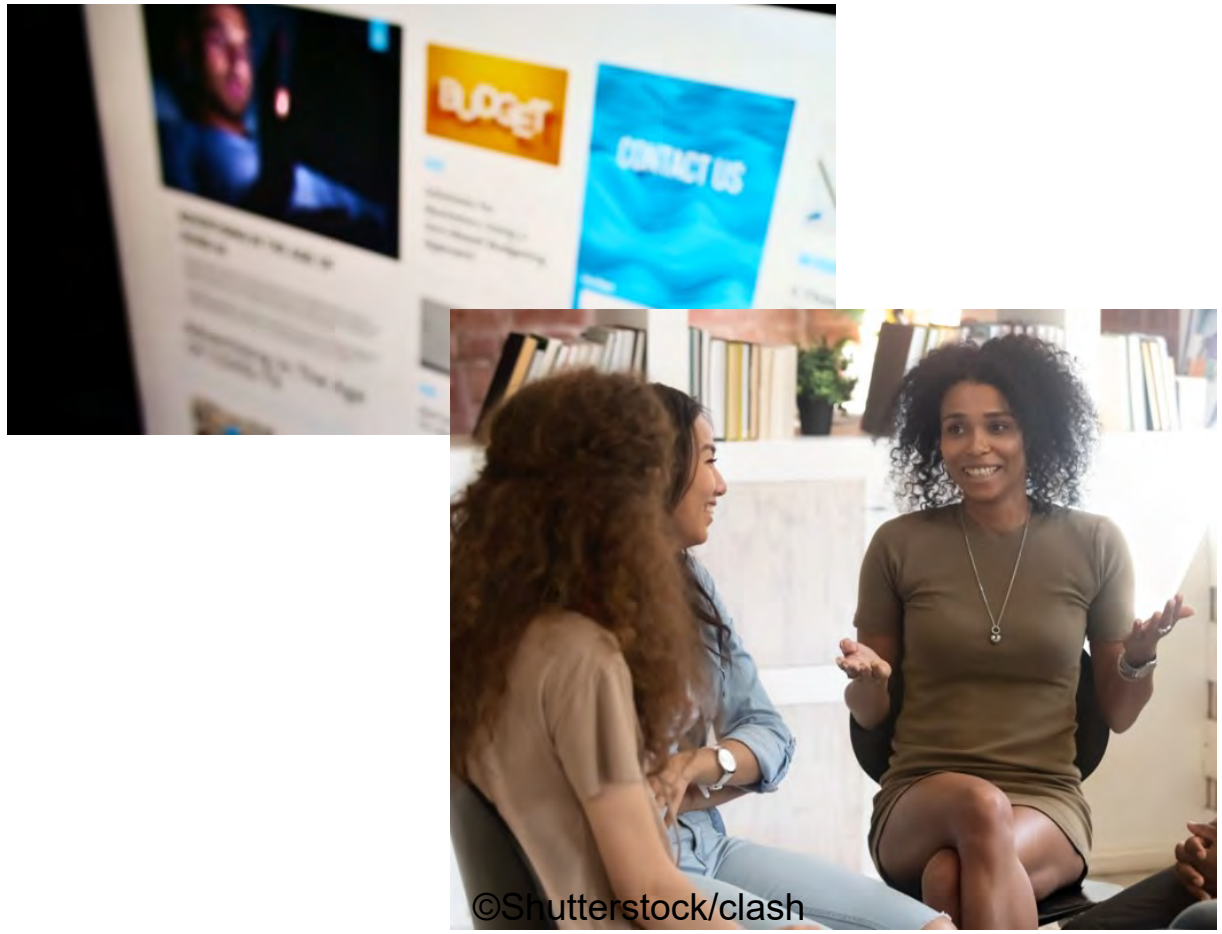
Virtual Community Resiliency Center



- Determining the Need for a Virtual CRC
- Services
- Hours of Operation

Hybrid Community Resiliency Center

- Definition
- Timing
- Transition



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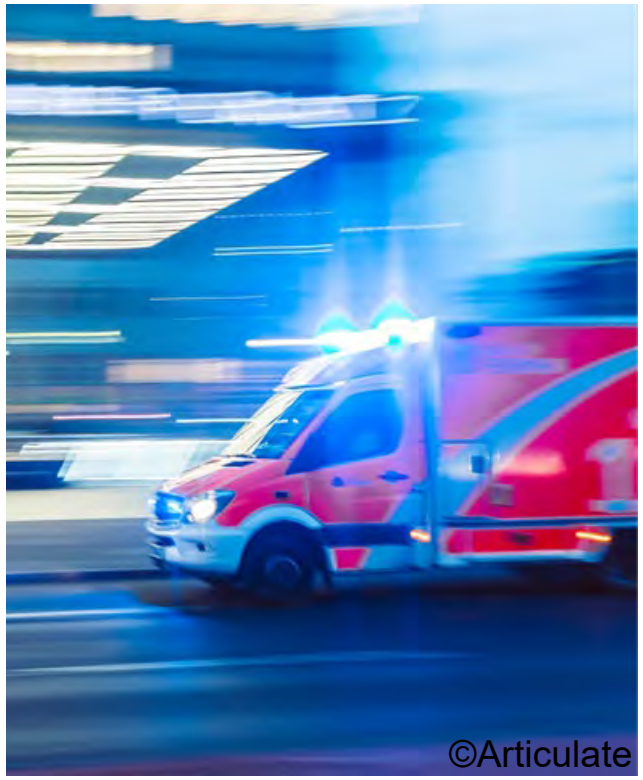
First Responders Community Resiliency Center

- Definition of First Responders
- Types of Services



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Establishing a Community Resiliency Center: Critical Partnerships

- Key Stakeholders
  - Emergency Management/Law Enforcement
  - Impacted Entity
  - Victim Service Agencies
  - Mental Health Disaster/Crisis Response Teams
  - Spiritual Care/Chaplaincy Professionals
  - Department of Social Services
  - Hospital Systems

- Additional Agencies
  - Informal Community Leaders
  - Behavioral Health Services
  - Nonprofit Agencies
  - Legal Aid Services
  - Elected Officials

Establishing a Community Resiliency Center (cont.)

- Engage in a Holistic Approach
  - Diversity in services
  - Based on need, access and comfort

Establishing a Community Resiliency Center (cont.)

- Victim/Survivor/Community Needs Assessment

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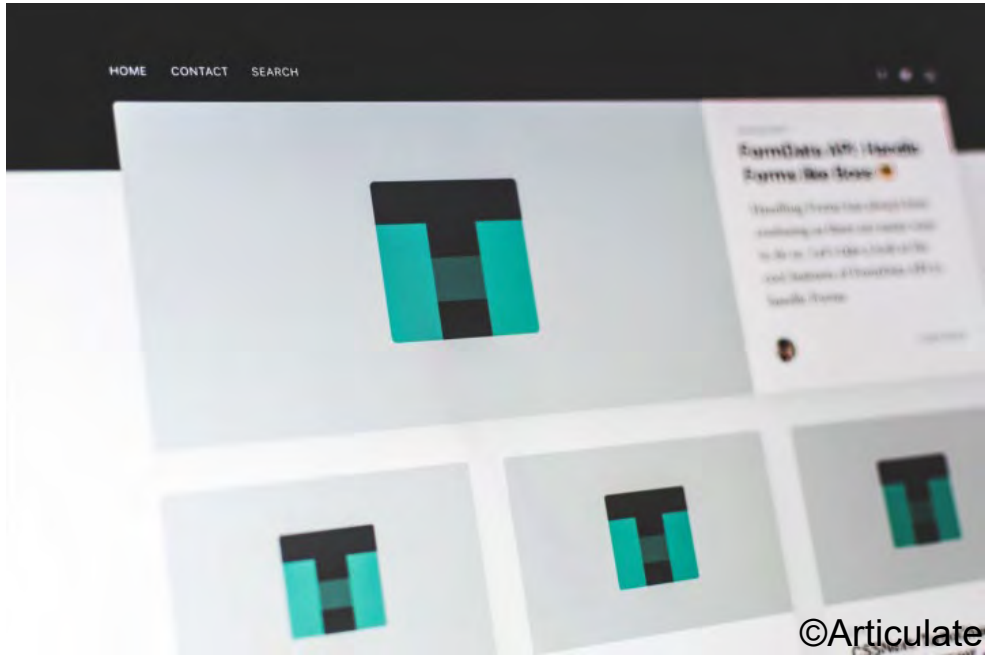
Establishing a Community Resiliency Center (cont.)

Provide Services To Address Vicarious Trauma

Establishing a Community Resiliency Center (cont.)

- Developing and Launching a Website



Establishing a Community Resiliency Center (cont.)

Opportunity for Victims and Survivors To Memorialize Their Story

April Naturale

April Naturale

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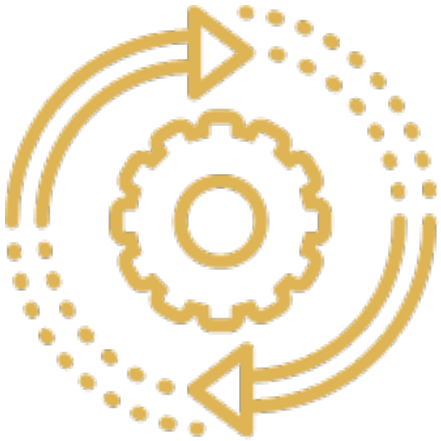
Developing the Transition Process



- FAC to CRC Transition Process
- Timing of Transition
- Continuity of Services

Developing the Transition Process

- Communicating transition
- Naming of CRC

thecastlegroup.com

elpasomatters.org

Determining Community Resiliency Center Services

- Defining the Victim Population
  - Direct victims
  - Indirect victims

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Determining Community Resiliency Center Services (cont.)

- Identify populations in your area that may need specialized resources during the recovery phase.

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Determining Community Resiliency Center Services (cont.)

- Types of Services
  - Case Management
  - Victim Advocacy
    - Crime Victim Compensation
  - Victim Wellness and Support
  - Vocational Rehabilitation
  - Legal/Financial Assistance
  - Training
  - Outreach

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Determining Community Resiliency Center Services (cont.)

- Case Management
- Victim Advocacy

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Determining Community Resiliency Center Services (cont.)

- Victim Wellness and Support
  - Coping with the stress of a traumatic incident
  - Planning and preparing for commemorations
  - Peer support to navigate how to engage in “normal” life tasks again
    - Drop-in
    - Programmed

Determining Community Resiliency Center Services (cont.)

- Behavioral Health Linkages (possible contracted services)
  - Grief
  - Trauma
- Alternative Wellness Therapies
  - Trauma-informed yoga
  - Art therapy
  - Music therapy
  - Narrative programs
  - Meditation
  - Acupuncture
  - Faith-based

Determining Community Resiliency Center Services (cont.)

- Vocational Rehabilitation
- Legal Assistance

Determining Community Resiliency Center Services (cont.)

- First Responder Programming
  - Counseling
  - Training
- Psychoeducational Training for Community
  - Psychological first aid
  - Suicide prevention
  - Mental health first aid
  - For behavioral health providers

Determining Community Resiliency Center Services (cont.)

- What is Outreach?
  - Definition
  - Types of outreach
- Why is Outreach Such an Important Service?
- Training Location

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Community Resiliency Center Positions

- Typical Positions
  - Program Director
  - Case Managers/Navigators
  - Community Outreach Coordinator
  - Clinical Coordinator
  - Media Specialist
  - Resource Coordinator

Community Resiliency Center Positions (cont.)

- Typical Positions
  - CRC Director
  - Case Managers/Navigators
  - Community Outreach Coordinator

Community Resiliency Center Positions (cont.)

- Typical Positions
  - Clinical Coordinator
  - Media Specialist
  - Resource Coordinator

Community Resiliency Center – Long-Term Activities

- Changes in Services
  - Compensation
  - Interviews
  - Types of services

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Community Resiliency Center – Long-Term Activities (cont.)

- Memorial Activities
  - Initial
  - Permanent

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Transition To Closure or Expansion With Alternative Funding

- Discuss Possible Ongoing Community Needs
- Developing Transition Plan
  - Unmet needs committee
- Communication
- Long-Term Providers

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

Email TTAC@ovcttac.org to request an application or to find more information.

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Evaluation QR Code

Helping Victims of Mass Violence and Terrorism- How To Design and Implement a Community Resiliency Center: June 28th Session

Scan the QR code with your phone to open the survey.

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Thank You!

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