



Office of
Victim Services



The Critical Roles of State VOCA Assistance and Victim Compensation Programs in Mass Violence Readiness, Response, Recovery & Resilience

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Learning Objectives

- Describe and readily access national, Federal, Tribal and state resources for mass violence readiness, response, recovery and resilience.
- Identify the specific planning, response, recovery and resilience roles of SAAs and their staff.
- Identify the specific planning, response, recovery and resilience roles of state Victim Compensation Programs, and best practices.

Four Phases Before, During & After Mass Violence

1. Readiness

2. Response

3. Recovery

4. Resilience



Icebreaker



What are any *challenges* you have faced in preparing for or responding to mass violence or terrorist crimes?



Mass Casualty Event

- Is a crisis whether criminal, man-made or natural disaster
- There is no one size fits all response.
- What do these events have in common – death, injury, fear/terror, needs, trauma, chaos

What else do they have in common?

- The impact of the event extends well beyond those individuals directly affected
 - Families
 - Friends
 - Bystanders
 - Entire communities
 - Responders

Mass Casualty Response

- Plan
- Prepare
- Practice
- Pivot

You need to be

Nimble

Flexible

Creative

Able to react and redirect

Resilient

Responsive

Planning, Preparing and Practicing

- Coordination
- Communication
- Expectation Setting
- Chain of Command

Challenges

- All emergencies, including mass violence, are local (National Incident Management Structure)
- Every locale is different and unique
- Resources vary
- Those responding are often from the location affected
- Will likely need ongoing response after crisis

Challenges

- Leadership
- Funding
- Assets/Resources
- Those Who Do/Those Who Say They Do
- Swooping in and leaving
- Press

Stages of Response

- Immediate Response
 - Who is being deployed
 - Who needs to be involved on the ground
 - Do you have what you need
 - How long will this response be

Stages of Response

- Secondary Response
 - Who can be engaged to offer services or provide support such as schools, VAPs, faith community, community programs
 - Who will assist in identifying local resources and leaders

Stages of Response

- Long Term Response
 - On going support
 - Funding
 - Resiliency Centers

Before

- All responses are local
- Coordinate ahead with your state partners
 - Emergency Services
 - Governor's Office
 - Victim Assistance Programs

Before

- Declaration of Emergency (state and local)
- Go Kits Preparation
- Plan for in person response
- Knowledge about funding
- Culturally appropriate response preparation
- Engage local leaders ahead of time

Before

- Work with state partners on which agencies will do what tasks in an emergency
- Contact or coordinate with OVC TTAC on possible assistance

On the Ground

- Expect Chaos
- Multiple responders coordination
- Assessing need
 - Maslow's Hierarchy

On the Ground

- Constantly reassess
- Stay nimble
- Find the helpers
 - There are those who do and those who say they do

What do they have in common?

- Death
- Injury
- Fear/Terror
- Chaos
- Trauma
- Needs

Use your network creatively

You may not think of things ahead of time but be creative in how you continue to shift

- Buffalo SNUG
- Local VAPs
- Who else?



everyone

Long-Term

- Resiliency Centers
 - Pitfalls
 - Considerations
 - Listen to the experts (but not too much)

A close-up photograph of a broken, dried, brown branch against a dark, textured background. The branch is split into several jagged pieces, with some pieces overlapping. The background is a dark, mottled grey-blue color with some small black specks. The text is overlaid on the image in a white, sans-serif font.

**“The world breaks everyone and
afterward many are strong
at the broken places.”
Ernest Hemingway**



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NMVVRC
Readiness · Response · Resilience

CRIME VICTIM COMPENSATION

Thinking Ahead....

- It is *essential* that comp programs be involved in advance planning and training for mass violence readiness and response!
- *Greater awareness* about the important services & support provided by comp programs is needed at the state & local levels!
- The NMVVRC principal partners at the national level, are also key partners at the *state & local levels*:
 - American Hospital Association (*hospitals & healthcare systems*)
 - National Governors Association (*Governor's Executive Team & Emergency Planners*)
 - U.S. Conference of Mayors (*statewide Mayor's Association*)
 - IACP Mass Violence Advisory Initiative (*statewide Police Chiefs' Association*)

Your comp program is a **KEY STAKEHOLDER** in MV planning!

Advance Training

- **Offered by your program to key partners:**
 - As a component of MV planning strategies
 - Stand-alone training programs held regionally in your state
- **Incorporate as part of State Victim Assistance Academy:**
 - Example: DC Victim Assistance Academy, two-day “Mass Disaster Training” for victim service professionals (including victim compensation as a topic)
- **Comp program participation in “real-time” planning exercises:**
 - Crisis response
 - Friends & Relatives Center (FRC)
 - Family Assistance Center (FAC)



Hawaii Advance Planning & Training



- **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 funding for monthly stakeholder Mass Violence Planning Workgroup

Hawaii Advance Planning & Training (*cont.*)

- **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.
- **September 2019**, Streamlined Compensation Application for Mass Violence Incidents Translated to 12 Languages
- **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
- **February 2023**, *Behavioral Health Response to Mass Violence Victims* (two-Island, two-day training program) with support from NMVVRC

Best & Promising Practices

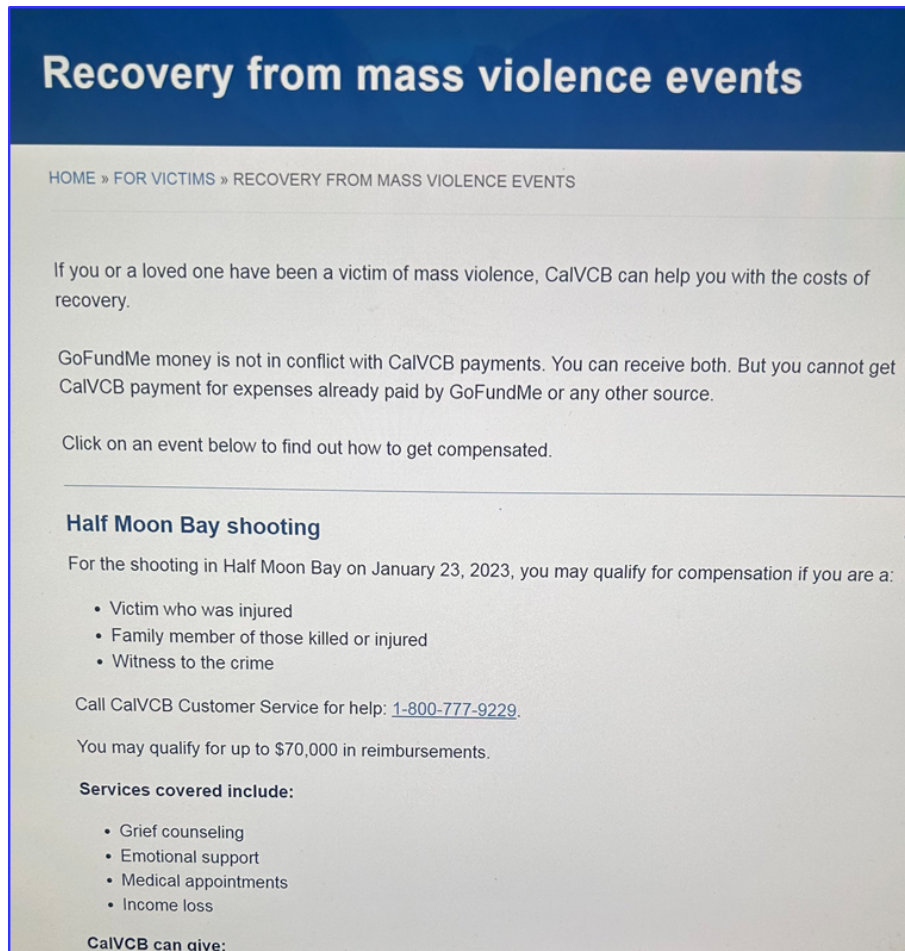
- Agency “Go Kit” (<https://www.nmvvrc.org/media/hdnh0cnu/victim-assistance-agency-go-kit-checklist.pdf>) Comp information for survivors prepared in advance, to bring to the FRC and FAC:
 - Brochure
 - Application forms (shorter, and/or a “compensation quick card”)
 - Information about who can help survivors with their applications
- Proactive on-site collaboration with comp staff and local law enforcement:
 - Immediate validation of “reporting” and “cooperating”
- Plans for FRC and FAC include *designated space* for victim compensation staff

Best & Promising Practices (*cont.*)

- Technology foundation prepared in advance for *immediate* initial documentation & submission of comp claims:
 - From FRC and FAC
 - Computer hardware and software for uploading to comp program
 - WiFi, hotspots, Ipads & Iphones, chargers, paper shredder
- **OK:** The VOCA Board changed its policies to maintain a \$500,000 balance for the purpose of responding to MV crimes
- **FL:** Provides different colored bracelets for VSPs and first responders, which indicate the language(s) they speak.
- **CO:** Every MV survivor is assigned a personal victim services professional to assess & address their needs (including victim compensation)
- **CO +:** Ongoing contract with statewide travel agency to immediately book hotel spaces; and assist with transporting out-of-state victims and survivors

California Crime Victim Compensation Board

(<https://victims.ca.gov/for-victims/victims-of-mass-events/>)



Recovery from mass violence events

HOME » FOR VICTIMS » RECOVERY FROM MASS VIOLENCE EVENTS

If you or a loved one have been a victim of mass violence, CalVCB can help you with the costs of recovery.

GoFundMe money is not in conflict with CalVCB payments. You can receive both. But you cannot get CalVCB payment for expenses already paid by GoFundMe or any other source.

Click on an event below to find out how to get compensated.

Half Moon Bay shooting

For the shooting in Half Moon Bay on January 23, 2023, you may qualify for compensation if you are a:

- Victim who was injured
- Family member of those killed or injured
- Witness to the crime

Call CalVCB Customer Service for help: [1-800-777-9229](tel:1-800-777-9229).

You may qualify for up to \$70,000 in reimbursements.

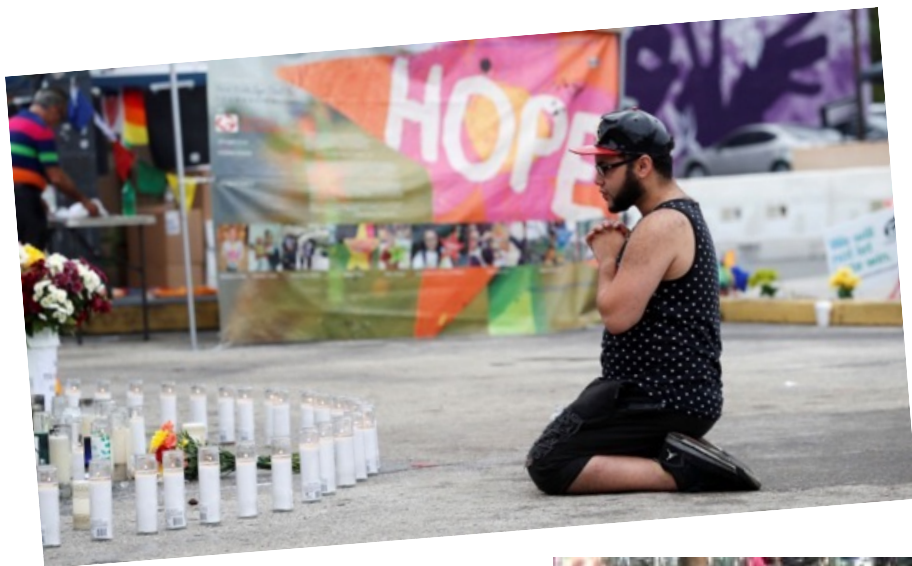
Services covered include:

- Grief counseling
- Emotional support
- Medical appointments
- Income loss

CalVCB can give:

- Provides information for specific MVIs
- Explains “Go Fund Me” vs. victim compensation
- Provides overview of comp services & reimbursements
- Offers toll-free number and “click to application”
- Offers brochure in English & Spanish

MVI Resources



Office for Victims of Crime Mass Violence & Terrorism Toolkit

The screenshot displays the website for the Office for Victims of Crime, specifically the Mass Violence & Terrorism Toolkit. The page features a header with the OVC logo and navigation links. The main content area is titled "Helping Victims of Mass Violence & Terrorism" and includes a navigation menu with tabs for "MESSAGE FROM THE DIRECTOR", "ABOUT THE TOOLKIT", "PARTNERSHIPS & PLANNING", "RESPONSE", "RECOVERY", and "TOOLS". The "PARTNERSHIPS & PLANNING" tab is currently selected. Below the navigation menu, there is a section titled "Incidents of mass violence and terrorism—bombings, mass riots and shootings, hijackings, bioterrorism attacks, and other human-caused disasters—present unique challenges to the communities in which they occur. These incidents require a coordinated, cross-sector approach among federal, state, local, and tribal governments; private entities, and nonprofit organizations to drive an effective response." This is followed by a paragraph explaining that the toolkit provides tools and resources for developing a comprehensive victim assistance plan. A "FEATURED TOOLS" section lists three checklists: "PARTNERSHIPS & PLANNING CHECKLIST", "ACTIVITIES AT A GLANCE", and "RECOVERY CHECKLIST", each with links for "WORD" and "PDF" versions. The page also includes a date "August 2015 • NCJ 248647", a "RELATED RESOURCES" section with links to a victim assistance guide and a toolkit for advocates in Colorado, and a "Voices of September 11th" resource kit.

National Mass Violence Victimization Resource Center (NMVVRC)



We serve as the source for best evidence to achieve a social understanding of mass violence upon which civic leaders, mental health professionals, journalists, policy makers, and victim assistance professionals can rely. Our vision is to provide communities access to evidence-based information and resources needed to effectively prepare for and respond to mass violence incidents.

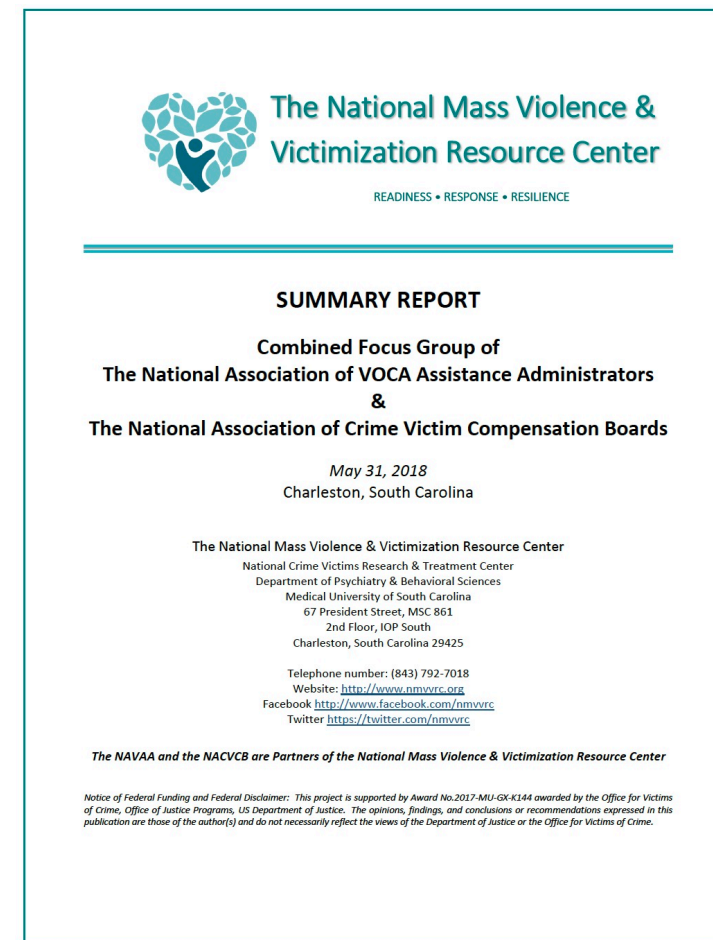
NMVVRC Mission

To improve community preparedness and the nation's capacity to serve victims and communities recovering from mass violence through research, planning, training, technology, and collaboration.

The NMVVRC was created on October 1, 2017 at the Medical University of South Carolina, with support from the U.S. Department of Justice Office for Victims of Crime.

Focus Groups with VOCA and Comp SAAs

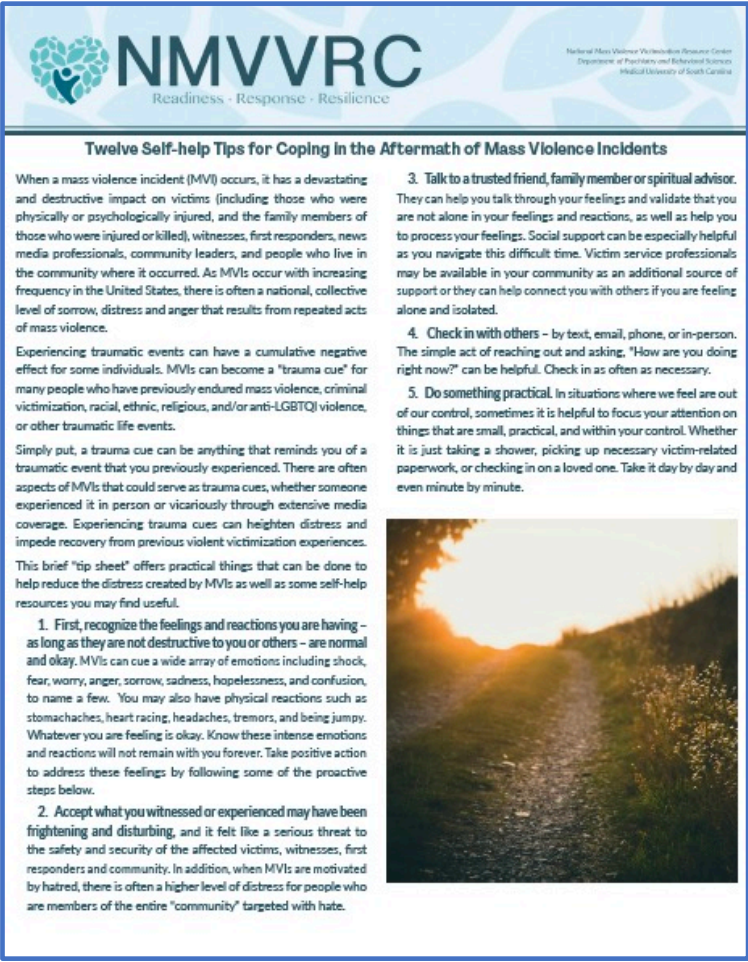
- May 2018: three focus groups to held
 - Clarify roles in assisting states with readiness, response, recovery
 - Lessons learned
 - Recommendations in the field



Over 60 Tip Sheets Developed for:

- MVI victims, survivors and witnesses
- Victim service professionals
- Mental and behavioral health professionals
- First responders
- Criminal justice professionals
- Community and civic leaders
- News media professionals

<https://www.nmvvrc.org/media/nmvvrc-tip-sheets/>



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National Mass Violence Victimization Resource Center
Department of Psychiatry and Behavioral Sciences
Medical University of South Carolina

Twelve Self-help Tips for Coping in the Aftermath of Mass Violence Incidents

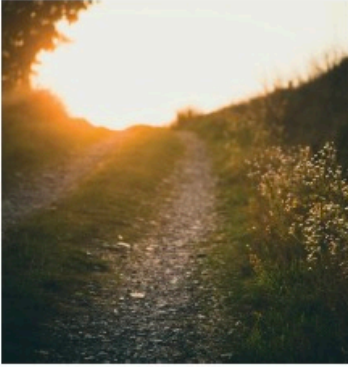
When a mass violence incident (MVI) occurs, it has a devastating and destructive impact on victims (including those who were physically or psychologically injured, and the family members of those who were injured or killed), witnesses, first responders, news media professionals, community leaders, and people who live in the community where it occurred. As MVIs occur with increasing frequency in the United States, there is often a national, collective level of sorrow, distress and anger that results from repeated acts of mass violence.

Experiencing traumatic events can have a cumulative negative effect for some individuals. MVIs can become a "trauma cue" for many people who have previously endured mass violence, criminal victimization, racial, ethnic, religious, and/or anti-LGBTQ violence, or other traumatic life events.

Simply put, a trauma cue can be anything that reminds you of a traumatic event that you previously experienced. There are often aspects of MVIs that could serve as trauma cues, whether someone experienced it in person or vicariously through extensive media coverage. Experiencing trauma cues can heighten distress and impede recovery from previous violent victimization experiences.

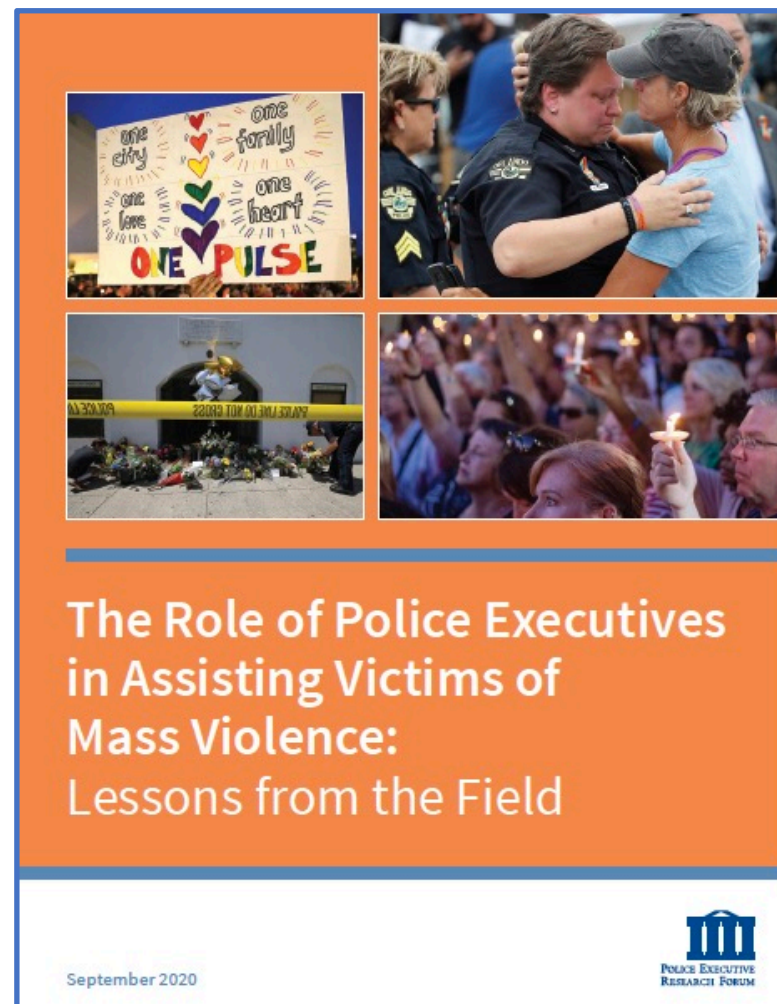
This brief "tip sheet" offers practical things that can be done to help reduce the distress created by MVIs as well as some self-help resources you may find useful.

1. First, recognize the feelings and reactions you are having – as long as they are not destructive to you or others – are normal and okay. MVIs can cue a wide array of emotions including shock, fear, worry, anger, sorrow, sadness, hopelessness, and confusion, to name a few. You may also have physical reactions such as stomachaches, heart racing, headaches, tremors, and being jumpy. Whatever you are feeling is okay. Know these intense emotions and reactions will not remain with you forever. Take positive action to address these feelings by following some of the proactive steps below.
2. Accept what you witnessed or experienced may have been frightening and disturbing, and it felt like a serious threat to the safety and security of the affected victims, witnesses, first responders and community. In addition, when MVIs are motivated by hatred, there is often a higher level of distress for people who are members of the entire "community" targeted with hate.
3. Talk to a trusted friend, family member or spiritual advisor. They can help you talk through your feelings and validate that you are not alone in your feelings and reactions, as well as help you to process your feelings. Social support can be especially helpful as you navigate this difficult time. Victim service professionals may be available in your community as an additional source of support or they can help connect you with others if you are feeling alone and isolated.
4. Check in with others – by text, email, phone, or in-person. The simple act of reaching out and asking, "How are you doing right now?" can be helpful. Check in as often as necessary.
5. Do something practical. In situations where we feel are out of our control, sometimes it is helpful to focus your attention on things that are small, practical, and within your control. Whether it is just taking a shower, picking up necessary victim-related paperwork, or checking in on a loved one. Take it day by day and even minute by minute.




Useful NMVVRC Publications

- MVI After-Action Report Review
- Victim-centric MVI After-Action Report: Recommendations & Template
- The Role of Police Executives in Assisting Victims of Mass Violence: Lessons From the Field (2020) Police Executive Research Forum



Immediate Response Resources

- List of resources
- Resources posted on social media and distributed to key stakeholders and partners



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November 22, 2023

Following the tragic deaths of five people, the physical injuries to at least 48 people and regardless of the perpetrator's intent in Waukesha, Wisconsin on November 21, we at the National Mass Violence Victimization Resource Center believe the resources below may provide some guidance for the community in the coming days and months.

Resources for Victims, Survivors, Families and Community Members

- The NMVVRC self-help app, Transcend NMVC, is available on both [Apple](#) and [Android](#) mobile phones
- Twelve Self-Help Tips for Coping in the Aftermath of Mass Violence Incidents | [Read here](#)
- Managing Distress: Grounding Tips For Crime Victims, Survivors And Family Members Of Mass Violence Incidents (MVIS) | [Read here](#)
- Tips For Survivors: Coping With Grief After A Disaster Or Traumatic Event via the Substance Abuse and Mental Health Services Administration | [Read here](#)
- Mass Violence resources from The National Child Traumatic Stress Network | [Read here](#)
- Mindfulness and Meditation to Support Resilience after Mass Violence | [Read here](#)
- Suggestions For Parents – Mass Violence Incidents | [Read here](#)

Resources for Community and Civic Leaders

- Timeline of Activities to Promote Mental Health Recovery: Recommendations Before, During and Following A Mass Violence Incident | [Read here](#)
- Tips for Community Leaders: Managing Donations | [Read here](#)
- Tips for Community Leaders: Managing Volunteers | [Read here](#)

Crime Victim Compensation


- Wisconsin Crime Victims Compensation Program | [Read here](#)
- Victims only toll-free calls: (800) 446-6564; Local: (608) 264-9497; Fax: (608) 264-6368

United for Waukesha Community Fund

- Waukesha County Community Foundation and United Way of Greater Milwaukee & Waukesha County have created a fund to support the needs of impacted families | [More info here](#)

About the NMVVRC:
The National Mass Violence Victimization Resource Center is located at the Medical University of South Carolina, Department of Psychiatry & Behavioral Sciences, and receives funding from the U.S. Department of Justice's Office for Victims of Crime.
Learn more about us on www.nmvvrc.org

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Frequently Asked Questions About the Transcend NMVC Mobile App

What is the Transcend NMVC Mobile App? This free app was developed by the National Mass Violence Victimization Resource Center to help those who have been affected by mass violence. Designed to help reduce the risk of developing problems and enhance recovery if you already have problems, Transcend NMVC:

- Provides information about common reactions to mass violence, crime, and other highly stressful events.
- Guides you through state-of-the-art self-help strategies to reduce the risk of stress-related behavioral health problems and promote recovery if you already have problems.
- Connects you with access to victim/survivor services, financial, legal, and mental health resources.

Is the Transcend NMVC app just for survivors of mass violence? The app was designed for those directly affected by mass violence and their families and friends, but it may also be useful for:

- Victim service providers, law enforcement officials, other first responders and health care professionals who respond to mass violence incidents, mass casualty incidents, or other violent crimes
- Others in communities that have experienced mass violence
- Violent crime victims and their family or friends
- Anyone who had an extremely stressful experience with which they are having trouble coping

What topics are covered? Transcend offers written explanations, active exercises, and animated videos that highlight strategies to help reduce stress and mental health difficulties for mass violence survivors. Topics include:

- **About** - An overview of common reactions to mass violence and paths to recovery.
- **Calm Your Body** - Highlights the impact of mass violence on your body and provides ways to promote relaxation, sleep and physical well-being.
- **Ease Your Mind** - Explains how mass violence can affect the way you think and strategies to ease your stressed mind.
- **Get Up and Move** - Explains the importance of remaining active and involved with others, while also helping to generate ideas for re-engaging with people and the world around you.
- **Cope with Loss** - Provides coping strategies and activities to help those who are grieving a loss.
- **Reach Out** - Highlights the role of social support in recovery and walks through personal strategies you can use to increase your social support network as you recover.
- **Help Others** - Provides information and strategies about how to help survivors of mass violence.
- **Get Help Now** - Provides information about accessing victim, financial, and legal assistance. This section can also help you get immediate help or connect you with a therapist in your area.

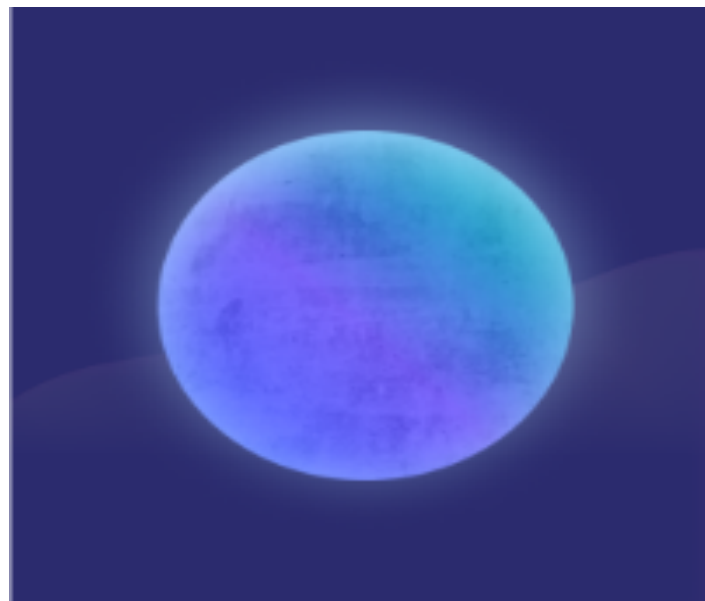
How can I find the app? From a smart phone or tablet, download the Transcend app from the [Google Play Store](#) or [Apple App Store](#). As mentioned, it is free.

How do I get started? Once you create your account, you can get started in one of two ways:

- The "Personalized Recovery Plan" option: If you select the "Personalized Recovery" plan option, you will be asked to complete a brief assessment. You can complete this assessment immediately, come back to it later, or skip it altogether. When you complete the assessment, the app generates a recovery plan that addresses your specific needs. Then, just follow the plan that is recommended for you.
- The "Explore on Your Own" Option: You can also choose to navigate the app on your own. If you opt out of the assessment, you will go to the main dashboard to explore what's most interesting to you.

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Transcend NMVC



Although the app was developed specifically for mass violence victims, people exposed to other types of stressful events are also likely to find the strategies and techniques in the app to be useful in their recovery, as well.

DOWNLOAD FOR *FREE*:



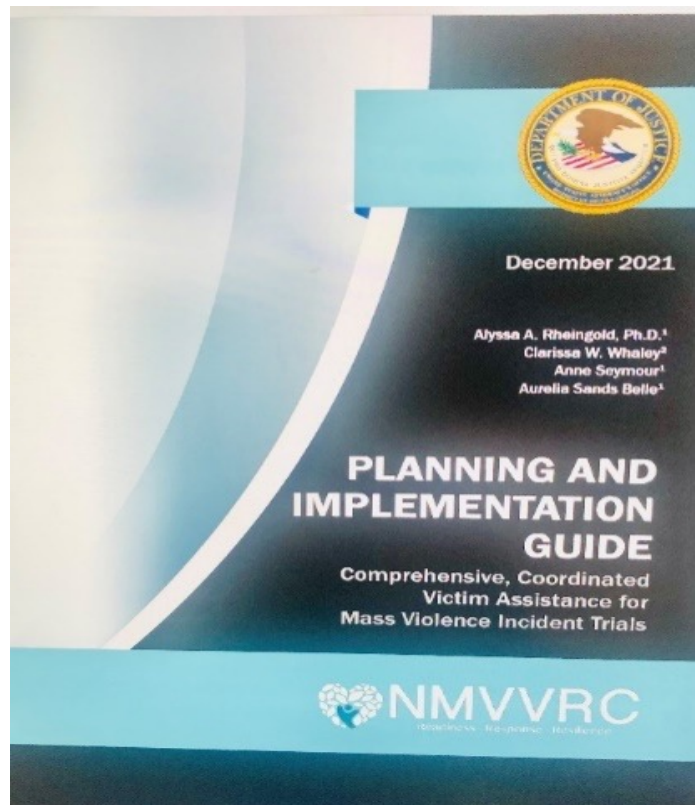
MVI Core Compendium

- 26 training/learning modules
- Offers comprehensive training guidelines for victim service providers, mental/behavioral health professionals, community leaders and others based on:
 - Readiness
 - Response
 - Resilience/Recovery



<https://www.nmvvrc.org/learn/mvi-core-compendium/>

Planning and Implementation Guide for Comprehensive, Coordinated Victim Assistance for Mass Violence Incident Trials



Co-branded with USDOJ, U.S. Attorney of South Carolina

<https://www.nmvvrc.org/community-leaders/rebuild-your-community/court-planning-guide/>

Quarterly MVI National Town Halls

- Hosted six Quarterly 90-minute virtual Town Halls
- Recorded and available with extensive resource list at:
- Topics:

MVI

Resources

Preparedness

Response

Recovery

Hate-Based MVIs

School-Based MVIs

- **UPCOMING TOWN HALL: Aug 24, 2023 3pm EST**

Virtual Resiliency Center

Mission: to provide *online, centralized resources* to help professionals and communities create and strengthen individual and collective resiliency in the aftermath of MVI or terrorist attack.

- Four areas of focus:
 1. Managing Trauma & Grief
 2. Victim & Survivor Resources
 3. Personal Health & Wellness
 4. Connection and Support



NMVVRC



Website



Facebook



Twitter



Instagram

Mass Violence Podcast

Newsletter



@NMVVRC

Resource Websites

NMVVRC
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ABOUT MASS VIOLENCE RESOURCES MEDIA TRAINING ABOUT US

Home > Resilience Tools

RESILIENCE TOOLS

The path to recovery is different for every victim of a mass violence incident. Self-help resources may be useful as a way to begin your own healing process or to provide help to a child or someone close to you. These resources are not a substitute for treatment from a health care professional, but they may help you learn important skills and coping strategies.

1 COMMON TRAUMA REACTIONS

People may have a variety of reactions after a mass violence incident. These reactions may be experienced by:

- Victims who were directly affected by the incident
- Family, friends and others who are closely associated with a victim
- People who witnessed or heard details about the incident

The following tip sheets can help you understand common trauma reactions that people may have after a mass violence incident.

2 COPING TIPS

NCTSN - NATIONAL CHILD TRAUMATIC STRESS NETWORK

For Teens: Coping After Mass Violence

Provides information for teens regarding common reactions to mass violence, and tips for self-care and connecting with other victims.

[Read This](#)

www.nmvvrc.org

NCTSN
The National Child Traumatic Stress Network

GET HELP NOW

OUR MISSION is to raise the standard of care and improve access to services for traumatized children, their families and communities throughout the United States.

DEFINING CHILD TRAUMATIC STRESS

The Latest

- For Teens: Coping After Mass Violence
- Refugee Trauma
- The Power of Parenting: How to Help Your Child After a Parent or Caregiver Dies
- Child Trauma and Opioid Use: Policy Implications

Major Events

- Mass Violence Resources
- Tornado Resources
- Flood Resources
- PFA and SPK

Trauma Types Trauma Treatments Trauma-Informed Care NCTSN Resources

www.nctsn.org

U.S. Department of Veterans Affairs

Get help from Veterans Crisis Line

Health Benefits Events & Milestones About Us Resources Media Room Locations Contact Us

VA Health Care PTSD National Center for PTSD

PTSD: National Center for PTSD

PTSD Home

- Understand PTSD
- Understand PTSD Treatment
- Get Help
- For Families and Friends
- For Providers
- Apps, Videos and More
- Article Database PTSDspits
- Our Publications
- En Español
- About Us

PTSD Basics

It's normal to have symptoms right after a traumatic event. These symptoms usually go away within a few weeks. If they last longer than a month, it may be PTSD.

[Learn more](#)

PTSD is a mental health problem that some people develop after experiencing or witnessing a life-threatening event, like combat, a natural disaster, a car accident, or sexual assault.

It's normal to have upsetting memories, feel on edge, or have trouble sleeping after this type of event. If symptoms last more than a few months, it may be PTSD. The good news is that there are effective treatments.

What is PTSD?

www.ptsd.va.gov

Communities and Victims Vary and Need Different Services





Questions & Comments