

National Association
of Crime Victim
Compensation Boards

Compensation Protocol

212431

A Guide to Responding
to Mass Casualty
Incidents

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National Criminal Justice Reference Service (NCJRS)
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National Association of Crime Victim Compensation Boards

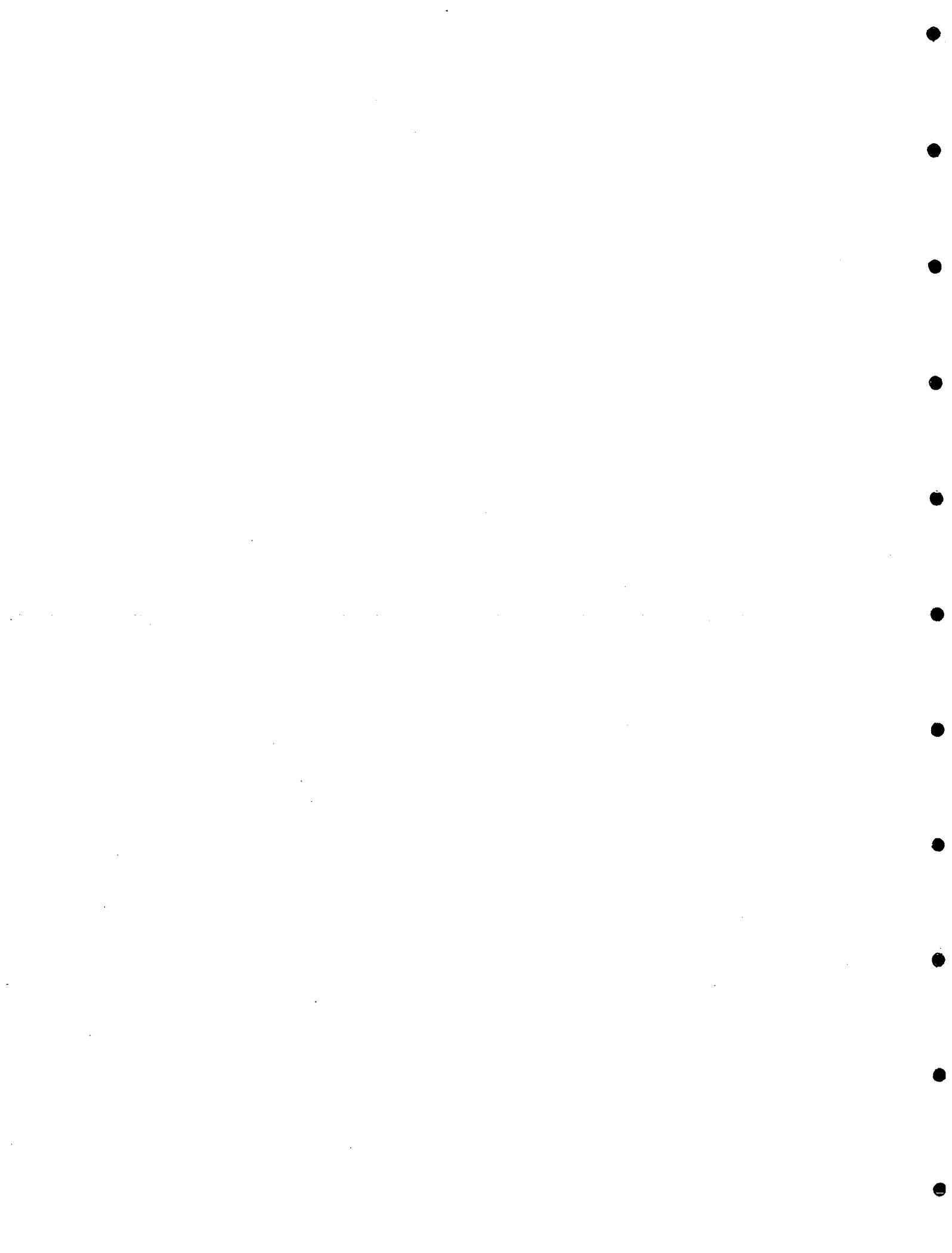
Compensation Protocol

A Guide to Responding to Mass Casualty Incidents

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Foreword

John W. Gillis, Director of the Office for Victims of Crime

The ongoing threat of terrorism and mass violence within the United States and abroad remains a significant challenge to the victim services field in developing innovative approaches to provide emergency assistance and support to a potentially overwhelming number of victims. Services provided by state crime victim compensation programs are an integral part of any crime victim response, however, the aftermath of a criminal mass victimization highlights the importance of victim compensation during a time of crisis. In recent years, the Office for Victims of Crime (OVC), state crime victim compensation programs, and the National Association of Crime Victim Compensation Boards (NACVCB), among others, have worked closely together in an effort to address the challenges and obstacles faced in providing a rapid, coordinated, and sensitive response to terrorism and mass violence victims in need of compensation and other forms of assistance.

OVC is pleased to provide managers and staff of crime victim compensation programs across the country with this updated mass casualty protocol which reflects newly identified practices and incorporates lessons learned from those programs that have responded to these crimes since its initial publication. Many important issues are addressed throughout the protocol, including the need for planning, coordination, training, and awareness of available resources. Indeed, this revised protocol will be a valuable tool for programs looking to implement and/or maintain a plan for responding to the compensation needs of terrorism and mass violence victims.

My thanks to the NACVCB and those compensation program directors and staff who have given their time and energy to develop a document that reflects real-world experiences and practices. OVC applauds your continuing efforts to address the needs of all crime victims.

John W. Gillis, Director
Office for Victims of Crime (OVC)
Office of Justice Programs
U.S. Department of Justice

Introduction From the President - Sandra K. Morrison

My awareness of our vulnerability to a random act of mass violence came in October 1997 when I was informed of the Pearl, Mississippi, school shooting. Immediately I thought about the crisis-response training I had received and the preplanning ideas that I had hoped to develop. Unfortunately, because of the time pressures faced by a compensation program, my well meaning intentions and ideas were tucked away at the bottom of my "to do" box. While our state's victim community came together quickly and we gave the best assistance available, I realized that preplanning would have given us the opportunity to use a systematic approach to all available resources.

One of my primary goals as President has been to provide the National Association of Crime Victim Compensation Boards with an update to the 2000 Mass Casualty Protocol. The first edition of the protocol was completed in January 2000 by then Arkansas Crime Victim Compensation Director Ginger Bankston Bailey working with a committee of experienced compensation managers. The first edition was a welcome document due to the series of school shootings and workplace-violence attacks our country was experiencing at that time. Since 1999 the number of compensation programs added to the list affected by horrific events has escalated to proportions that none could imagine at that time.

In July 2003, the Association Officers appointed Ginger Bankston Bailey, Victim Advocate and Crime Victim Compensation Consultant, to chair this project. In addition to my committee involvement, several members from the original committee were asked to participate: Suzanne Breedlove, Oklahoma; Shawanda Reynolds-Cobb, Georgia; and Amy Greer, Colorado. Others volunteered to share their recent experiences from 9-11: Joan Cusack, New York; Christina Hernandez, New York; Carol Lavery, Pennsylvania; Gene McCleskey, Texas; Laura Reed, Washington D.C.; Mary Ware, Virginia; and Robin Woolford, Maryland. Each has contributed significantly to the project and I sincerely thank them for their hard work along with the Association's Executive Director, Dan Eddy.

I would like to especially thank John W. Gillis, Director of the Office for Victims of Crime, for funding the Mass Casualty Protocol Project and for his continued commitment to the National Association of Crime Victim Compensation Boards. His generous offer of resources and support allows an enhanced level of crisis preplanning awareness that will benefit each crime victim compensation program.

The Mass Casualty Protocol Committee strongly urges each program to devote time to preplanning. It is as essential as your day-to-day filing of crime victim compensation claims. The lessons learned and suggestions for standard operating procedures will help when an event happens in your state. As we said in the 1999 Protocol - **it is not if a disaster will occur, but when.** This statement is more meaningful today than ever.

I present to you the Second Edition of the Mass Casualty Protocol in order that each program will have the necessary tools to react in this post 9-11 environment. Please take time to review your materials and develop for your program a plan of action that will provide your state with the best response that you can give to the crime victims that we serve.

2004 Mass Casualty Protocol Committee

Ginger Bankston Bailey

Chair
Mass Casualty Protocol Committee
Crime Victim Compensation Consultant

Gene McCleskey

Director
Crime Victim Compensation Program
Office of the Attorney General, Texas

Suzanne Breedlove

Administrator
Oklahoma Crime Victims Compensation Board
District Attorneys Council

Sandra K. Morrison

Director
Mississippi Crime Victim
Compensation Program

Joan Cusack

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New York Crime Victims Board

Laura Banks Reed

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Amy Greer

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Colorado First District
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Division Director
Georgia Crime Victim Compensation Program
Criminal Justice Coordinating Council

Christina Hernandez

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Mary Vail Ware

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Virginia Criminal Injuries Compensation Fund
Workers' Compensation Commission

Carol Lavery

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Pennsylvania Commission on
Crime and Delinquency

Robin Woolford

Executive Director
Maryland Criminal Injuries
Compensation Board
Department of Public Safety
and Correctional Services

Dan Eddy

Executive Director
National Association of Crime Victim Compensation Boards

From the Chair - Ginger Bankston Bailey

I am honored to chair the 2003-2004 Mass Casualty Protocol Committee. The Second Edition is a more comprehensive approach to mass violence due to the September 11, 2001, attacks on innocent citizens and our country.

In gathering information for the Second Edition, I was impressed with the initiative that each compensation program demonstrated in responding to victims of the terrorists attacks. As most of the nation was numbed by the attacks, state compensation programs were reacting quickly and efficiently. Each program traversed challenges that were once unthinkable.

As victim advocates, we are aware of the pain that occurs when revisiting a tragedy. However, each compensation program willingly discussed its experiences so crime victim compensation peers may benefit from the many lessons learned. I thank each program allowing an open exchange of information that will result in others programs being better prepared.

The Protocol format follows closely the 2000 Protocol with several comprehensive additions that provide important details and "real life" examples.

Protocol - Suggestions to Consider: This section follows the before, during, and after format, but includes a more detailed account of suggested ideas for individual state crisis response plans or standard operating procedures. Suggestions for when a natural disaster occurs are also included. Programs are encouraged to select suggestions that are most pertinent to their program needs.

Lessons Learned: States that were directly impacted by September 11, 2001, were asked to share information that might be beneficial to you. Information includes: executive orders that may be issued by Governors, press releases, website information, application forms, brochures, newsletters, and other awareness information that may assist others faced with similar situations.

Five Years and Nine Years Later: Many of the compensation directors wanted their peers to understand that programs are affected for years and years after a horrific event. Suzanne Breedlove, Oklahoma, and Amy Greer, Colorado, shared information.

Appendixes: Information from the Office for Victims of Crime, FEMA, National Voluntary Organizations Active in Disaster, and hand-out materials on media management and victim assistance.

We are pleased to provide not only a hard copy of the Protocol, but also a CD with the same information that may be easier to access and copy.

My gratitude and thanks go to John W. Gillis, Sandra K. Morrison, the Protocol Committee and Dan Eddy for their complete accessibility in compiling the Protocol. It is always a privilege to work with the National Association of Crime Victim Compensation Boards.

History of the Protocol

In 1993, the United States was rocked by news that terrorists had bombed the World Trade Center in New York City. As horrible as this tragedy was, many Americans still did not believe that our nation was susceptible to incidents of mass violence.

The Oklahoma City bombing in 1995 robbed Americans of our innocence and proved that our nation was indeed vulnerable to mass violence. This event also served as a crossroads for the crime victim compensation community. State compensation programs banded together to offer support to the Oklahoma Crime Victims Compensation Program. Individually, compensation programs also took measures to prepare for the possibility - or inevitability - that a mass casualty incident would occur elsewhere in our nation.

Mass violence did continue. A wave of unending tragedies has swept our nation in recent years, prompting victim compensation programs to continually refine methods for assisting crime victims. An informal support network developed within the compensation movement as more and more states became the site of mass casualty tragedies. The numerous high-profile incidents that have followed the Oklahoma City bombing include, but are not limited to:

Centennial Olympic Park bombing
Atlanta, Georgia – 1996, Summer Olympics

Heath High School shooting
West Paducah, Kentucky – 1997

Pearl High School shooting
Pearl, Mississippi – 1997

Westside Middle School shooting
Bono, Arkansas – 1998

Latter Day Saint Genealogy Library shooting
Salt Lake City, Utah – 1998

Thurston High School shooting
Springfield, Oregon – 1998

Murder-suicide city bus crash
Seattle, Washington – 1998

Columbine High School shooting
Littleton, Colorado – 1999

Heritage High School shooting
Conyers, Georgia – 1999

Buckhead-area shooting
Atlanta, Georgia – 1999

Jewish Community Center shooting
Los Angeles, California – 1999

Wedgewood Baptist Church shooting
Fort Worth, Texas – 1999

In order to address the extraordinary chain of mass violence, former Iowa Compensation Director Kelly Brodie, then president of the National Association of Crime Victim Compensation Boards, appointed a Mass Casualty Protocol Committee and appointed Ginger Bankston Bailey Chair of the project. Members of the Committee included Suzanne Breedlove, Dan Davis, Rodney Doss, DeLano Foster, Amy Greer, Carolyn Hightower, Mary Ellen Johnson, Deborah Kayson, Karen Kalergis, Sandra K. Morrison, Shawanda Reynolds-Cobb and Carol Watkins.

The Committee's mandate was to examine the role of compensation programs during a mass casualty incident and to outline a strategy for effectively serving victims, survivors, allied victim professionals, and compensation program staff. The combined talents of the committee members resulted in a clear statement of objectives for critical incident preparedness.

The Mass Casualty Protocol Committee explored real-life disaster experiences to discover the best practices used by compensation programs. These practices created a blueprint for compensation programs to follow when preparing for a crisis event.

The Office for Victims of Crime demonstrated support for this project and provided technical assistance from the Training and Technical Assistance Division (TTAC). On September 10, 1999, TTAC convened a mass casualty protocol focus group in Little Rock, Arkansas, where seven state compensation directors met face-to-face for a day-long meeting to ensure the effectiveness of the protocol.

The protocol published in January 2000 resulted from the experience, wisdom, and "lessons learned" from states that had responded to mass casualty incidents up to that time. Then, within less than two years came the attacks of September 11, 2001. The magnitude of those attacks and the tremendous outpouring of Federal, state and charitable resources created new and complex issues for compensation programs. The states directly affected by the tragedy would have unique experiences and there would be new ideas and lessons learned to share with other compensation programs.

For this reason, the Association embarked on a new effort to update the protocol, taking into account the extraordinary challenges and equally extraordinary response of the 9/11 states. While the basic principles of our earlier protocol remain unchanged - adequate preparation, appropriate response and careful evaluation afterwards - there are new issues and concerns to consider. We hope that the new edition of the protocol addresses many of the challenges that surfaced after September 11th.

The enormity of mass violence and terrorism will continue to plague our nation in the 21st century, but the effectiveness with which we respond to these events will certainly define the character and quality of our states' compensation programs and our nation's victim services network. This protocol is an important component in the national effort to ensure quality care for victims today and in the years to come.

Glossary of Terms

ATF - Bureau of Alcohol, Tobacco and Firearms

EAP - Employee Assistance Program

FAC - Family Assistance Center

FBI - Federal Bureau of Investigation

FEMA - Federal Emergency Management Agency

ICS - Incident Command System

Structure system for response used by disaster agencies.

LEEC - Law Enforcement Education Coordinator

MAA - Mutual Aid Agreement

MOU - Memorandum of Understanding

NACVCB - National Association of Crime Victim Compensation Boards

NAVAA - National Association of VOCA Assistance Administrators

NOVA - National Organization for Victim Assistance

NVOAD - National Voluntary Organizations Active In Disaster

OVC - Office for Victims of Crime

PIO - Public Information Officer

SCAD - State Compensation and Assistance Division of the Office for Victims of Crime

SOP - Standard Operating Procedure

Prescribed procedure to be followed when dealing with a given situation.

USCIS - U.S. Citizenship and Immigration Services

Formerly **INS** - Immigration and Naturalization Services

VOAD - Voluntary Organizations Active in Disaster

VOCA - Victims of Crime Act

Suggestions Before a Crisis

Suggestions Before a Crisis

"Any compensation director who feels prepared to handle a mass casualty event may be the first one scrambling to find his or her copy of the 'protocol' when the event occurs. Adopting a protocol will be beneficial only to the extent we are willing to invest in preparation for the eventuality of what always happens somewhere else - until it happens to you."

Rodney Doss, Director

Division of Victim Services and Criminal Justice Programs

Florida Office of the Attorney General

Involvement by Disaster-Related Agencies

Determine your state's governmental and private agencies that are responsible for or likely to become active in mass casualty or disaster-relief efforts.

- ◆ Educate agencies about your crime victim compensation program and your standard operating procedures [SOP] for dealing with mass casualty incidents.
- ◆ Ask these agencies to make crime victim compensation part of their disaster-response protocol.
 - ◆ Initiate Memorandums of Understanding [MOUs] or Mutual Aid Agreements [MAAs] with agencies.
 - ◆ Specify confidentiality clause that allows for information sharing.

Meet with Governor's office and legislative leadership to determine possible Executive Orders that may be implemented in the aftermath of a mass casualty incident.

- ◆ Realistically inform elected officials of the benefits and limitations of existing crime victim compensation funds.
 - ◆ Emphasize that crime victim compensation programs are payers of last resort.
- ◆ Determine the pros/cons of lifting current statutory caps and rules/regulations.
- ◆ Distribute thumbnail description of crime victim compensation program along with program's flow-chart.
- ◆ Provide information on disaster-management agencies that are experienced in providing assistance and services to victims: Federal Emergency Management Agency [FEMA] Disaster Mental Health, American Red Cross, and United Way.
- ◆ Consider that victim compensation may be of greater assistance after FEMA and other disaster related Federal agencies and nonprofits have completed normal-response financial procedures.
- ◆ Increase awareness of established Federal and state agencies providing benefits to victims: Department of Labor, Social Security Administration and Worker's Compensation.
- ◆ Provide information on possible benefits for insured crime victims by private insurance companies.
- ◆ Consider using this fund to pay for expenses that are not reimbursable by the crime victim compensation program.
 - ◆ Determine if legislation is required to establish such a fund.

Become involved in any formal or informal network of agencies and officials organized to respond to mass-violence.

- ◆ Work towards establishing a network if one does not exist in your state.

Contact your state's Office of Emergency Management and State Voluntary Organizations Active in Disaster [VOAD].

- ◆ Participate in national/state VOAD meetings.
- ◆ Volunteer to explain to agency staff crime victim compensation program services.
 - ◆ Clarify program benefits and limitations.

- ◆ Emphasize that the crime victim compensation program is payer of last resort.
 - ◆ Provide legislation/rules/regulations for clarification purposes.
- ◆ Collect resource directories from disaster-management and nonprofit agencies to obtain comprehensive state and local contact information.
 - ◆ Include information from local mental health facilities, national victim-advocacy organization and the Program Directory from the National Association of Crime Victim Compensation Boards [NACVCB].
 - ◆ Initiate MOUs or MAAs with other state crime victim compensation programs that can be mobilized to your program and/or receive outsourced crime victim compensation claims.
 - ◆ Network with state or national crisis response teams to assist with “staff burn-out” and grief.
 - ◆ Keep your employment assistance program as part of your SOP.

Identify and become familiar with the liaison from the Office for Victims of Crime [OVC].

- ◆ Research the availability and criteria for applying for OVC’s Antiterrorism and Emergency Assistance Program.

Establish and maintain a good working relationship with your state’s Victims of Crime Act [VOCA] Assistance Administrator.

- ◆ Outline procedures for ensuring adequate funding to cover benefits for victims of mass violence.
 - ◆ Consider as a referral source when compensation can not pay.
- ◆ Explore possible use of state victim assistance fund for certain benefits.

Establish and maintain a relationship with your state’s network of victim-assistance professionals.

- ◆ Educate professionals on your program’s mass casualty SOP.
- ◆ Enlist help in informing victims of your available services.

Establish and maintain a relationship with victim-assistance professionals and law-enforcement education coordinators located in local U.S. Attorney’s offices or the Federal Bureau of Investigation [FBI] offices.

- ◆ Know your FBI Weapons of Mass Destruction Coordinator.

Network with your state’s Office of Emergency Management.

- ◆ Request a presentation and the opportunity to tour their facility.
- ◆ Brief staff on crime victim compensation.
- ◆ Seek information on pre-determined disaster incident command centers.
- ◆ Ask if crime victim compensation information may be included in their informational briefings to the public.
- ◆ Determine if agency has 24/7 emergency number that allows the crime victim compensation program to update information for the public.
- ◆ Inquire if disaster family assistance centers have pre-planned locations.

- ◆ Seek education on the Incident Command System and how crime victim compensation fits into the module.
- ◆ Determine if a mobilized crime victim compensation unit may locate in a field office site, and if not, seek suggestions for other locations.

Media and Public Awareness

Determine if your program will implement a crime victim compensation program crisis-line specifically for an incident of mass-violence.

- ◆ Determine in conjunction with program's spokesperson or public information officer the method to disseminate crime victim compensation information and applications to the public.
 - ◆ Train volunteers and/or victim advocates to assist with educating the community.
 - ◆ Create job descriptions for volunteers.
 - ◆ Recruit volunteers from VOCA grant-funded programs.
 - ◆ Establish process for screening volunteers.
- ◆ Obtain emergency contact information from key disaster-management agencies:
 - ◆ Crisis-response teams.
 - ◆ Hospitals.
 - ◆ Law-enforcement agencies.
 - ◆ Prosecutors' or district attorneys' offices.
 - ◆ Religious alliances.
 - ◆ Victim advocate programs.

Designate a public spokesperson or public information officer from your agency to receive all media-referrals during a crisis.

- ◆ Develop a generic press release about the services provided by the crime victim compensation program.
 - ◆ Modify to include specific information pertaining to the mass casualty victimization.
 - ◆ Make sure the information accurately educates the public on crime victim compensation.
 - ◆ Educate service providers on the benefits and statutory limitations of your program and emphasize that crime victim compensation is the payer of last resort.
 - ◆ Create resource list of possible local, state and national spokespersons that have previously volunteered to be available for interviews.
 - ◆ Examples:
 - ◆ Executive Director, National Association of Crime Victim Compensation Boards.
 - ◆ Other crime victim compensation directors, board members and commissioners.

Prepare to have crime victim compensation information translated into languages that are specific to your locale.

- ◆ Examples: Arabic, Farsi, French, Chinese, German, Gujarati, Hindi, Portuguese, Punjabi, Spanish, Urdu and Vietnamese.

Request television stations to allow crime victim compensation messages to be placed on the scroll-line located at the bottom of the television.

Prepare contact checklist for distribution of program literature and application forms. Potential contacts may include:

| Crime Victim Agencies | Disaster Crisis-Response Agencies |
|---|---|
| Local area victim service professionals | Federal Bureau of Investigation [FBI] |
| Local victim-assistance coordinators [VAC] | Federal Emergency Management Agency [FEMA] - Disaster Mental Health |
| National Association of Crime Victim Compensation Boards [NACVCB], Executive Director | American Red Cross |
| National Association of VOCA Assistance Administrators [NAVAA], Executive Director | International Critical-incident Stress Foundation |
| National Organization for Victim Assistance [NOVA] | National Organization for Victim Assistance [NOVA] Crisis Response Teams |
| Other state crime victim compensation programs | National Voluntary Organizations Assisting In Disaster [NVOAD] State Chapters |
| Office for Victims of Crime [OVC], Liaison | Salvation Army |
| State Victims of Crime Act [VOCA] assistance administrator | State chaplains' organizations |
| U.S. Attorney's Office, Law-enforcement education coordinator [LEEC] | State crisis response team |
| U.S. Attorney's victim witness coordinator | State Office of Emergency Management |
| | United Way |

Potential contacts [continued]:

| National Resources | |
|--|---|
| Airport authorities | U.S. Department of Defense |
| American Bar Association Pro-bono attorneys | U.S. Department of Education |
| Bureau of Alcohol, Tobacco and Firearms [ATF] | U.S. Department of Homeland Security |
| National transportation agencies. <ul style="list-style-type: none"> • Airlines, trains, buses, truck lines, and shipping <ul style="list-style-type: none"> ◦ Ships/boats/barges ◦ Other water craft | U.S. Department of Justice |
| Port authorities | U.S. Department of Labor |
| Postal authorities | U.S. Marshal's Office |
| Secret Service | Workers' Compensation Programs |
| Social Security Administration | |

| State Resources - Government | Associations and Nonprofits | Local Resources |
|---|---|---|
| Governor's office | State/County Associations | Area hospitals |
| Department of Education | <ul style="list-style-type: none"> • Bar Associations - Pro bono attorneys | Churches |
| Department of Labor | <ul style="list-style-type: none"> • Healthcare Professionals | Community service agencies |
| Office of Emergency Manage- ment | <ul style="list-style-type: none"> • Medical Examiners | Governmental officials and offices |
| Social Security Administration | <ul style="list-style-type: none"> • Mental Health Professionals | Healthcare and mental health agencies |
| State legislature | <ul style="list-style-type: none"> • School counselors, psychologists, resource officers and superintendents | School professionals <ul style="list-style-type: none"> ◦ Counselors, psycholo- gists, nurses, resource officers |
| State Police | State/County Chapters | Local Crisis Response Team |
| State transportation agencies. <ul style="list-style-type: none"> • Airlines, trains, buses, truck lines and shipping | <ul style="list-style-type: none"> • American Red Cross • Salvation Army • United Way | |
| Worker's Compensation | State/County Crisis Response Teams | |

Training

Provide mass-violence and terrorism training to your staff.

- ◆ Facilitate opportunities for staff members to be trained as crisis-response specialists through courses provided by national or state organizations. Topics should include, but not be limited to:
 - ◆ Work and procedures of Federal, State and Nonprofit Agencies
 - ◆ American Red Cross.
 - ◆ Federal and State Department of Labor.
 - ◆ FEMA.
 - ◆ Social Security benefits.
 - ◆ State Office of Emergency Management.
 - ◆ United Way.
 - ◆ Worker's Compensation Programs.
 - ◆ Coping with terrorism: Post-traumatic stress disorder.
 - ◆ Crisis-intervention.
 - ◆ How to use a language-line for non-English speakers.
 - ◆ Incident Command System.
 - ◆ Lessons learned from California, New Jersey, New York, Oklahoma, Massachusetts, Pennsylvania and Virginia.
 - ◆ Practical information on spiritual and cultural diversity.
 - ◆ Self-care and vicarious trauma.

Donations, Emergency-Preparedness Funds and Supplemental Funding

Consider establishing a state crime victim compensation emergency-preparedness fund.

- ◆ Consider using this fund to pay for expenses that are not reimbursable by the crime victim compensation program.
 - ◆ Determine if legislation is required to establish such a fund.
- ◆ Explore possible use of state VOCA assistance funds.

Find out how and if your crime victim compensation program can benefit from charitable donations.

- ◆ Be prepared to promote donations to the crime victim compensation program as a way for concerned citizens to help crime victims.
- ◆ Know whether these donations should be placed in a general crime victim compensation fund or a special fund established to benefit victims of this specific incident.
 - ◆ Determine if legislation is required to establish the fund.

Determine whether you will consider donations to victims as collateral resources.

Coordinate all donations and charitable contributions with your state's attorney general's office.

- ◆ Utilize the consumer protection division to prevent fraudulent fundraising on behalf of victims.

Contact your state's VOCA assistance administrator as an additional resource.

- ◆ Outline procedures for ensuring adequate funding to cover benefits for victims of mass-violence.
- ◆ Look at possible gaps in services.

Keep track of all donations, charitable contributions and supplemental funding for accounting and reporting purposes.

Contact your liaison at the OVC.

- ◆ Determine the availability and criteria for applying for OVC's Antiterrorism and Emergency Assistance Program grant funding.

Contact your state's VOCA assistance administrator as an additional resource.

- ◆ Outline procedures for ensuring adequate funding to cover benefits for victims of mass-violence.
- ◆ Look at possible gaps in services.

Mobilization

Create a crime victim compensation program mass casualty response team to be mobilized to or near mass casualty site if applicable.

- ◆ Establish roles for staff members [team leader, team manager, field worker, spokesperson or public information officer].
- ◆ Establish a calling tree or pre-determined emergency contact plan to be utilized when the team is called into service outside of normal working hours.
- ◆ Prepare a crime victim compensation mass casualty response kit for staff use, and include:
 - ◆ Shortened application forms.
 - ◆ Brochures.
 - ◆ Cell-phone[s] for field use.
 - ◆ Dedicated crisis-line phone number.
 - ◆ Name badges.
 - ◆ Create generic documentation that will be recognized by disaster-management agencies.
 - ◆ Office supplies, tissues.
 - ◆ Notary seal [if required in your state].
 - ◆ Copies of handouts for staff and volunteers to review.
 - ◆ Example: *Code of Professional Ethics for Victim Assistance Providers* [National Organization for Victim Assistance].

Program Logistics

Designate a phone number that can be used by your program as a “dedicated-line” during a crisis.

- ◆ Use voice messaging to inform staff of incident details, assignments and updates.
- ◆ Access information remotely through messaging system and/or computers.

Make contact with language-line services such as AT&T to assist non English speakers.

- ◆ Pre-arrange use of the services.

Develop and maintain an official form of identification, such as a photo-I.D., for staff working with mobilized units and/or satellite-offices.

- ◆ Create a generic document that can be carried into the field during a catastrophic event that will be recognized by disaster-management agencies.

Create specialized materials for mass casualty response use.

- ◆ Provide to victims copies of information on [1] state's *Victim's Bill of Rights*, [2] stress reactions and trauma and [3] working with the media.

Find out the special measures needed by your agency to address staff issues during a mass casualty incident.

- ◆ Assess need for overtime pay for staff members.
 - ◆ Look at longer hours and weekend work.
 - ◆ Consider 24/7 - 800 line for state and national access for victims and families.
 - ◆ Review how to deal with existing vacation time.
 - ◆ Consider that additional hours may be needed for data entry to keep current with case load.
 - ◆ Consider that the mass casualty event may cause a back-log for your program.
- ◆ Designate a staff coordinator for volunteer personnel.
 - ◆ Create job descriptions for volunteers.
 - ◆ Provide thumbnail description of organization and operational flow-chart.
 - ◆ Explore scenarios that would require additional personnel and equipment.
 - ◆ Consider and determine what could be outsourced.
 - ◆ Recruit VOCA-funded agencies to help.
 - ◆ Assess need to purchase a case-management system.
 - ◆ Review logistics of automated computer that allows for cross referencing with other agencies.
 - ◆ Seek assistance from other crime victim compensation programs that have experience with mass casualty claims.

Prepare for Federal and state audits.

- ◆ Understand that opening case files may possibly trigger unresolved staff emotions.

Program Guidelines

Gain a better understanding of the differences between mass casualty disasters and terrorism.

- ◆ Know that terrorism leads to the involvement of Federal, state, and local law-enforcement officers and may cross jurisdictional boundaries.

Develop a shortened crime victim compensation application form for use during mass casualty victimizations.

- ◆ Determine what information is absolutely necessary and what may be eliminated, such as description of the crime, police report and the agency to which the crime was reported.
 - ◆ Consider the possibility of fraudulent applications when determining what to eliminate.
 - ◆ If authorized disaster-related agency provides list of direct victims, consider if your program would treat list as the police report.
 - ◆ Customize application so that uniform information is included [type of crime, date of incident, location and other information specific to this incident].
 - ◆ Consider specific numbers or color codes for mass casualty applications for easier access and reference.
 - ◆ Consider comparing and tracking disaster-relief direct victim list with applications.
 - ◆ Keep statistical information on claims for future reference.

Identify resources for special-needs victim populations, such as hearing-impaired persons, non-English speaking persons, tourists, children, elderly, illegal aliens and people with disabilities, as well as groups with significant collateral resources such as military personnel and Federal employees.

Contact State's Bar Association for possible pro-bono attorneys that might be available to assist crime victims.

Consider your program's definition of primary and/or secondary victims.

- ◆ Discuss how to apply statutory definitions to various mass casualty scenarios.
 - ◆ Consider how to identify victims.
- ◆ Consider the "domino effect" associated with victimization that is magnified by a mass casualty incident.
- ◆ Look at relationships when discussing secondary victims.
 - ◆ Parents, siblings, or children of a primary victim.
 - ◆ Persons living in the same household as the primary victim.
 - ◆ Grandparents of a primary victim.
 - ◆ Persons visually witnessing the victimization of a primary victim.
 - ◆ Persons hearing, smelling or experiencing the victimization in another indirect manner.
- ◆ Determine what documentation would satisfy your program's guidelines.
- ◆ Discuss payment to undocumented and illegal aliens.
- ◆ Consider that deportation was not an issue for 9-11 victims.

Consider your program's definition of eligible expenses.

- ◆ Discuss if your program under your current statutory guidelines or regulations would allow for various expenses specific to a mass casualty incident. For example:
 - ◆ Arrangements for deceased to be returned home.
 - ◆ Arrangements for belongings to be returned home.
 - ◆ Counseling following "copy-cat" crimes.
 - ◆ Food trays.
 - ◆ Large cell phone bills incurred by victim and/or family.
 - ◆ Lodging and travel expenses for family members.
 - ◆ Arrangements to the incident site.
 - ◆ Attendance at memorial services.
 - ◆ Car rental.
 - ◆ Caring for injured victim.
 - ◆ Parking costs.
 - ◆ Lodging expenses for witnesses.
 - ◆ Lost wages incurred in the following:
 - ◆ Attending memorial services.
 - ◆ Attending victim and family members at trial.
 - ◆ Transporting victim to/from medical facilities.
 - ◆ Massage therapy.
 - ◆ Pet therapy.
 - ◆ Renovations to home of disabled crime victim.
 - ◆ Replacement costs for clothing, such as clothing damaged by the crime or held in evidence.
 - ◆ Wages for counselors to be placed near crime scene on a long-term basis.
 - ◆ Wages for security officer to be placed at scene of the crime on long-term basis.
- ◆ Check to see if other agencies are paying for funeral expenses.
- ◆ Consider using an emergency award process. Example: Funeral expenses.
 - ◆ Make a decision if you will guarantee payment after collateral resources have applied.
- ◆ Check for collateral resources before medical and mental health claims are paid.
- ◆ Consider a temporary reduction in benefits if full funding is unavailable, in other words, payment of a percentage of medical bills rather than payment in full.
- ◆ Consider negotiating with medical providers if payments cannot be processed in a timely manner.
 - ◆ Note that hospitals and other medical providers understand that insurance availability must be checked and usually will not be determined immediately for payment to victims.

- ◆ Consider giving priority to requests for lost wages/earnings.
 - ◆ Determine if an emergency award process may be used.

Consider whether or not your program would waive or extend filing deadlines following a mass casualty incident.

- ◆ Determine if your program will use a fast-track procedure for mass casualty crime victim compensation applications.
- ◆ Determine how victims will be paid on site.
 - ◆ Prepare agency and staff for financial pre-arrangements needed to write checks on site.
 - ◆ Determine if vouchers will be needed.
 - ◆ Designate computers to be used for payment and tracking.
 - ◆ Understand that some agencies such as airlines, FEMA, American Red Cross and United Way may be making similar payments at the same time.
 - ◆ Keep in contact with other agencies if possible.
- ◆ Prepare for possible criticism from past and present victims and their families that are not mass casualty victims, because of perceptions that victims are being treated unequally.

Research with legal counsel on a method [if necessary] to share or waive confidential information to other disaster-management agencies and nonprofit agencies.

Continue to inquire about case-management technology that coordinates the distributed funds to victims by all Federal, state, local and nonprofit agencies.

Conduct conference calls with charities to help case-managers assist victims with funds.

Discuss scenarios that involve memorial services.

- ◆ Will allowable expenses include costs incurred by victims/families to/for memorial services?
 - ◆ If not, consider becoming knowledgeable about referral sources for memorial services.
- ◆ Determine if a representative from the program may be asked to attend service.
- ◆ Explore whether the crime victim compensation program will work with other agencies to host a memorial service.
 - ◆ Determine if debriefing techniques used for staff wellness will be mandatory.

Staff Stress

Create a method to observe physical and emotional stress during a mass casualty incident.

- ◆ Allow for breaks and the opportunity to talk about staff reactions.
- ◆ Ask chaplains, clergy and state/local crisis-response teams to be on standby in the event of a critical-incident.
- ◆ Utilize employment assistance program.
- ◆ Provide mental-health services if warranted.
 - ◆ Immediate
 - ◆ Long-term
- ◆ Do not forget that compensation directors, board members and commissioners may need crisis intervention, too.
- ◆ Determine if debriefing techniques used for staff wellness will be mandatory.

Standard Operating Procedures

Create Standard Operating Procedures [SOP].

- ◆ SOP is a prescribed procedure to be followed when dealing with a given situation. This SOP will govern your program's action during a mass casualty incident. Items to consider in developing a SOP:
 - ◆ Build in flexibility and adaptability.
 - ◆ Create flow-chart that every staff member, volunteer, disaster-related agency and non-profit disaster-relief agency can have.
 - ◆ Provide method to document drills/exercises.

Stage a mass casualty table top exercise/drill and apply the SOP.

- ◆ Ask disaster-management agencies to assist with your exercise/drill.
 - ◆ Ask for a critique.
- ◆ Have staff evaluate drill.
- ◆ Make changes where necessary to the SOP.
- ◆ Request disaster-management agencies to allow your staff to observe their drills.
 - ◆ Observe the Incident Command System at work.
 - ◆ Allow crime victim compensation public spokesperson to actively participate in the drill.

Assign staff member(s) to document experiences during a drill and prepare for documenting an actual event.

- ◆ Share lessons learned from drills/exercises, which will provide valuable information for your program, and may benefit other state crime victim compensation programs.

Suggestions During a Crisis

Suggestions During a Crisis

"In today's volatile society, mass violence will strike again. Preparation and training are essential

to meet the challenges of victims left in crisis."

Dan Davis, Director

Utah Office of Crime Victim Reparations

Involvement by Disaster-Related Agencies

Identify the lead agency coordinating the disaster-response effort and establish communication.

- ◆ Verify the facts surrounding the disaster from the following resources:
 - ◆ Federal Emergency Management Agency [FEMA].
 - ◆ State Office of Emergency Management.
 - ◆ State and local law-enforcement and/or fire department.

Utilize previously established Memorandums of Understanding [MOUs] and Mutual Aid Agreements [MAAs] to be acted upon during this crisis event.

- ◆ Check to see if a confidentiality clause is included that allows for information sharing.

Coordinate activities with lead disaster-response agency.

- ◆ Implement your standard operating procedures.

Determine if disaster-management agencies will open a family assistance center for victims and families.

- ◆ If family assistance center is opened, mobilize crime victim compensation representatives to the site to provide direct assistance to victims and families.
- ◆ Consider that victim compensation may be of greater assistance after FEMA and other disaster-related Federal agencies and nonprofits have completed their normal response in providing financial aid.
- ◆ Activate dedicated crisis-line for your state's crime victim compensation program.
- ◆ Consider using national 800 number that allows access not only victims and families within your state, but also for those affected nationally.
- ◆ Utilize the OVC Call Center for crisis - 1-800-331-0075.
- ◆ Put trained volunteers [if applicable] on standby.
 - ◆ Keep job descriptions available for the volunteers.
 - ◆ Provide thumbnail description of agencies along with operational flow-chart.

Meet with Governor's Office and/or legislative leadership to determine possible Executive Orders and/or emergency legislation that may be implemented.

- ◆ Understand the scope and definition of Executive Orders. For example, an order may do the following:
 - ◆ Remove all program caps.
 - ◆ Remove specific benefit caps.
 - ◆ Expand the definition of eligible victim.
 - ◆ Expand the definition of expenses to be covered.
 - ◆ Emergency awards.
 - ◆ Counseling for witnesses.

- ◆ Determine the pros/cons of lifting current statutory caps, revising rules/regulations, and making changes to operational procedures.
- ◆ Realistically inform elected officials of the benefits and limitations on existing crime victim compensation funds.
 - ◆ Emphasize that crime victim compensation is the payer of last resort.
- ◆ Determine if this is a Federally mandated disaster or state disaster.
 - ◆ Know what each type of disaster means to your program.
 - ◆ Understand that mandated disasters often remove roadblocks and provide more benefits to victims.
- ◆ Be prepared to inform legislators that quick action may be needed to expand/change the definition for victim eligibility.
 - ◆ Look at parents, grandparents and other family members of victims living in another state.
 - ◆ Consider witnesses.
 - ◆ Consider roommates and unmarried partners.
- ◆ Distribute educational information to elected officials on the crime victim compensation program along with operational flow-chart and standard operating procedures.
 - ◆ Provide information [if necessary] on other disaster-management agencies that are experienced in distributing crime victim compensation to victims: FEMA, Disaster Mental Health, American Red Cross, and United Way.
 - ◆ Increase awareness [if necessary] of established Federal and state agencies providing benefits to crime victims: Department of Labor, Social Security Administration and Worker's Compensation Programs.
 - ◆ Acknowledge the benefits for some insured crime victims through private insurance coverage.

If available, ask for directories from suggested contacts for a future resource.

- ◆ Give contacts the name of the crime victim compensation program's spokesperson or public information officer [PIO].
- ◆ Provide dedicated crisis phone numbers.

Prepare press releases and public awareness handouts for distribution.

- ◆ Make sure that each agency, victim, survivor and the general public understand services provided by the crime victim compensation program.
- ◆ Clarify the benefits and limitations.

Complete a resource and impact assessment for your program by contacting other state governmental agencies and community service groups.

Distribute program literature and short application forms. Possible contacts may include:

| Crime Victim Agencies | Disaster Crisis-Response Agencies |
|---|---|
| Local area victim service professionals | Federal Bureau of Investigation [FBI] |
| Local victim-assistance coordinators [VAC] | Federal Emergency Management Agency [FEMA] - Disaster Mental Health |
| National Association of Crime Victim Compensation Boards [NACVCB], Executive Director | American Red Cross |
| National Association of VOCA Assistance Administrators [NAVAA], Executive Director | International Critical-incident Stress Foundation |
| National Organization for Victim Assistance [NOVA] | National Organization for Victim Assistance [NOVA] Crisis Response Teams |
| Other state crime victim compensation programs | National Voluntary Organizations Assisting In Disaster [NVOAD] State Chapters |
| Office for Victims of Crime [OVC], Liaison | Salvation Army |
| State Victims of Crime Act [VOCA] assistance administrator | State chaplains' organizations |
| U.S. Attorney's Office, Law-enforcement education coordinator [LEEC] | State crisis response team |
| U.S. Attorney's victim witness coordinator | State Office of Emergency Management |
| | United Way |

| National Resources | |
|---|--------------------------------------|
| Airport authorities | U.S. Department of Defense |
| American Bar Association Pro-bono attorneys | U.S. Department of Education |
| Bureau of Alcohol, Tobacco and Firearms [ATF] | U.S. Department of Homeland Security |
| National transportation agencies. <ul style="list-style-type: none"> • Airlines, trains, buses, truck lines, and shipping <ul style="list-style-type: none"> ◦ Ships/boats/barges ◦ Other water craft | U.S. Department of Justice |
| Port authorities | U.S. Department of Labor |
| Postal authorities | U.S. Marshal's Office |
| Secret Service | Workers' Compensation Programs |
| Social Security Administration | |

**Prepare contact checklist for distribution of program literature and short application forms.
 Contacts may include:**

| State Resources - Government | Associations and Nonprofits | Local Resources |
|--|---|---|
| Governor's office | State/County Associations | Area hospitals |
| Department of Education | <ul style="list-style-type: none"> • Bar Associations - Pro bono attorneys | Churches |
| Department of Labor | <ul style="list-style-type: none"> • Healthcare Professionals | Community service agencies |
| Office of Emergency Management | <ul style="list-style-type: none"> • Medical Examiners | Governmental officials and offices |
| Social Security Administration | <ul style="list-style-type: none"> • Mental Health Professionals | Healthcare and mental health agencies |
| State legislature | <ul style="list-style-type: none"> • School counselors, psychologists, resource officers and superintendents | School professionals <ul style="list-style-type: none"> ◦ Counselors, psychologists, nurses, resource officers |
| State Police | State/County Chapters | Local Crisis Response Teams |
| State transportation agencies <ul style="list-style-type: none"> • Airlines, trains, buses, truck lines and shipping <ul style="list-style-type: none"> ◦ Ships/boats/barges ◦ Other water craft | <ul style="list-style-type: none"> • American Red Cross • Salvation Army • United Way | |
| Worker's Compensation | State/County Crisis Response Teams | |

Media and Public Awareness

Designate a public spokesperson or public information officer from your agency to receive all media referrals during a crisis.

- ◆ Write a press release about the crime victim compensation program's services.
 - ◆ Include specific information pertaining to the mass casualty victimization.
 - ◆ Give program's crisis-line information [if implemented].
 - ◆ Make sure the information accurately educates the public on your program.
 - ◆ Keep public and other agencies focused on your benefits and statutory limitations.
 - ◆ Create resource list of possible local, state and national spokespersons that have previously volunteered to be available for interviews.
 - ◆ Examples:
 - Executive Director, National Association of Crime Victim Compensation Boards.
 - Other crime victim compensation directors, board members and commissioners.

Determine the method to disseminate crime victim compensation information and applications to public.

- ◆ Utilize program's website that links to other disaster-management agencies.
- ◆ Update the media and general public on location of mobilized units or satellite-offices [if applicable].
- ◆ Design matrix of contact information, including phone and fax numbers and websites.

Assign member or program's spokesperson to follow the incident, attend all informational-community meetings and ask to be included on the agenda.

Contact your state's network of victim-assistance professionals.

- ◆ Ask for assistance in informing victims of the crime victim compensation program and services.

Prepare press releases and public awareness handouts for distribution.

- ◆ Prepare to have crime victim compensation information translated into languages that are specific to your locale.
 - ◆ Examples: Arabic, Farsi, French, German, Gujarati, Hindi, Portuguese, Punjabi, Spanish, Urdu.

Request television stations to allow crime victim compensation messages to be placed on the scroll-lines located at the bottom of the television screen.

Donations, Emergency-Preparedness Funds and Supplemental Funding

Activate state crime victim compensation emergency-preparedness fund or charitable donations fund if allowable.

- ◆ Be prepared to promote donations to the crime victim compensation program as a way for concerned citizens to help crime victims.
- ◆ Consider using this fund to pay for expenses that are not reimbursable by the crime victim compensation program.
 - ◆ Ensure legality of administering funds outside the normal rules and requirements.
- ◆ Decide whether donations should be placed in a general crime victim compensation fund or a special fund established to benefit victims of this specific incident.
- ◆ Prepare to accept donations from other state crime victim compensation programs.

Explore possible use of state VOCA funds with VOCA Assistance Administrator.

- ◆ Seek help to pay for emergency needs and gaps in services.

Coordinate all donations with your state's attorney general's office.

- ◆ Utilize the consumer protection division to prevent fraudulent fundraising on behalf of victims.

Work with OVC to procure supplemental funding.

- ◆ Check to see if a Federal Crime Victim Compensation Fund like the one established for September 11 victims will be available.
- ◆ Review the unmet needs and gaps in services for victims.
- ◆ Understand that the magnitude of the incident may be difficult to estimate.
- ◆ Attempt to be realistic about the amount of funding needed.
 - ◆ Seek advice from other crime victim compensation programs with similar experiences.

Keep track of all donations, charitable contributions and supplemental funding for accounting, tracking and reporting purposes.

Mobilization

Send crime victim compensation representatives and/or trained volunteers to the affected area and set up mobilized mass casualty response headquarters.

- ◆ Designate team leader, team manager, field worker and spokesperson.
- ◆ Assemble the crime victim compensation mass casualty response kit for staff use, and include:
 - ◆ Shortened application forms.
 - ◆ Brochures.
 - ◆ Cell-phone[s] for field use.
 - ◆ Dedicated crisis-line phone number.
 - ◆ Name badges, with documentation that will be recognized by disaster-management agencies.
 - ◆ Office supplies, tissues.
 - ◆ Notary seal [if required in your state].
 - ◆ Copies of handouts for staff and volunteers to review. Example:
 - ◆ *Code of Professional Ethics for Victim Assistance Providers* [National Organization for Victim Assistance].
- ◆ Set up mobilized unit in disaster-management family assistance center.
- ◆ If a family assistance center is not available, try to coordinate the crime victim compensation mobile headquarters with another integral agency [such as the prosecuting attorney's office] so victims will not need to make additional stops.
 - ◆ Be sensitive to timing issues - some situations may warrant immediate activity by crime victim compensation program staff and other situations may call for a delayed response.
- ◆ Consider if there should be additional crime victim compensation satellite-office locations.

Program Logistics

Implement standard operating procedures [SOP].

- ◆ Review SOP manual [if previously developed].

Meet with crime victim compensation staff to prepare assignments and plan incrementally for the next 24 hours, 48 hours, 72 hours, 1 week, 1 month or longer.

- ◆ Remind staff that only the designated spokesperson or public information officer may speak with the media.
- ◆ The designated crime victim compensation spokesperson should work in concert with the lead disaster-response agency's media spokesperson.
- ◆ If the event draws national media attention, consider giving additional staff assistance to the spokesperson.

Designate a phone number that can be used by the crime victim compensation program staff as a "dedicated-line" during a crisis.

- ◆ Use voice messaging to give details of crisis and assignments to staff members.
- ◆ Use computers for remote access to information.

Prepare or update current operational flow-chart for other agencies and volunteers.

- ◆ Ask to have copies of flow-charts from other disaster-management agencies and nonprofits.

Evaluate the need to restructure the staff's work schedule.

- ◆ Assess need for overtime pay for staff members.
 - ◆ Look at longer hours and weekend work.
 - ◆ Consider 24/7 - 800 line for state and national assess for victims and families.
 - ◆ Utilize OVC Call Center for crisis - 1-800-331-0075.
 - ◆ Make contact with language-line services such as AT&T.
 - ◆ Look at need for 24/7 data entry to keep claim processing on track.
 - ◆ Review how to deal with existing vacation time.
- ◆ Designate a staff member as coordinator for volunteer personnel.
 - ◆ Review job descriptions for volunteers and update if necessary.
 - ◆ Provide thumbnail description of crime victim compensation program along with organizational flow-chart.
 - ◆ Ensure that volunteers are adequately screened.

Determine and work with your state's designated agency to obtain death certificates.

Explore scenarios that would require additional personnel and equipment.

- ◆ Consider hiring additional staff and purchasing/leasing additional equipment if necessary.
- ◆ Determine if additional phone lines are necessary.
- ◆ Determine if volunteers can open/sort mail and answer phones.

- ◆ Outline how the “pre-disaster” day-to-day activities will continue.
- ◆ Consider and determine what can be outsourced.
- ◆ Recruit VOCA subgrantees as a resource.
- ◆ Assess to see if a case-management system is operational.
- ◆ Review logistics of automated computer that allows for cross referencing with other agencies.
- ◆ Determine if your program can assign one person [case-manager] for each family.
- ◆ Determine if Board Members or Commissioners will be asked to be part of the response [if such positions are part of your program’s structure].

Develop and maintain an official form of identification, such as a photo-I.D., for staff working in the field.

- ◆ Create official document that can be carried into the field during a catastrophic event that will be recognized by disaster-management agencies.

Work together as a staff to stay informed about particular circumstances in order to better anticipate questions.

Monitor the number of filed claims and estimate the average award in order to determine the possible impact on available crime victim compensation funds.

- ◆ Work in collaboration with the following for supplemental VOCA funding:
 - ◆ State VOCA assistance administrator.
 - ◆ Office for Victims of Crime
 - ◆ Terrorism and International Victim Assistance Services Division, to access the Antiterrorism and Emergency Assistance Program Grant funds.
 - ◆ State Compensation and Assistance Division.
- ◆ Be familiar with reporting requirements for special funding expenditures.
 - ◆ Implement adequate expenditure-tracking procedures.

Work in collaboration with other state crime victim compensation programs when the incident involves more than one state.

- ◆ Understand secondary-jurisdiction as it applies to claim processing.
- ◆ Clarify procedures when more than one state crime victim compensation program is involved.

If crime victim compensation information is mailed to victims, provide informational handouts on post-traumatic stress disorder and other applicable information.

- ◆ Also include information about your state’s constitutional or statutory *Victims’ Bill of Rights* and information on working with the media.
 - ◆ Seek help with distribution from local victim-assistance programs and VOCA subgrantees.
- ◆ Consider working with local victim-advocates to mail applications to direct victims to ensure awareness of the crime victim compensation program.

- ◆ Discuss if hand-delivering crime victim compensation applications is realistic in circumstances where a death occurs.
 - ◆ Deliver applications in groups of two people.
- ◆ Consider follow-up phone calls to direct victims and/or families
 - ◆ Ask for assistance from local victim advocates.

Distribute the shortened application form to all victim-assistance professionals in the affected area and to each crisis-response agency involved in the incident.

Ask members of any national or state crisis-response teams to distribute crime victim compensation applications after crisis-intervention sessions.

Stay in contact with all of the victim-assistance and mental health professionals within the affected area.

- ◆ Secure your credentialing information, if applicable, on state and local mental health professionals.
 - ◆ Determine if the certifying agency would make referrals for victims seeking counseling.
- ◆ Have the contact information for this agency available if asked for a mental health referral.
- ◆ Keep in contact with FEMA Disaster Mental Health representatives.

Keep in mind that documentation is critical for Federal and state audits.

- ◆ Understand that opening case files may also trigger staff emotions.

Program Guidelines

Review crime victim compensation guidelines for maintaining victim confidentiality.

- ◆ Caution staff to apply confidentiality measures to an “in-the-field” environment. [Discussing victim specifics in a public setting could be harmful.]
- ◆ Know how to disclose victim information [victims are often potential witnesses] without violating a victim’s privacy and other parties involved in the investigation of a mass casualty incident.

Review with staff the differences between mass casualty disasters and terrorism.

- ◆ Restate that terrorism leads to the involvement of Federal, state, and local law-enforcement officers and may cross jurisdictional boundaries.

Be prepared for victims who may be frustrated with limitations of the crime victim compensation program.

Recognize and address the limitations of the current crime victim compensation laws.

- ◆ For example: Eligibility may not extend to all relatives, or to individuals who sustain financial losses unrelated to physical and mental injury.

Offer valid referrals to victims, survivors and families.

- ◆ Staff should have list of other agencies and victim service contacts.

Brief staff on decisions concerning donations to the crime victim compensation programs.

- ◆ If donations are not allowed due to legislation or other reasons, provide staff with this information.
- ◆ If donations are allowed, provide staff with information on how the funds will benefit victims.
 - ◆ Determine if donations will be used to pay for expenses not normally covered by crime victim compensation programs.
- ◆ Explain that information on donations that will be provided to the public by the program’s spokesperson or public information officer.
 - ◆ Utilize press releases, press conferences and, if applicable, the program’s website.
 - ◆ Provide the public with information on how to make donations to the crime victim compensation program.
- ◆ Coordinate donation procedures with your state’s attorney general’s consumer protection division to prevent fraudulent fundraising on behalf of victims.
 - ◆ Implement accounting, tracking and reporting systems for all donations.

Prepare customized short-form application to include the date, location and other information that will be uniform to this crisis.

- ◆ Make an adequate number of copies.
- ◆ If your applications are numbered or coded, consider using a special designation for mass casualty applications.
 - ◆ Consider comparing and tracking disaster-management agencies’ direct victim list with the crime victim compensation applications.

- ◆ Statistical information will be requested for years after the disasters.
 - ◆ Keep an accurate record of all the program's activities.
- ◆ Determine what information will satisfy your program's need for a "police report."
- ◆ Determine what documentation would satisfy your program's guidelines.
 - ◆ Consider whether or not the official list from a disaster management agency would suffice as the "police report" for purposes of your program's regulations.
- ◆ Consider the possibility that fraudulent claims may be filed.
 - ◆ Determine ways to eliminate those possibilities.
- ◆ Determine if donations will be used as a collateral resource.
- ◆ Determine the need for more than one type of short application.
 - ◆ Review types of applications. Examples:
 - ◆ Death benefit applications.
 - ◆ Personal injury applications [may turn into death benefit application].
- ◆ Consider how to handle the needs of families that have no definite information on the death of family member.

Using your program's guidelines and definitions, determine who would be considered a direct victim of this incident and who would be a secondary victim.

- ◆ Obtain a list of all direct victims from the appropriate disaster-management/relief agencies.
- ◆ Use this list to cross-reference with filed crime victim compensation applications following the disaster.
- ◆ Consider how to identify victims.
 - ◆ Diagram the disaster to determine primary and secondary victims.
 - ◆ Create illustration or chart of who may be primary or secondary to this specific disaster.
 - ◆ Review throughout the disaster as more information is obtained concerning primary/secondary victims.
 - ◆ Discuss how to apply statutory definitions to various mass casualty scenarios.
- ◆ Determine if first responders and/or search and rescue teams will be considered as primary victims.
- ◆ Consider the "domino effect" associated with victimization that is magnified by a mass casualty incident.
 - ◆ Look at relationships when discussing secondary victims.
 - ◆ Parents, siblings, or children of a primary victim.
 - ◆ Persons living in the same household as the primary victim.
 - ◆ Grandparents of a primary victim.
 - ◆ Persons visually witnessing the victimization of a primary victim.
 - ◆ Persons hearing, smelling or experiencing the victimization in another indirect manner.

- ◆ Discuss payment to undocumented and illegal aliens.
- ◆ Request information from Immigration Naturalization Services if you have questions.

Identify any special victim populations: hearing impaired, non-English speaking persons, military personnel, illegal aliens, tourists, children, elderly and others with disabilities.

- ◆ Be prepared to get contact information for a special-needs victim in order to provide better access for the victim.
- ◆ Follow-up services and outreach by crime victim compensation program may be necessary in order to not delay claims.

Consider your program's definition of eligible expenses.

- ◆ Discuss how your program would respond to various expenses specific to a mass casualty incident.
 - ◆ Arrangements for deceased to be returned home.
 - ◆ Arrangements for belongings to be returned home.
 - ◆ Counseling following "copy-cat" crimes.
 - ◆ Food trays.
 - ◆ Large cell phone bills incurred by a victim and/or family.
 - ◆ Lodging and travel expenses for family members.
 - ◆ Arrangements to the incident site.
 - ◆ Attendance at memorial services.
 - ◆ Car rental.
 - ◆ Caring for injured victim.
 - ◆ Parking costs.
 - ◆ Lodging expenses for witnesses.
 - ◆ Lost wages incurred in the following:
 - ◆ Attending memorial services.
 - ◆ Attending victim and family members at trial.
 - ◆ Transporting victim to/from medical facilities.
 - ◆ Massage therapy.
 - ◆ Pet therapy.
 - ◆ Renovations to home of disabled crime victim.
 - ◆ Replacement costs for clothing, such as clothing damaged by the crime or held in evidence.
 - ◆ Wages for counselors to be placed near crime scene on a long-term basis.
 - ◆ Wages for security officer to be placed at scene of the crime on long-term basis.
- ◆ Check to see if other agencies are paying for funeral expenses.

- ◆ Make a decision if you will guarantee payment after collateral resources have been applied.
- ◆ Decide if your state will require applicants to file with any special Federal compensation fund that may be created in response to the incident and [if available] will the fund be considered a collateral resource.
- ◆ Consider using an emergency award process. Example: Funeral expenses.
- ◆ Check for collateral resources before medical and mental health claims are paid.
- ◆ Consider a temporary reduction in benefits if funding is available, in other words, payment of a percentage of medical bills rather than payment in full.
- ◆ Consider negotiating with medical providers if payments cannot be processed in a timely manner.
- ◆ Be candid about processing time and eligibility requirements.
- ◆ Check for collateral resources before medical and mental health claims are paid.
- ◆ Consider a temporary reduction in benefits if funding is unavailable, in other words payment of a percentage of medical bills rather than the full amount.
- ◆ Negotiate with medical providers if payments cannot be processed in a timely manner.
 - ◆ Note that hospitals and other medical providers understand that insurance availability must be checked and usually will not demand immediate payment from victims.
 - ◆ When necessary, intercede to prevent medical providers from seeking immediate payment.
- ◆ Consider giving priority to requests for lost wages/earnings.
 - ◆ Determine if an emergency award process may be used.
- ◆ Follow program's decision on donations and/or charitable contributions being used as collateral resources.

Consider whether or not your program would waive or delay filing deadlines following a mass casualty incident.

- ◆ Determine if your program will use a fast-track procedure for mass casualty crime victim compensation applications.
 - ◆ Determine how victims will be paid:
 - ◆ On site at family assistance centers.
 - ◆ On site at mobilized units and/or satellite-offices.
 - ◆ Coordinate financial pre-arrangements needed to write checks on site.
 - ◆ Determine if vouchers will be needed.
 - ◆ Arrange for computers to be used for payment, tracking and reporting procedures.

Check with OVC and state victim-assistance administrator to see if VOCA assistance funds can be used for the following:

- ◆ Counseling.
- ◆ Database upgrades.

- ◆ Outreach expenses to site/mobile units.
- ◆ Expenses for victim, survivors and families to participate in special services held in their honor.

Ask legal counsel about the best method to share or waive confidential information to other disaster-management agencies and nonprofit agencies.

- ◆ Inquire about case-management technology that cross references victims with other disaster-management agencies - Federal, state, local and nonprofit agencies.
- ◆ Conduct conference calls with charitable agencies' case-managers that are assisting the same victims.

Be aware that victims of crimes other than the mass casualty incident may be critical of special attention or priority being placed upon mass casualty victims because of perceptions that victims are being treated unequally.

Discuss scenarios that involve memorial services.

- ◆ Determine whether allowable expenses will include costs incurred by victim/families to hold or attend memorial services.
 - ◆ If not, consider becoming knowledgeable about referral sources for memorial services.
- ◆ Determine if a representative from the program may be asked to attend services.
- ◆ Determine whether the crime victim compensation program will work with other agencies to host a memorial service.

Staff Stress

Check on staff each day for signs of physical and emotional stress.

- ◆ Determine if staff members have been attending funeral and memorial services for victims.
- ◆ Ask chaplains, clergy and state crisis teams to provide interventions/debriefing for staff members.
 - ◆ Determine if debriefings are mandatory.
 - ◆ Utilize the employment assistance program if necessary.
 - ◆ Provide mental-health services if warranted.
 - ◆ Immediate
 - ◆ Long-term
- ◆ Do not forget that compensation directors, board members and commissioners may need crisis-intervention too.

Standard Operating Procedures

Meet with the staff to review and follow standard operating procedures for your program.

- ◆ Adjust the SOP when appropriate.
- ◆ Keep notes for a future evaluation and after action debriefings.

Suggestions After a Crisis

Suggestions After a Crisis

*"In the midst of a crisis, if we remember to respond within our areas of expertise
we are more successful in providing a greater service to the crime victim."*

Shawanda Reynolds-Cobb, Director

Georgia Crime Victim Compensation Program

Involvement by Disaster-Related Agencies

Evaluate your working relationships with disaster-management agencies [national, state, local].

- ◆ Review your Memorandums of Understanding [MOUs] and Mutual Aid Agreements [MAAs].
 - ◆ Renegotiate if necessary.

Evaluate the availability of information sharing.

- ◆ OVC and other Federal agencies [if applicable].
- ◆ Disaster-management agencies.
 - ◆ Determine if victim compensation benefits were enhanced by allowing FEMA and other disaster-related Federal agencies and nonprofits to complete normal response procedures before compensation provided financial assistance.
- ◆ Social services agencies.

Facilitate the ongoing integration of all social services and delivery programs.

- ◆ Understand that disaster relief will continue for months and possibly years.

Evaluate [if applicable] the changes that were made to your crime victim compensation laws or procedures.

Evaluate your state's ability during the crisis to recognize and address the shortcomings of the crime victim compensation laws.

Meet with Governor and legislative leadership to discuss statutory changes [if needed] in the aftermath of the disasters.

- ◆ Attempt to expand the limitations on your current crime victim compensation laws.

Continue to be part of the state disaster-management network.

- ◆ Attend meetings and trainings.

Media and Public Awareness

Consider conducting follow-up outreach with special victim populations [domestic/international tourists, military personnel, illegal aliens, non-English speaking populations, children, elderly and people with disabilities].

- ◆ Ensure that local victim services are informed of possible crime victims that will be returning to their communities.
 - ◆ Allow for ongoing local follow-up and tracking.

Conduct on going meetings with staff to discuss crisis issues affecting victims.

Consider the following:

- ◆ Providing quarterly newsletter for victims and families with updated information on crime victim compensation and other resources.
- ◆ Hosting a secure "chat" room on your website for victims and families.
- ◆ Assisting with memorial services in conjunction with other agencies.
- ◆ Seeking help for funding of victim support groups

Create your program's statistical/historical accounting of the events during the mass casualty incident.

- ◆ Understand the value of this resource document for your state and others.

Assess the effectiveness of your public outreach.

- ◆ Did most victims, survivors and families receive information on the crime victim compensation program?
 - ◆ Did VOCA subgrantees and the victim-advocate community assist with outreach?
 - ◆ If not, how could collaboration be improved?
- ◆ Were emergency agencies [hospitals, funeral homes, law-enforcement] provided crime victim compensation applications?

Evaluate the role of the crime victim compensation spokesperson or public information officer.

- ◆ Did crime victim compensation press releases/handout information allow accurate interpretation by victims, survivors, families and service providers?
 - ◆ Did most understand the benefits and limitations including the payer of last resort mandate?
 - ◆ Was information translated into other languages?
 - ◆ What languages were needed?
- ◆ Did media fairly report about the crime victim compensation program?
 - ◆ If not, what are the lessons that you learned?

Evaluate your communication process [internal/external].

- ◆ Press releases.
- ◆ Call centers or 24/7 phone-lines.

- ◆ Websites.
- ◆ Interviews.

Assess support provided by the NACVCB and other state crime victim compensation programs [when requested].

- ◆ Assess the assistance your program received during the crisis that was helpful.
 - ◆ Extend that courtesy to other state crime victim compensation programs that experience a crisis.

Training

Assess the areas where the crime victim compensation program could benefit from additional training.

- ◆ List the topics and agencies that can provide the training.

Donations, Emergency-Preparedness Funds and Supplemental Funding

Assess the benefits, limitations and effectiveness of accounting, tracking and reporting procedures.

Assess the benefits and limitations of any of the following sources of funding or supplemental funding:

- ◆ Crime victim compensation emergency-preparedness funds.
- ◆ Charitable donations.

Assess the effectiveness of each of the above funding sources that were applicable to your program during the mass casualty event.

Assess how the emergency-preparedness funds and charitable donations were coordinated with the state attorney general's office [consumer protection division] to determine whether you were advised of fraudulent fundraising on the behalf of victims.

Explore the effect of your policy decision regarding whether to count donations to crime victims as a collateral resource.

Determine whether resources [for the most part] were found when gaps in services were identified.

Mobilization

Understand that family assistance centers, mobilized units and satellite-offices may remain open for a longer period of time than most professionals anticipated.

Assess the value of mobilized units and satellite-offices.

- ◆ Were the crime victim compensation crisis-response kits adequate?
- ◆ What information or materials should be added?

Evaluate the staff's photo-I.D. and official documentation used "in the field" by crime victim compensation staff.

- ◆ Was it recognized by disaster-management agencies?
- ◆ Was the definition expanded during the mass casualty event?
 - ◆ If so, how?

If the definition of eligible expenses was expanded, access the following:

- ◆ What unusual expenses were awarded?
- ◆ Were double payments avoided?

Assess [if applicable] your program's decision to waive or expand application filing deadlines.

- ◆ Did you fast track applications?
- ◆ Evaluate back-log.
 - ◆ Look at the number of claims pending.
 - ◆ Mass casualty victims vs. non-mass casualty.

Identify difficulties in sharing information between disaster-management agencies and nonprofits.

- ◆ Does there need to be a legislative remedy?
 - ◆ Assess ability to share confidential information among disaster-management agencies.

Evaluate whether your program was criticized by current and past applicants due to special procedures implement during this mass casualty.

- ◆ Evaluate your responses and lessons learned.

Program Logistics

Evaluate operational flow-chart.

- ◆ Review and update.

Evaluate the use of a dedicated crisis-line for updating staff.

Assess the benefits of language-lines [if applicable].

Assess staffing issues.

- ◆ Overtime.
- ◆ Data entry.
- ◆ Back-log.
- ◆ State and/or national 800 number for victims and families to access.
- ◆ Vacation time.
- ◆ Use of volunteers.
 - ◆ Adequacy of job descriptions.
- ◆ Use of the operational flow-chart.

Develop a long-term plan for temporary staff positions or equipment paid for by crisis-response funds.

- ◆ Establish exit plans for specially funded items.

Prepare for Federal and state audits.

- ◆ Understand that opening case files may also trigger staff emotions.

Program Guidelines

Evaluate the pros/cons of the short application form.

- ◆ Are you aware of fraudulent applications?

Assess the case-management and statistical tracking systems.

Identify additional special-needs victims.

- ◆ Was the definition expanded?

Evaluate whether the program's definition of primary and secondary victims allows coverage for most crime victims.

Staff Stress

Determine whether you should continue to provide crisis-intervention for crime victim compensation staff.

- ◆ Decide if assistance [debriefing/interventions] is mandatory.
- ◆ Utilize chaplains, clergy, crisis-response teams and employment assistance programs.
- ◆ Provide mental-health services if warranted.
 - ◆ Immediate
 - ◆ Long-term
- ◆ Do not forget that compensation directors, board members and commissioners may need crisis-intervention too.

Be sensitive to important dates related to the crisis [anniversary, trial, memorial services].

- ◆ Understand that important dates may have a significant impact on crime victim compensation staff.

Standard Operating Procedures

Meet with the staff and evaluate [create if necessary] the standard operating procedures.

- ◆ Evaluate overall performance of agency.
 - ◆ Staff
 - ◆ Volunteers
 - ◆ Other agencies that assisted the program.
- ◆ Adjust the SOP.
 - ◆ Update program's operational flow-chart.

Prepare a written history of the program's experiences during and after the mass-casualty event.

- ◆ Include lessons learned.
 - ◆ Keep in mind that your valuable information and experiences will benefit your program and other state crime victim compensation programs.

***Lessons Learned
from September 11, 2001***

- *California*
- *Massachusetts*
- *New Jersey*
- *New York*
- *Pennsylvania*
- *Virginia*

California

"Because California is such a large state and the victims are spread out, it is difficult for victims to find comfort in their local communities. The support group meetings, funded by a grant from OVC, have played a critical role in healing. They allow for genuine expression amongst those who have experienced the same tragedy. The meetings have provided a safe place for victims and survivors to discuss their personal recovery and voice their deepest feelings and frustrations."

Anita Ahuja, Executive Liaison

California Victim Compensation Board

Information Shared by the California Victim Compensation Board

- I. California: In Their Own Words About September 11th**
- II. Executive Order Example**
- III. Coping with Trauma: Handouts**

“California: In Their Own Words About September 11th”

In addition to New York and New Jersey, California experienced a significant loss of life on September 11th, 2001. All four planes were headed to California on that tragic day. Three flights were flying to Los Angeles and the flight headed to San Francisco crashed in Pennsylvania.

The flights were far from full but they resulted in the deaths of many people. Among the passengers were a set of grandparents coming to stay with their daughter, son-in-law and three grandchildren, a college graduate coming home to start her first fulltime professional job, an elderly mother relocating to the West Coast and moving in with her daughter, a gymnastics Coach at UC Santa Barbara, an engaged international businessman coming to visit his Lebanese parents who had emigrated several years earlier, a husband coming home to witness the birth of his baby in the delivery room, and a mother who had just moved her twin daughters to college in Rhode Island.

As a state agency, we found ourselves without a precedent for handling this type of mass casualty event. All state and Federal agencies involved in emergency services struggled to rapidly address the crippling needs and horrific circumstances this tragedy created.

Emergency legislation and a subsequent grant from the Federal Office for Victims of Crime (OVC) paved the way for our recovery plan. SB 551 was passed three days after the attacks and expanded the definition of a derivative victim to include grandparents, grandchildren, mothers-in-law and fathers-in-law to the list of family members eligible for our program. The new law also allowed derivative victims to file victim compensation claims when the victim is injured in a terrorist attack, regardless if the victim was a resident of the state.

Our initial face to face contact with the victims occurred on October 9th, 2001 at a Day of Remembrance at the State Capitol. There, we learned of the hardships and cruel realities surviving relatives faced. We also heard from individuals who actually lived through the attacks at the World Trade Center and escaped safely. Many could barely speak of their loss; some just nodded and their eyes told us everything we needed to know.

Accepting their personal loss, let alone the horror that created the loss was asking too much. How would they ever be able to make sense of such a tragedy? We learned that it was helpful for these folks to be in each other's company and grieve together. Thus, we asked OVC for grants in 2002 and 2003 to fund statewide and regional support group meetings. Because California is such a large state and the victims are spread out, it is difficult for victims to find comfort in their local communities. The support group community allows for genuine expression amongst those who have experienced the same tragedy. These meetings have played a critical role in healing. They have provided a safe place for victims and survivors to discuss their personal recovery and voice their deepest feelings and frustrations.

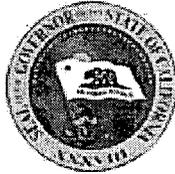
Most, if not all, of the survivors from the World Trade Center have Post Traumatic Stress Disorder. We have witnessed how relieved they are to be with other survivors and discover that what has helped them in their healing process. We have seen how September 11th has negatively impacted functional family units – ruining relationships, destroying communication skills, the loss of jobs and income and the ability to sleep. They are living a nightmare on a daily basis. We wonder if anyone truly realizes the full impact of this tragedy on their will to continue living productive lives.

There is also the untold story of the resulting suicides. One surviving spouse and one surviving domestic partner have committed suicide. This happened within the first six months following the terrorist attacks. We wonder if there was anything we could have done to prevent these deaths. They were very difficult to deal with.

We have also witnessed the impact of working with 9/11 victims on our staff. After a work experience such as this, one is transformed. Even with regular debriefings, staff is aware that this experience has altered their perspective on life.

The support groups continue to be a very successful instrument for recovery. Our 2003 grant from OVC has been extended into 2004 to allow for quarterly meetings. In addition, family members and survivors meet and communicate with each other outside of the meetings. They have become family for one another. As one family member recently stated, "we are now family for life".

Executive Order



Office of the Governor

EXECUTIVE ORDER D-54-02 by the Governor of the State of California

WHEREAS, the catastrophic events of September 11th left our great nation in a state of unimaginable grief and changed our world forever; and

WHEREAS, all four hijacked planes were bound for California and carried more than 100 brave Californians who paid the ultimate price for our freedom; and

WHEREAS, the terrorist forces that committed these violent, horrendous crimes have inflicted great pain and suffering that will last for generations by claiming the lives of innocent men, women and children; and

WHEREAS, the families of these Californians will never be able to feel the touch of a spouse or a partner lost, know the dreams of a child lost, or benefit from the wisdom of a parent or grandparent lost; and

WHEREAS, there are an estimated 156 California families struggling with emotional devastation as well as severe financial losses, while facing confusing legal and practical decisions regarding the estates of their suddenly deceased loved ones; and

WHEREAS, shortly after the September 11th attacks, Congress passed and the President signed a Federal statute establishing the "September 11 Victim Compensation Fund of 2001," to provide humane assistance to those surviving family members and loved ones who have been stricken due to the loss of essential emotional and financial support from those who perished; and

WHEREAS, rules have been adopted to implement this statute's promise of victim compensation to survivors which look to the law of each decedent's domicile to ascertain who is authorized to present claims and to be recognized as proper beneficiaries of the Federal fund; and

WHEREAS, California law recognizes domestic partners as proper recipients of victim compensation in cases of direct victimization and derivative victimization by violent crime; and

WHEREAS, California law since January, 2000 has granted legal and official recognition to domestic partners who meet the requirements of California law and register their relationship with the state; and

WHEREAS, California law provides registered domestic partners the rights to pursue tort damages for wrongful death in the same manner as a spouse; and

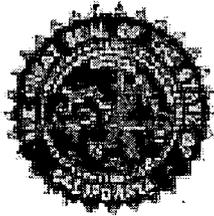
WHEREAS, California law recognizes registered domestic partners in a priority position compara-

NOW THEREFORE, I, Gray Davis, Governor of the State of California, by virtue of the power and authority vested in me by the Constitution and the statutes of the State of California, do hereby issue this order:

IT IS ORDERED that effective immediately, the California Victims Compensation and Government Claims Board shall provide all appropriate information, assistance and service to California families, including domestic partners registered with the Secretary of State, who are suffering emotional and financial losses due to the September 11th tragedy.

IT IS FURTHER ORDERED that the California Victims Compensation and Government Claims Board shall communicate to Special Master Kenneth R. Feinberg, administrator of the Federal September 11th Victim Compensation Fund and request the Special Master look to and consider in his deliberations, the various provisions of California state law, including those laws pertaining to the rights and responsibilities of domestic partners, California's wrongful death statutes, and California's victim compensation program regulations, so those who have suffered the loss of their spouse, domestic partner, parent, or child can be extended every possible consideration and benefit under the September 11th Victim Compensation Fund of 2001.

I FURTHER DIRECT that as soon as hereafter possible, this order shall be filed in the Office of the Secretary of State and that widespread publicity and notice be given to this order.



IN WITNESS WHEREOF I have hereunto set my hand and caused the Great Seal of the State of California to be affixed this the third day of April 2002.

/s/ Gray Davis

Governor of California

VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD

(Formerly State Board of Control)
EXECUTIVE OFFICE
630 K Street, 5TH Floor
Sacramento, California 95814
Phone Number: (916) 323-3432
Fax Number: (916) 322-1487

COPING WITH TRAUMA: TIPS FOR HELPING CHILDREN

From America's Leading Crime Victim Assistance Organizations

No American will go untouched – whether directly or indirectly -- by the devastating terrorist attacks that took place recently and which swept the hearts and minds of citizens across the nation. Children are especially vulnerable to the trauma and unforgettable images from the tragedy. Concerned parents and other adults want to respond sensitively and appropriately to our country's children, helping them to feel physically and emotionally safe. Children under the age of five won't fully understand what has happened, but will pick up on the reactions of those around them and act accordingly. Adolescents will respond much the same as adults. The following tips will help provide a supportive and stable environment for the children of this nation.

Be calm. Children mirror the reactions of their parents and caregivers. It is fine to share feelings of sorrow, which can encourage the children to express their own sadness. However, express your more intense reactions such as horror and outrage with other adults, outside the presence of the children.

Tell the truth but don't give more information than is requested. Allow children to ask questions, listen carefully and thoughtfully, and then answer them. Don't be surprised if they ask a question, and then ask it again later. They are only trying to reassure themselves and feel more secure. Children deal with trauma in small segments. Never force a child to talk about it if he or she doesn't want to.

Stay home during the evenings. Limit separation as much as possible for a few days.

Allow more telephone contact than usual. Encourage your children to call you at work or wherever you may be if they feel afraid or if something upsetting has happened.

Reassure the children that you are their protector. Tell them that not only you, but everyone in the nation is working hard to see that something like this never happens again. If your child seems more fearful than usual about going to bed, encourage sleeping with favorite toys, blankets, or perhaps allowing a pet to stay in the room. Use nightlights.

Limit television to a few segments and sit with your child as it is viewed. Children should not be exposed to terrifying imagery by themselves. Touch them or hold them if they will allow it.

Refrain from calling a child “a baby” if he or she is crying and fearful. The child is reacting authentically. Instead, comfort and support them rather than tell children to be “big boys and girls.”

Recognize that some children will reenact what happened through play or artwork. It can be empowering for children to play with toy fire trucks and to use the ladders to rescue people and put out fires. Some may draw rescue efforts. If you see re-enacting play or art, ask your child to talk about it with you.

Encourage the children to help. Children may want to collect money to send to one of the organizations providing direct assistance. They may want to make a poster for the teacher’s lounge of their school asking adults to donate blood. They may want to write a note or color a picture for someone in the community who is directly affected by the tragedy. They may want to say a prayer for those who are hurt.

Some children, especially young children may regress for a while. Previously mastered skills such as sleeping alone, dressing without help, and toilet training may be lost for a while. Children should not be disciplined for these regressions.

Watch for signs of more serious problems. These might include failing grades, avoiding relationships other than those with whom they feel most secure, general irritability, sleeping problems, and eating significantly more or less than usual. Seek professional assistance through your child’s school or an outside agency if you are concerned.

Coalition of victim assistance organizations providing this information include:

Association of Traumatic Stress Specialists, California Crime Victim Compensation Board, Colorado Organization for Victim Assistance, Concerns of Police Survivors (COPS), Joint Center on Violence and Victim Studies, Mothers Against Drunk Driving (MADD) National Office, National Association of Crime Victim Compensation Boards, National Association of VOCA Administrators, National Center for Victims of Crime, National Coalition Against Domestic Violence, National Organization for Victim Assistance (NOVA), National Organization of Parents of Murdered Children, National Sexual Violence Resource Center, Pennsylvania Coalition Against Rape and Tragedy Assistance Program for Survivors (TAPS).

Additional information and trauma recovery tips and information can be found at www.madd.org, www.ncvc.org, www.pomc.org or www.try-nova.org

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COPING WITH TRAUMA: Tips From America's Leading Crime Victim Assistance Organizations

No American will go untouched – whether directly or indirectly -- by the devastating terrorist attacks that took place recently and which swept the hearts and minds of citizens across the nation. Many people will experience a variety of reactions to the trauma and the unforgettable images from the tragedy, including feeling numb, angry, sleepless and helpless. The following tips may help you cope with the emotions and grief.

- **Talk.** Unspeakable trauma becomes more manageable when it is verbalized. Try to find words to describe your reaction and share them with someone you trust. If you can't talk with someone, write in a journal or diary.
- **Recognize that thinking ability may be compromised.** It is natural that in these circumstances, one's ability to concentrate is limited. Employers must recognize this and accommodate.
- **Honor individual differences in trauma reaction.** Your way is not the only way. People bring their full life experiences to the events of September 11, 2001. It is not useful to tell others how to handle their own trauma. For example, telling someone he or she must be strong is useless. People are coping the best they can.
- **Recognize the value of tears.** Tears are simply a tender tribute to mourning. They are a natural reaction of men, women, and children to internal stress. They remove unhealthy stress-related toxins from the body.
- **Reach out to those more directly affected.** Call those you know who are affected, even if distantly affected. Perhaps invite them over for dinner or take them a meal. Listen exquisitely. They may say the same things over and over again. Honor these experiences by listening rather than giving advice or telling them that things could have been worse.
- **Limit television and radio.** Turn it on only occasionally and then go for a walk or put on some calming music to remind yourself that most of the people in the world and in your community are good. Human goodwill and kindness illuminate the darkness even as a single candle can pierce the darkness.
- **Do something to help.** Donate blood. Send money to the American Red Cross or one of the other organizations that are helping directly. Fly an American flag or put a candle in your window to affirm your commitment that darkness will not overcome the light. Plant a tree or perennial plant to remind yourself at next year's anniversary that life prevails.
- **Utilize spiritual resources.** Attend church, synagogue, mosque or other faith community services or vigils. Be authentic with the God of your understanding.

- **Seek Professional Support.** Additional trauma support, counseling and resources are available. Consider calling your local Victim/Witness Assistance Center for information about resource near you, or call one of the organizations listed on the next page.
- **San Francisco: UCSF Trauma Recovery Center:** 415-401-3000 Providing crisis counseling and trauma recovery help in the Bay area.
- **1-800-VICTIMS** Local resources and referrals in California
- **National Victim Center:** 1-800-964-2000 Referral to a psychologist

Coalition of victim assistance organizations providing this information include:

California Crime Victim Compensation Board, Colorado Organization for Victim Assistance, Joint Center on Violence and Victim Studies, Mothers Against Drunk Driving (MADD) National Office, National Association of Crime Victim Compensation Boards, National Association of VOCA Administrators, National Center for Victims of Crime, National Organization for Victim Assistance (NOVA), National Organization of Parents of Murdered Children, National Sexual Violence Resource Center, Pennsylvania Coalition Against Rape and Tragedy Assistance Program for Survivors (TAPS).

Additional information and trauma recovery tips and information can be found at , www.ncvc.org, www.pomc.org or www.try-nova.org.

**1-800-777-9229 (California Victim's Compensation Program)
1-800-VICTIMS (California Resources for Victims of Crime)**

Massachusetts

"This disaster has enabled us, as a governmental "crime-focused" agency, to forge and strengthen relationships across the Commonwealth with other responders. Our mutual commitment to outreach and service to victims has enabled us to educate providers about Victim Compensation not only for 9/11 families, but for all clients, and has expanded our ability to make appropriate referrals for victims when they present to us with other unmet needs."

Deborah Fogarty, Director

Massachusetts Attorney General's Crime Victim Compensation Fund

Information Shared by the Massachusetts Crime Victim Compensation and Assistance Division

I. Response to September 11, 2001

II. Massachusetts Crime Victim Compensation

III. Victim Compensation Fund

IV. Press Release

Massachusetts
Victim Compensation and Assistance Division
(VCAD)

Response to September 11, 2001

Initial Response:

On September 12, 2001, the Attorney General accepted the recommendation of VCAD staff that family members of the victims on the American Airlines and United Airlines planes that departed Boston and struck the World Trade towers be eligible to apply to the Massachusetts compensation program. As a result, we met with the Massachusetts Office for Victim Assistance (MOVA) and formulated a press release to inform the public of VOCA-funded provider programs and the availability of compensation. In addition, we were in constant contact via e-mail, and later via weekly conference calls, with MOVA representatives, which included NACVCB, other responding states, and the Department of Justice regarding ongoing developments in other states, and national responses to the terrorist acts. Discussions ensued regarding FEMA financial assistance, supplemental funding from OVC, financial and other assistance available through the American Red Cross, Federal legislation and executive orders being considered, and the issue of overlapping compensation coverage for victims and families.

Throughout the first several weeks, VCAD staff dedicated most of their time to responding to requests for information and assistance; inquiries came from homicide survivors, attorneys, other provider agencies and governmental entities such as the FBI and U.S. Attorney's Office. We responded to requests for information from state legislators, the Governor's office, staff from the offices of members of Congress, and our own colleagues within the Office of the Attorney General. We obtained a copy of the manifests for both Boston flights, in order to verify the eligibility of claims being filed by family members. Meanwhile, we continued to obtain information and the special application for the New York Compensation program, and assisted several local families in applying to that program, as well as sending the victim advocate on our staff to work for a week in the Family Assistance Center in New York.

In the following months, VCAD staff attended several meetings convened to address the needs of Massachusetts families regarding available services; these meetings included presentations by the Red Cross, Social Security Administration, United Way, Massachusetts Emergency Management Agency, accountants, private attorneys, Probate Court, HUD, IRS, Department of Mental Health, Board of Education, other entitlement programs, and private funding sources such as the Massachusetts 9/11 Fund. The United Way designated Catholic Charities of Massachusetts as the organization to coordinate case management services, via mental health clinicians, for victims and families to address not only direct services but finding referral sources for unmet needs. In addition, we participated, along with MOVA staff, in a briefing convened for Massachusetts families of victims by the U.S. Attorney's Office and the FBI, to provide information about the ongoing investigation into the terrorist attacks involving the Boston planes. We also participated in several cross-training opportunities with governmental agencies, mental health clinicians and other service providers on victim compensation.

Results:

There have been many important outcomes rising out of this unimaginable event. First, and most important, we have received and processed claims for compensation filed by survivors of 39 victims who were aboard American flight 11 and United flight 175; to date VCAD has awarded over \$670,000 in funeral/burial expenses, bereavement counseling, and loss of financial support to 47 claimants.

Next, this disaster has enabled us, as a governmental "crime-focused" agency, to forge and strengthen relationships across the Commonwealth with other responders. Our mutual commitment to outreach and service to victims has enabled us to educate providers about Victim Compensation not only for 9/11 families, but for all clients, and has expanded our ability to make appropriate referrals for victims when they present to us with other unmet needs. We continue to network, as a group of professionals brought together by this tragedy, and participate in monthly meetings called "Community of Care," which was initially convened by the American Red Cross and its 9/11 Recovery program. Following a recent forum to celebrate and debrief the local response, the Red Cross terminated its regional personnel; however, the Community of Care continues to meet to maintain partnerships and share information and resources "beyond the event" and to strategize in the event of another mass disaster.

Massachusetts Crime Victim Compensation

Overview

The Massachusetts Crime Victim Compensation, administered by the Office of the Attorney General, is available to provide assistance to victims of crime. Massachusetts families of the terrorist crimes that began in Boston on September 11, 2001 are eligible to apply for these benefits.

Who is eligible

Compensation is available to:

- qualified victims of crime
- dependents and family members of homicide victims, and any person responsible for the funeral expenses of a homicide victim.

Available benefits and assistance

Massachusetts families of the terrorist crimes which began in Boston on September 11, 2001 are eligible to apply for assistance with:

- funeral and memorial service expenses (up to \$4000)
- grief counseling expenses, and loss of financial support.

The maximum amount available is \$25,000.

How to apply for the benefit

To apply for victim compensation, the family member must complete the two-page Application For Crime Victim Compensation form and submit it to the Massachusetts Victim Compensation and Assistance Division. Families would indicate in the form in the crime information section that the form is being filed as a result of the September 11th terrorist crimes. You can obtain the form by calling (617) 727-2200 or downloading the form at www.ago.state.ma.us. In general, the Division staff will determine eligibility, verify claims for compensation, and issue awards within 2-6 months depending upon the completeness of the request.

Additional information

Call the Victim Compensation and Assistance Division at (617) 727-2200 or visit the Web site of the Office of the Attorney General at www.ago.state.ma.us.

American Red Cross Family Gift Program
Disaster Unemployment Assistance
Mass. Board of Higher Education Tragedy Tuition Waivers
Mass. Crime Victim Compensation
Social Security Disability Benefits
Social Security Survivors Benefits
Veterans Benefits
Victim Compensation Fund
Boston Bar Association - Sept. 11 Assistance Project
Dept. of Justice Victim Assistance Program
Mass. Bar Association - Dial-A-Lawyer and Legal Clinic
Mass. Probate Court Information
Trial Lawyer Care (TLC)
Community Crisis Organizations

Massachusetts Crime Victim Compensation

Homicide Bereavement Counseling Organizations
Mass. Office for Victim Assistance
Project REACH Counseling and Advocacy for Crime Victims
Dealing with the Media
Survivor Suggestions
Federal Housing Administration (FHA) Default and Foreclosure Assistance
MassHousing (MHFA)
Internal Revenue Service Assistance
Mass. Society of Certified Public Accountants
Mass. State Tax Extensions
Mass. State Tax Relief Due to Hardship
Mass. State Tax Abatement

Where can I get help with short-term living expenses?
What support is available for loss of income?
How can my children receive tuition assistance?
How can I get help with my mortgage?
Where can I get free legal advice?
Where can my family and I go for counseling?
What kinds of tax relief can I receive?
Where can I get help with memorial and funeral expenses?
How should I handle media attention?
Where can I get help obtaining a death certificate?
Where can I get current information about ongoing investigations?
What do I need to know about settling an estate?

Victim Compensation Fund

Overview

In response to the terrorist attacks, Congress established a September 11th Victim Compensation Fund that provides a less complicated way to help terrorist attack victims who were physically injured or lost loved ones.

Who is eligible

The following people are eligible for compensation from the September 11th Victim Compensation Fund:

- anyone who suffered physical harm in the terrorist attacks, or
- the personal representatives of victims killed as a result of the terrorist attacks.

Note: A personal representative is someone named in the will of the deceased or was appointed by a court in the state where the deceased lived.

Available benefits and assistance

The September 11th Victim Compensation Fund provides compensation for personal injury or death.

The September 11th Victim Compensation Fund does not provide compensation for losses to physical property.

Restrictions

The following restrictions apply:

- No more than one claim may be submitted to the Fund by an individual or on behalf of a deceased individual.
- Fund claimants give up their rights to file a lawsuit in court against those responsible for victims' injuries.

How the fund will work

Specific details of Fund procedure will be determined by a Special Master (a special judicial officer appointed by the U.S. Attorney General) in the coming months. However, the following has already been determined about how the Fund will work:

- Claimants (individuals seeking compensation from the fund) will have:
 - the right to be represented by an attorney
 - the right to present evidence, and
 - any other rights determined appropriate by the Special Master.
- Claimants will not have to prove negligence or any other theory of liability on anyone's part, as would be necessary in a usual civil court proceeding.
 - Congress has ensured that:
 - a decision on a claimant's case be rendered within 120 days of the filing of the claim, and
 - the U.S. government must authorize payment for the amount awarded by the Fund within 20 days of the decision.
- Fund claimants will not have the same rights to appeal decision as those who seek compensation through the traditional court system.
- Other compensation claimants have received as a result of the attacks (such as life insurance policy payouts, etc.) may be subtracted from Fund awards.

Free legal help is available

Thousands of highly qualified trial lawyers have created Trial Lawyers Care (TLC), a non-profit organization that links experienced lawyers-completely free of charge-to victims and families who seek compensation under the September 11th Victim Compensation Fund. Reference: See the topic "Trial Lawyers Care Free Legal Help" or call toll-free 888-780-8637 for additional information.

ATTORNEY GENERAL REILLY'S OFFICE AWARDS MORE THAN \$380,000 TO RELATIVES OF SEPTEMBER 11 VICTIMS

April 2, 2002

CONTACT: ANN DONLAN (617) 727-2543

BOSTON -- Attorney General Tom Reilly's Office has awarded \$381,680 to families whose relatives died when two hijacked planes crashed into the World Trade Center towers on September 11.

On September 12, AG Reilly's Office determined that the families whose relatives were victims on Flight 11 and Flight 175 were eligible for assistance under the office's Victim Compensation and Assistance program. Since then, AG Reilly's staff has helped families coping with the tragedies apply for money available under a program for violent crime victims in Massachusetts.

"The trained staff in my office works with families and victims who incur crime-related expenses, lost wages and loss of support," AG Reilly said. "From helping to file a claim to listening to relatives painfully detail the last time they spoke with their loved ones, my victim services staff try to assist in any way possible." Relatives have received a portion of the more than \$381,680 awarded for loss of support, mental health counseling and funeral, burial or memorial services. The nine members of the Victim Compensation and Assistance Division are processing 13 claims for families, who are eligible to receive a maximum award of \$25,000 under the program.

The Commonwealth's Victim Compensation Fund, which AG Reilly administers, contains state and Federal funds, partly derived from criminal offenders. The money is used to provide financial assistance to help victims pay for uninsured medical, dental and counseling expenses, funeral and burial costs, and lost income. During 2001, the Attorney General's Office awarded nearly \$3 million to victims of violent crimes and family members and dependents of homicide victims.

For more information on eligibility for the program, or to file a claim, call the Victim Compensation and Assistance Division at **(617) 727-2200, ext. 2908**.

New Jersey

"New Jersey's compensation staff responded directly to victims of 9/11 who commuted from New Jersey, by going to the Family Assistance Center at Liberty State Park. In providing benefits to supplement and augment those provided by New York, the New Jersey Victims of Crime Compensation Board interacted extensively with the New York Crime Victims Board to ensure greater coverage and benefits for their residents."

Dan Eddy, Executive Director

National Association of Crime Victim Compensation Boards

Information Shared by the New Jersey Victims of Crime Compensation Board

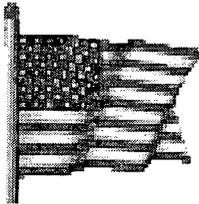
I. Website Information for New Jersey Victims of Terror



STATE OF NEW JERSEY
Victims of Crime
Compensation Board

Assistance for New Jersey Victims of Terror

The New Jersey Victims of Crime Compensation Board is assisting N.J. resident victims of terrorism in filing claim applications with the New York Crime Victim Board, the primary source of victim's compensation for the tragic event of September 11, 2001.



New Jersey Victims of Crime Compensation Board

24-Hour Hotline 1-800-242-0804

Compensation Assistance for New Jersey Victims

State of New Jersey Home Page

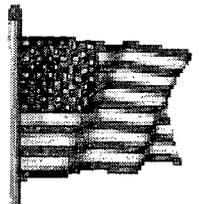
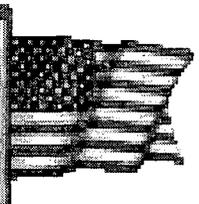
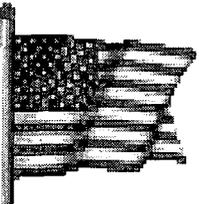
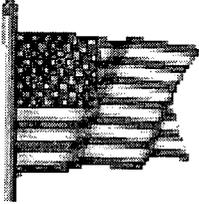
Official State of New Jersey website for New Jersey information about the World Trade Center.

NJ Department of Law and Public Safety Home Page

NJ WTC Missing Persons List

New York Crime Victims Board

24-Hour Hotline 1-800-247-8035





STATE OF NEW JERSEY
Victims of Crime
Compensation Board

NEW JERSEY VICTIMS OF TERRORISM ELIGIBLE FOR CLAIMS PROCESSING ASSISTANCE AND SUPPLEMENTAL BENEFITS FROM THE N.J. VICTIMS OF CRIME COMPENSATION BOARD

The basic rule of victim compensation among the various 50 state programs is that the state in which the incident occurred retains primary jurisdiction for compensation benefits. Some state rules allow their residents to apply for secondary jurisdiction compensation for expenses not fully covered by the primary program. The New Jersey Victims of Crime Compensation Board (VCCB) will accept secondary jurisdiction applications for its residents.

Very often, compensation benefits, or certain individual items for which compensation may be awarded (ex. Loss of earnings/support, funeral costs, transportation expenses) reach statutory or regulatory maximums or caps in the state with primary jurisdiction. Having been compensated to the full extent of benefits available under the laws of the primary jurisdiction, a N.J. resident who was injured in that state, may then apply for supplemental victim compensation benefits through the VCCB. Pursuant to N.J. provisions they may be reimbursed for additional out of pocket expenses not paid through the application filed in the state where the incident occurred.

In the wake of the terrorist acts of September 11, 2001, Massachusetts's Victim Compensation and Assistance Division, Office of the Attorney General has decided to waive its regulations. It will take primary jurisdiction for victims aboard the airplanes which departed Logan Airport in Boston and struck the World Trade Center (WTC). Similarly, the California Victim Compensation and Government Claims Board has taken on the role of payor of first resort as to its resident victims of the Pennsylvania plane crash. Pennsylvania's Victims Compensation Division, Commission on Crime and Delinquency, also retains primary jurisdiction for the crash. Principle jurisdiction for the Pentagon victims lies with the Virginia Criminal Injuries Compensation Fund. Secondary jurisdiction claims for New Jersey victims of these incidents are eligible under VCCB guidelines, as well.

In the case of the WTC, the N.Y. Crime Victims Board (NYCVB) has primary jurisdiction. The VCCB has been assisting N.J. victims of WTC terrorism in filing compensation applications with the NYCVB. In coordination with the NYCVB, claims filed with N.Y. are expeditiously given a claim number and tracked to ensure access to secondary jurisdiction eligibility in N.J. at a later date. Since N.Y. compensation benefits will be greater than the \$25,000 statutory maximum in N.J., it is recommended that application first be made with the NYCVB.

NY will pay for all reasonable medical, funeral and counseling expenses. Loss of earnings or support, however, is limited to \$30,000. NY will not pay transportation costs for family members. One area where the VCCB will be most helpful to resident victims is in being able to compensate victims for loss of earnings/support incurred in excess of the \$30,000 maximum the NYCVB allows. NJ will also assist with some family travel costs within guidelines set in its rules.

For assistance in filing the NYCVB application, please call the VCCB at its hotline number, 1-877.NJVCCB. VCCB staff will also be available to help on a daily basis, including weekends, at the State Family Assistance Center at Liberty State Park in Jersey City between the hours of 7 AM and 9 PM. In addition, the Victim/Witness Divisions within the 21 County Prosecutor Offices have been provided copies of the CVB application to assist county residents in processing their claims through the VCCB.

New York

"Our government leaders tell us not to wonder if this will happen again, but when and where it will happen next. When it happens, you need to know how your colleagues have responded and benefit from the lessons they learned.

Read and listen to what the experts have to say. On September 11, 2001, I learned quickly that

we cannot respond alone. We are still learning to react to the unique needs of our victims, and the effects of September 11 will continue beyond this generation."

Joan Cusack, Chairwoman

New York Crime Victims Board

"No matter how much preparation goes into contingency plans to handle a mass casualty things don't always go as smoothly as anticipated. Plans sometimes don't work and agencies need to be creative in an attempt to best

assist victims. It is imperative that compensation agencies are involved with their state and

Federal emergency planning offices and other agencies that respond to state emergencies. Know who your contact(s) will be in the event of a mass casualty incident."

Christina Hernandez, Board Member

New York Crime Victims Board

Information Shared by the New York Crime Victim Board

- I. Letter from Governor George E. Pataki**
- II. Questions and Answers to the Greatest Challenges**
- III. Emergency Award Locations and Benefits Specific to World Trade Center**
- IV. Department of Labor Benefits**
- V. Executive Order and New Law**
- VI. Applications Examples**
- VII. Project Liberty**
- VIII. American Red Cross**
- IX. The September 11th Fund**



STATE OF NEW YORK
EXECUTIVE CHAMBER
ALBANY 12224

GEORGE E. PATAKI
GOVERNOR

November 26, 2001

During these difficult times, people from around the country and the world have joined together to support the cause of freedom over the forces of evil. They've responded with great compassion, support and love to ease the suffering and hardship of those who've lost a loved one.

The people of New York and this Nation can never fully share the depth of your grief – but as a compassionate people, they want very much to walk alongside you during this difficult time in your life. The New York State World Trade Center Relief Fund has been established to receive the many generous donations from people wishing to help in this time of need. The intent of the Fund is to distribute awards to the survivors of the victims of the terrorist attacks of September 11, 2001, in order to help those in need meet their short-term financial obligations.

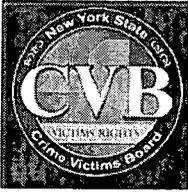
Enclosed are applications which may be used to claim an award from the Fund. A surviving spouse or domestic partner of a victim is eligible for an award of \$5,000. In addition, a surviving child of a victim is eligible for an award of \$1,000. If a victim had no surviving spouse or children, then the surviving parents of the victim may be eligible for an award of \$5,000. Finally, if a victim is not survived by a spouse, children or parents, then a person who was supported by the victim may be eligible for an award of \$5,000. Please select and complete the application appropriate to your situation and return it to the address indicated on the application for prompt processing of your award. If you need assistance in completing the application, please call 1-866-244-3839.

On behalf of Libby, myself and the people of New York, please accept my condolences. You are forever in our thoughts and prayers. God bless you.

Very truly yours,

A handwritten signature in black ink, appearing to read "G. E. Pataki".





September 11, 2001:

What were the greatest challenges in addressing the immediate crisis response?

The Crime Victims Board [CVB] set up immediately to distribute emergency funds at three Crime Victims Board offices, Pier 94, Borough Hall in Staten Island and the Westchester's District Attorney's office. Claims were submitted to the Albany office claims intake unit. CVB employs five data entry machine operators located in Albany.

- a. **The greatest challenge was manpower.** CVB has a staff of approximately 100 employees. Many do not work with victims and are not familiar with crime victim compensation statutes. The CVB offices and the Pier were open 16 hours daily/7 days a week. Unfortunately there were not enough employees with the needed knowledge of statutes to deploy to all locations for all the needed hours. To meet the challenge, we trained CVB funded program advocates to assist with emergency awards as well as trained volunteers for other states. CVB also trained other state employees that worked overtime to relieve the claims intake unit. This was all done during the same time that we were meeting the needs of the World Trade Center [WTC] families, keeping the offices running and assisting other non- WTC victims.
- b. The relay of information via telephone from the emergency award location to the Albany CVB office and vice versa. CVB distributed large sums of money through emergency awards. The computer system allowed a cross reference for claims, however, there was not a cross reference for previously awarded emergency awards. We created a spreadsheet and cross referenced manually to deliver to site workers.
- c. Wrong information about the CVB benefits were being relayed to victims/victims families. Organization and charities set up to assist victims and most did not understand specific statutory limitations on compensation programs. Example: victims were told that CVB could pay mortgages, temporary housing, vacuum cleaners, travel, moving expenses and food. This created misinformation that caused stress for the victims and CVB staff and volunteers. Victims felt they were getting the run around and we met the challenge by creating a Benefit Specific to *World Trade Center Victims Handout*. In addition CVB created an information list of all agencies and charities that were assisting victims. This list was continuously updated and distributed. Even after making phone calls to other organizations that were assisting, the problem did not fully resolve and victims continued to be referred in areas where we could not assist.

How would you recommend that these challenges be addressed in the future?

- a. Manpower. One or two agencies [Civil Service and Governor's Office of Employee Relations] could be assigned the task of recruitment/scheduling volunteers and other state employees to assist the effected agencies. CVB is a small agency that needs to send its most knowledgeable

September 11, 2001: continued

How would you recommend that these challenges be addressed in the future? - continued

- a. employees to major locations. It is difficult in the midst of a crisis to organize/schedule volunteers, assist with training, generation of supplies, answer questions, take phone calls and attend ongoing informational meetings.
- b. Relay of information. Office for Technology could stock emergency computers [lap tops and other portable technology]. If computers were set up at various locations, forms could be completed on site. Claim numbers could be immediately assigned and emergency awards recorded. This would help with the problem of duplication of services.
- c. Wrong information about CVB benefits. The Office for Victims of Crime could create a clearinghouse that would include all names/contacts for agencies and charities that assist during a crisis. The clearinghouse should have information on compensation program statutes, benefits between agencies that interact or compliment each other and if issued special Executive Orders. The director of the clearinghouse could determine the primary agency and work down the line to coordinate services. Example: CVB offers loss of support and funeral expenses. However, CVB is considered the payer of last resort. Worker's Compensation also covers loss of support and funerals and Social Security offers loss of support. It took a lot of time to coordinate contacts between the agencies. Each agency was not aware of the Executive Orders being issued for each agency that created overlap of benefits.

What existing resources, tools, and/or relationships facilitated the most effective response to victims needs?

- a. The set up at Pier 94 and the CVB's contacts with Social Security, Workers Compensation, Red Cross and other programs were the most effective.

What went well? What were some of the best practices identified in responding to victims?

- a. The participation of all levels of employees from Board members to clerks provided one-on-one contact with victims and victim's families.

What resources were needed but unavailable?

- a. Manpower.

What impediments/frustrations did you encounter in coordinating services?

- a. Lack of information of services offered and misinformation about CVB benefits.

September 11, 2001: continued

What recommendations would you offer to address these impediments? Have you taken any action in anticipation of another terrorist attack? Have you implemented any protocol, etc.?

- a. A central communications desk that could handle all information calls and referrals would be beneficial.

What would be your "wish list" to ensure an effective and timely response to victims of terrorism in the future?

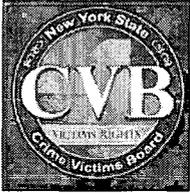
- a. An organized approach to understanding and implementing services through governmental agencies would ensure a more effective and timely response. We need education on who will be primary, what is available, and the best way to provide services [claims for victims] when multi-agencies are involved.

How would you assess the coordination of state compensation and assistance services? In your opinion, were resources and benefits complementary? Please describe.

- a. Since CVB has never been faced with anything like this before, the process went well. Involved programs came together to educate each other on available benefits. This is a difficult process when in the middle of a crisis. There is a real need to better understand other agencies regulations and exceptions.

What other information do you believe is important to highlight in a lessons learned document for this event?

- a. Attention should be given to the impact a crisis event has on other victims. Almost 100% of our resources were focused on the WTC victims. CVB had to field complaints by telephone/mail due to special services and special changes to statutes that provided special benefits to the WTC victims. Non WTC victims wrote the Board and asked for the same benefits provided WTC victims. These victims were told that they had received all the benefits allowed and this created unhappiness by victims and family members.



Emergency Award Locations:

The New York State Crime Victims Board is represented on site at the following locations to issue emergency award checks to victims and their families of the World Trade Center tragedy.

NYS CRIME VICTIMS BOARD

55 Hanson Place - 10th Floor
Brooklyn, NY 11217
(718) 923-4325

NYS CRIME VICTIMS BOARD

65 Court Street - Room 308
Buffalo, NY 14202
(716) 847-7992

NYS CRIME VICTIMS BOARD

845 Central Avenue
Albany, NY 12206
(518) 457-8727

Benefits Specific to World Trade Center

Medical Expenses – no maximum – for all victims who sustain personal injury as a direct result of the crime.

Counseling - no maximum - for all victims of or witnesses to the crime – witnesses to the crime include those present at the scene or immediate vicinity who personally witnessed the crime, or the immediate aftermath or recovery workers at the scene. Family members (spouse, grandparents, parents, stepparents, guardians, siblings, stepsiblings, children or stepchildren) of homicide victims and victims who sustained a personal physical injury and their spouses, children or stepchildren.

Burial Expenses – reasonable expenses – no maximum.

Essential Personal Property – items of personal property essential to the health, welfare or safety of the victim, lost, damaged or destroyed as a direct result of the crime, to a \$500 maximum. Property losses are limited to victims who sustained a personal physical injury or those over the age of 60 under the age of 18 or disabled, without regard to physical injury.

Loss of Earnings or Support – The amount of actual loss to a lifetime maximum of \$30,000. Loss of earnings is paid to victims who have sustained a personal physical injury as a direct result of the crime and are unable to work due to crime related disability. Loss of support is paid to a surviving spouse, grandparent, parent, stepparent, child or stepchild of a homicide victim or to any other person upon a showing of unilateral dependence or mutual interdependence upon such victim.

The Board can issue emergency awards for any of the above categories of compensation. However, for purposes of the WTC disaster, emergency awards are generally being limited to loss of earnings/support or burial/memorial expenses.

Rehabilitative occupational training for the purpose of job retraining or similar employment-oriented rehabilitative services to a victim or a family member of a victim.

The Board is Payor of Last Resort – all collateral source payments (workers compensation, Social Security, etc.) will be deducted from the final award. Life Insurance is not counted as a collateral source payment.

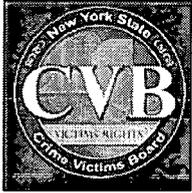
The Board cannot compensate for transportation expenses for family members of victims or for housing.

Questions relative to transportation should be directed to American Airlines (1-800-245-0999) or United Airlines (1-800-932-8555) for airplane victims or to the OVC hotline (1-800-331-0075) for non-airline victims.

Questions relative to housing issues should be directed to FEMA at 1-800-462-9029.

Questions relative to unemployment issues for non-injured (displaced) workers should be directed to the Department of Labor (1-888-209-8124).

Updated 10/25/01



Department of Labor Benefits [DOL] Summary for Victims

The New York Department of Labor in the aftermath of September 11, 2001 was mobilized to work with other New York state agencies, Federal agencies and New York agencies to aide in relief and recovery and to provide essential services and compensation to thousands of innocent victims. Funds were distributed through four separate benefit programs administered by the New York Department of Labor [DOL].

Unemployment Insurance Benefits [UIB]

Definition: Unemployment Insurance is temporary income for eligible workers who become unemployed through no fault of their own and who are **ready, willing, able** to work and have sufficient work and wages in covered employment. The money for UIB comes from taxes paid by employers. DOL determines whether an unemployed worker qualified for UIB.

Eligibility: An employee must have been paid at least \$1,600 in wages in one of the calendar quarters in the base period and the total wages paid must be one and a half times the highest quarter wages. Applicants are required to present their Social Security number, driver's license, mailing address and zip code, telephone number, alien registration card number, if applicable, the names and addresses of all employers for whom applicant has worked within the last 18 months, including those in another state.

The **base period** is the first four of the last five completed calendar quarters prior to the calendar quarter in which applicant claim is effective. The original benefit rate is calculated at the high quarter wages. The rate is one twenty-sixth [1/26] of the high quarter wages paid in the base period. **The current maximum rate is \$405.**

Disaster Unemployment Assistance [DUA]

Definition: Section 410 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988 provides for payment of unemployment assistance to unemployed individuals whose **unemployment is the direct result of a major disaster** as declared by the President of the United States. The effective date of the benefit is the first day of the week in which the claimant initially files for benefits.

Eligibility: Two types of eligible claimants.

1. **Non-UBI Applicant.** An individual who has insufficient wages or earnings in covered employment to establish a benefit year under State law or Federal unemployment compensation law; or has established such a benefit year but has exhausted all benefits to which he or she is entitled, including extended benefits [EB]. It also includes an individual filing an initial claim who is determined eligible for disaster unemployment assistance due to illness, injury, or disability caused by the major disaster.

Department of Labor Benefits [DOL] Summary for Victims - continued

2. **Self-employed applicant.** An individual who is self-employed and determined eligible for disaster unemployment assistance.

An individual may file under either DUA or UIB, but not both.

DUA is only payable during the Disaster Assistance Period. This specific disaster period was for September 17, 2001 through March 17, 2002. In some cases, a shorter or abbreviated disaster assistance period may be established if it is determined that unemployment in the major disaster area is of short duration or is no longer attributable to the major disaster.

Weekly assistance payable under DUA is computed based on the regular UIB formula. Unlike UIB, DUA has a **floor** or a minimum compensation rate.

- ◆ If the applicant has insufficient employment and wages in the base period, the minimum rate will be half the state's [New York] average weekly UIB amount. For the September 11, 2001 disaster, **the minimum rate is \$126.00.**
- ◆ The DUA rate of a self-employed individual who has no net earnings during the base period will be one half the State's average weekly UIB amount.
- ◆ If an applicant is eligible for DUA on the basis of becoming the breadwinner or major support for the household because the head of the household died as a direct result of the major disaster, the DUA rate will be the rate the deceased head of the household would have been entitled to receive.
- ◆ However, if the applicant is entitled to a higher rate based on his/her earning, the higher rate would apply.

The DUA rate will be reduced by any benefit or insurance proceeds for loss of wages due to illness or disability, a supplemental unemployment benefit pursuant to a collective bargaining agreement, private income protection insurance, **any workers compensation** by virtue of the death of the head of the household as a direct result of the major disaster in the major disaster area, prorated by weeks, the prorated amount of any retirement pension or annuity under the public or private retirement plan. **No DUA is payable of the applicant earned in excess of \$405.00 in a week.**

Individual and Family Grant Program [IFG].

Definition: Program intended to provide funds for disaster victims to cover necessary expenses or serious needs for which other governmental assistance is either unavailable or inadequate, i.e., not covered by private insurance or other Federal assistance programs.

Serious needs and necessary needs - any item or service that is essential to prevent, reduce, or overcome an adverse condition caused by disaster. These generally include: housing repairs, personal property [clothing, appliances, furnishings, etc.], transportation repairs, medical/dental and funeral expenses.

Department of Labor Benefits [DOL] Summary for Victims - continued

- ◆ Total grant amount [for any one disaster] awarded to each individual or family will not exceed \$14,400 including both Federal and state shares.
- ◆ Assistance will be available to meet disaster related necessary expenses or serious needs by providing essential items or services in the following areas: housing, personal property, transportation, flood insurance and other reasonable expenses deemed covered. The IFG is not intended to cover all disaster losses.

Eligibility:The IFG is a cooperative effort between Federal and state governments to coordinate efforts of the agencies providing assistance and to prevent duplication of benefits. The following is an outline of the order in which disaster relief agencies will provide assistance. **Each option must be exhausted before IFG funds will be made available.**

- a. Volunteer emergency assistance agencies [American Red Cross, Salvation Army, etc.]
- b. Insurance
- c. Disaster housing assistance [FEMA]
- d. Small Business Administration [SBA]
- e. Individual and Family Grant Program

National Emergency Assistance Grant Fund [NEA]

This NEA [\$25 million] grant was used to provide support services and temporary jobs to workers temporarily or permanently displaced by the disaster. The temporary positions will involve activities related to clean-up, demolition, renovation and restoration work for public and private not-for-profit properties. The funding will also be used to obtain needed equipment for repairs, as well as for training activities for those in transitional employment. The Department of Labor [DOL] coordinated services with the New York City Workforce Investment Board, New York City Human Resources Administration [HRA], New York City Department of Employment, as well as organized labor and community-based organizations. The agencies are charged with assisting displaced employees in obtaining employment, connecting to needed support services and assisting employers in recovery by meeting their workforce needs. This includes: restoring phone lines, replacing fax machines, providing Internet access, resume preparation, job banks, temporary support staff for disaster relief, job training and training for disaster recovery efforts.

Using NEA funding, the city and state hired temporary employees to meet critical staffing needs for fire, police, emergency management services and clean-up crews. The fund allowed all current critically trained staff to assist in the recovery effort. New York City Human Resource Administration will provide temporary emergency assistance, which can include emergency cash benefits, food stamps and shelter rental and relocation assistance.

In addition to temporary job creation, clean-up and restoration efforts through NEA, businesses impacted by disaster may be able to benefit from layoff aversion grants provided by the State Department of Labor. These grants are available to assist companies specifically in retaining their workforce through retraining or skills upgrading efforts as the company seeks new contracts and stabilizes its base. **Layoff aversion grants may not be used for capital expenditures.**

FOR IMMEDIATE RELEASE:
September 12, 2001

WTC RESPONSE UPDATE: GOVERNOR REMOVES LIMITS ON VICTIMS AWARDS

Executive Order Suspends Cap on Assistance That Can Be Given to WTC Attack Victims

Governor George E. Pataki today issued an Executive Order that removes the limit on the size of emergency financial awards that can be made from the State's Crime Victims Assistance Fund to victims of the attacks on the World Trade Center buildings in New York City.

"Tuesday's attack was catastrophic in terms of injuries, loss of life, hardship and suffering," Governor Pataki said. "We are doing everything in our power to assist the victims and their families as they look to recover from this disaster and this measure will allow the New Yorkers who have been affected by this tragedy to know that financial assistance will be there for them in their time of need."

Current law limits "emergency payments" to victims, which are intended to provide victims and their families with immediate financial assistance to cover immediate expenses incurred as a result of the crime, to \$1,500. The Governor's Executive Order removes that cap for victims of the WTC attacks. Existing law also limits the amount of an award that can be provided for burial expenses to \$6,000 and the Governor's Executive Order removes that cap as well for victims of the WTC attack.

Also, the Executive Order removes the restrictions on the payment of counseling costs solely to victims and their families, and would allow for the payment of counseling costs for any person involved in the tragedy, such as firefighters, police officers and rescue workers. The Governor's Order also directs the Crime Victims Board to review, investigate, determine and pay any claims to WTC attack victims in the fastest manner possible.

Since its establishment in 1966, the Crime Victims Board has provided substantial financial relief to victims of crime and their families by paying un-reimbursed crime-related expenses, including medical and funeral expenses, loss of earnings or support, the cost to repair or replace items of essential personal property, reasonable court transportation expenses, and the cost of residing at or utilizing the services of a domestic violence shelter.

In 1999, Governor Pataki signed into law legislation that expanded the law to provide compensation for counseling to the spouse and children of crime victims who have sustained physical injury as a result of a crime.

All victims of the WTC incident are eligible to apply to the NYS Crime Victims Board for possible reimbursement of expenses related to the crime. Allowable expenses include but are not limited to:

- Medical expenses not covered by insurance or other benefits programs;
- Burial expenses;
- Loss of earnings or support up to \$30,000; and
- Counseling expenses.

Individuals in need of assistance can call 1-800-247-8035 for more information and claim applications.

FOR IMMEDIATE RELEASE:
October 5, 2001

GOVERNOR: NEW LAW EXTENDS FILING DEADLINE FOR CRIME VICTIMS

Signs Bill Extending Deadline for Filing a Claim With Crime Victims Board

Governor George E. Pataki today announced that he has signed legislation enabling crime victims to receive compensation from the Crime Victims Board (CVB) after the current one year deadline for filing a claim.

The law is designed to help those victims who may have been unaware of existing filing deadlines or who had no knowledge of the availability of compensation.

"Over the past several years we have not only cut New York's crime rate by record numbers, but have also dramatically enhanced the rights of crime victims and their families," Governor Pataki said. "Adjusting this deadline for filing a claim with the Crime Victims Board is just one more way we can help to ensure that victims receive the benefits and compensation they deserve."

Since 1966 the Crime Victims Board has provided financial relief to crime victims and their families by paying un-reimbursed crime-related expenses. The legislation signed by the Governor is designed to compensate crime victims who, as a result of having had no notice and knowledge of the availability of compensation, file claims with the CVB after passage of the statutory deadline.

On September 16, Governor Pataki issued an Executive Order removing the limit on the size of emergency financial awards that can be made from the CVB to victims of the attacks on the World Trade Center. Prior to enactment of the Executive Order, emergency payments had been limited to \$1,500 and burial expenses had been capped at \$6,000.

In 1999, Governor Pataki signed legislation that allowed the CVB to provide funds for counseling for the spouse and children of crime victims who had sustained physical injury as a result of a crime. The Governor's Executive Order of September 16 also allows counseling costs to be paid to persons affected by the World Trade Center tragedy, including firefighters, police officers, and rescue workers.

ONLY WORLD TRADE CENTER VICTIMS

NYS Crime Victims Board Claim Application

Read the instructions carefully before you complete the application

Please print. Incomplete or inaccurate information will delay processing

| | |
|----|--------------|
| ID | Claim Number |
| ID | |

| | | | | |
|--|--|--|--|----------------------|
| Crime Victim Section (complete all questions) | | | | |
| Last Name | First Name | MI | Social Security Number | Date of Birth / / |
| Apartment number Address Number or PO Box Street | | | | |
| City or Town | | NYS County of Residence or Foreign Country | | State Zip Code |
| Check the boxes that apply to the Crime Victim | | | | |
| Gender <input type="checkbox"/> Male <input type="checkbox"/> Female | Race/Ethnicity (collected for statistical purposes only) <input type="checkbox"/> White (W) <input type="checkbox"/> Black (B) <input type="checkbox"/> Asian/Pacific Islander (A) <input type="checkbox"/> Hispanic (H) <input type="checkbox"/> American Indian/Alaskan Native (I) <input type="checkbox"/> Other (O) <input type="checkbox"/> Unknown (U) | | Disabled <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unknown | V.A.P. CVB ID |
| Marital Status | | | | |
| <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Separated <input type="checkbox"/> Widowed <input type="checkbox"/> Living Together | | | | |

| | | | | |
|--|------------|--|------------------------|----------------------|
| Claimant Section (complete only if someone different than Crime Victim is filing this claim) | | | | |
| Last Name | First Name | MI | Social Security Number | Date of Birth / / |
| Apartment number Address Number or PO Box Street | | | | |
| City or Town | | NYS County of Residence or Foreign Country | | State Zip Code |
| What is your relationship to the victim? (Check only one box) <input type="checkbox"/> Parent (P) <input type="checkbox"/> Spouse (S) <input type="checkbox"/> Child (C) <input type="checkbox"/> Relative (R) <input type="checkbox"/> Attorney (A) <input type="checkbox"/> Guardian (G) <input type="checkbox"/> Other (O) | | | | |

| | | |
|---|--|--|
| Crime Section (complete all questions) | | |
| Which of the following was the result of the crime? (check all that apply) | | |
| <input type="checkbox"/> Personal Injury | <input type="checkbox"/> Death | <input type="checkbox"/> Loss of Essential Personal Property |
| Date of Crime 09/11/01 | Police agency or precinct where crime was reported FBI | Police complaint or UF 61 number WTC2 |
| Date reported to police 09/11/01 | County where crime occurred NEW YORK | Name of alleged perpetrator (if known) NOT APPLICABLE |
| Please indicate the type of crime (check one box) | | |
| <input type="checkbox"/> Assault (1) | <input type="checkbox"/> Homicide (2) | <input type="checkbox"/> Sexual Assault (3) |
| <input type="checkbox"/> Child Physical Abuse (5) | <input type="checkbox"/> Burglary/Robbery (10) | <input type="checkbox"/> Motor Vehicle (DWI/DUI) (7) |
| <input type="checkbox"/> Arson (11) | <input type="checkbox"/> Stalking (12) | <input type="checkbox"/> Kidnapping (13) |
| | | <input checked="" type="checkbox"/> Terrorism (14) <input type="checkbox"/> Other (8) |
| Crime Location (check only one) | | |
| <input type="checkbox"/> Owned Residence (1) | <input type="checkbox"/> Apartment Bldg (2) | <input type="checkbox"/> Public Street (3) |
| <input type="checkbox"/> Restaurant/Bar (7) | <input type="checkbox"/> Shopping Mall (8) | <input type="checkbox"/> Parking Lot (9) |
| | | <input type="checkbox"/> Subway/Bus (4) <input type="checkbox"/> Place of Work (5) <input type="checkbox"/> School/School grounds (6) <input type="checkbox"/> Other (please note in crime description) (0) |
| Did the victim have essential personal property lost, damaged or destroyed as a result of the above crime? <input type="checkbox"/> No <input type="checkbox"/> Yes | | |
| If yes, complete below regarding loss due to the above crime and insurance coverage. Cash loss award maximum is \$100.00 | | |
| Item description | Cost | Homeowner / Renter Ins Company Policy Number / Deductible |
| | | Auto / Other Insurance Company Policy Number / Deductible |

| | | | | |
|--|------------|----|------------------------|----------------------|
| On-behalf-of Claimant Section (For death claim or if filing for minor or incompetent dependent of victim) | | | | |
| Last Name | First Name | MI | Social Security Number | Date of Birth / / |

| | | | | |
|--|------------------|--------------|-----------|------------------|
| Attorney Section (complete only if attorney retained for this incident) | | | | |
| Attorney or Law Office Name | | | Area code | Telephone Number |
| Address Number | Street or PO Box | City or Town | State | Zip code |

I ACKNOWLEDGE that accepting an award from the Crime Victims Board creates a lien in favor of the State of New York on any recovery from anyone with liability relating to the crime upon which this claim is based. Such lien shall extend to any proceeds recovered by way of judgment, settlement, restitution, or otherwise, and will equal the total of all awards. I understand that I will retain a right of action to recover damages for the full amount of my loss less the amount of any award I might receive.

I AGREE that the Attorney General of the State may intervene in any such action on behalf of the State for the purpose of recovering the total amount of Board awards, and that I may join in any action brought by the Attorney General. I agree to sign and deliver all documents and do all things necessary to further any cause of action so assigned to the State. I also agree that I will sign no release in settlement of any lawsuit related to the crime without the express written consent of the Board.

Notice: Filing a false claim is a crime. Claim Application must be signed and dated.

| | | |
|----------------------|------|-------------------------------|
| Claimant's Signature | Date | Daytime area code / telephone |
| | | |

Filing a false claim is a CRIME. Your application MUST be signed.
 Please read the following instructions carefully. It is important that you complete the requested information on the other side of this form as accurately as possible. Refer to the claim brochure for a description of eligibility and when compensation may be awarded. Any incomplete or inaccurate information will delay the processing of your application for compensation benefits.

The Crime Victim Section MUST be completed with the information about the CRIME VICTIM.
Name - Enter the full legal name: last, first and middle initial.
Date of Birth - Enter the correct birth date of the victim using numbers. (Example: 10 / 01 / 1933)
Social security number - Enter the correct social security number for the victim. For persons with no social security number enter 777-77-7777.
Address - Enter the complete address for letters including the complete name of the city or town and zip code.
County of residence or foreign country - If you are a resident of the United States enter your correct county of residence. If you reside outside the United States, enter your country of residence.
State - Enter the correct two letter abbreviation.
Gender / Race - These questions are collected for statistical purposes only. Please check one box in each area.
Disabled - Please answer based on your disability status at the time the crime occurred, not as a result of the crime, or at any time after the crime.
V.A.P. CVB ID - If you are being helped by a Victim Assistance Program they will supply their Identification Number, otherwise leave this area blank.

The Claimant section is completed ONLY when you are NOT the Crime Victim.
 You must complete this section when filing for an eligible minor, or when the victim is deceased. Please complete your full legal name, social security number, date of birth and address as instructed above for the Crime Victim.
Relationship to victim - Check only one box.

The Crime Data section MUST always be completed:
Result of crime - Check one box.
Date of crime - Enter the correct date of crime using numbers. (Example: 10 / 01 / 1996)
Police agency or precinct where crime was reported - Enter the correct police agency, department or precinct name.
Police complaint or UF61 number - Enter the correct police complaint, incident or UF61 number. If this number was not provided to you, it may be obtained from the police agency who responded to the crime.
Date crime reported to police - Enter the date the crime was reported to the police. (Example: 10 / 01 / 1996)
County where crime occurred - Enter the correct county name where the crime took place.
Name of alleged perpetrator (if known) - Enter any known information of alleged perpetrator name(s).
Brief description of crime - Describe what was reported to the police.
Type of crime - Check only one box to categorize the crime.
Crime location - Check one box to categorize the location where the crime was committed.
Indicate whether essential personal property was lost, damaged or destroyed - Examples of essential personal property include cash, eyeglasses, medications and clothing necessary for the health, welfare and well-being of the victim.
Item description and cost - Enter a brief description of the item along with the estimated cost of replacement at the time the crime occurred, or a receipt if the item has already been replaced. Include an attachment for additional items if needed.
Insurance Information - Enter information about insurance coverage at the time the crime occurred. If you have no insurance, enter none. If you are not sure about your coverage enter unknown.
On-behalf-of Claimant Section - Complete this section when you are filing the claim application for a minor sibling of the victim or for the minor or incompetent dependent of a homicide victim.
Attorney Section - Enter this information ONLY when you have retained an attorney to represent you for this incident. Please be as complete as possible for name and address. Do not enter District Attorney name.
Claimant's Signature - This application MUST be signed. If the crime is a homicide or the victim is a minor the person in the Claimant Section should sign. In all other cases, the person in the Crime Victim Section must sign the application.
Date / Daytime Telephone - The application MUST be dated. Enter the telephone number where you can be reached during daytime weekday hours.

Please use a return address

Place
Stamp
Here

NYS CRIME VICTIMS BOARD
 845 CENTRAL AVE, STE 107
 ALBANY NY 12206-1588

**ONLY WORLD TRADE CENTER VICTIMS
NYS Crime Victims Board Death Affidavit**
(Complete and Attach Claim Application Page 1)

| Claimant Information | | | |
|----------------------|---------|-----------------------------|------------------------|
| Claimant Name (Last) | (First) | (Middle) | Social Security Number |
| | | CVB Claim Number (if known) | |

| Section A - Crime Information Section |
|---------------------------------------|
| NOT APPLICABLE |

| Section B - Life Insurance And Death Benefit Information Section | |
|--|---------------------|
| Does Victim have life insurance or other available Death Benefits? (If yes, complete questions in this section) <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Name of Life Insurance Company | Policy or ID Number |
| Company Name of Pension Plan | Policy or ID Number |
| Company Name of Other Insurance | Policy or ID Number |

| Section C - Burial Expense and Insurance Information Section | |
|--|-----------------------------|
| Are there unreimbursed burial expenses as a result of the victim's death? (If yes, complete all questions that apply) <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Funeral Home Name | Area code Telephone Number |
| Address | City or Town State Zip Code |
| Is there Insurance or other death benefits that will pay for any of the victim's burial expenses? (If yes, complete all that apply) <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Social Security Death Benefit | Policy or ID Number |
| Medicaid | Policy or ID Number |
| Company Name of Life Insurance Death Benefit | Policy or ID Number |
| Company Name of Workers Compensation Carrier | Policy or ID Number |
| Company Name of Other Death Benefits | Policy or ID Number |

| Section D - Dependents of Victim Information Section | | | |
|---|---------|----------------------------|------------------------|
| Are there Children or other individuals who are dependent on the Victim for their support? (If yes, complete all that apply) <input type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| Dependent Name (Last) | (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address | | City or Town | State Zip Code |
| Dependent Name (Last) | (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address | | City or Town | State Zip Code |
| Dependent Name (Last) | (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address | | City or Town | State Zip Code |
| Dependent Name (Last) | (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address | | City or Town | State Zip Code |

| Section E - Counseling Information Section | |
|--|-----------------------------|
| As a result of the Victim's death, is counseling being provided to the Victim's spouse, parents or children or to the siblings of a Child Victim? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Counselor Name | Area code Telephone Number |
| Address | City or Town State Zip Code |
| Is there any Insurance to cover counseling costs? <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Company Name of Insurance Provider | Policy or ID Number |

| Section F - Claim Expenses Information Section |
|--|
| NOT APPLICABLE |

Section G - Victim Assistance Information
NOT APPLICABLE

Section H - Employment Information Section

Was the Victim employed at the time the crime occurred? Yes No

| | | |
|------------------|--------------|------------------|
| Employer Name #1 | Area code | Telephone Number |
| Address | City or Town | State Zip Code |
| Employer Name #2 | Area code | Telephone Number |
| Address | City or Town | State Zip Code |

Section I - Medical Treatment and Insurance Information Section

Before the Victim's death was medical treatment received as a result of the crime? (If yes complete questions that apply) Yes No

Describe injuries briefly _____

| | | |
|-------------------------|------|---------|
| First Treating Hospital | Name | Address |
| First Treating Doctor | Name | Address |

Is there any Medical Insurance? (If yes, Enter the name of the insurance provider and policy number or "NONE") Yes No

| | |
|--|---------------------|
| Company Name of Primary Insurance | Policy or ID Number |
| Company Name of Major Medical | Policy or ID Number |
| Medicare | Policy or ID Number |
| Medicaid | Policy or ID Number |
| Company Name of Workers Compensation Carrier | Policy or ID Number |
| Company Name of Auto Insurance | Policy or ID Number |

Claimant Information - Please Print

| | | | |
|----------------------|---------|----------|-----------------------------|
| Claimant Name (Last) | (First) | (Middle) | CVB Claim Number (if known) |
|----------------------|---------|----------|-----------------------------|

Authorization

I HEREBY AUTHORIZE any hospital, physician, or other person who attended or examines; any undertaker or person who renders services; any employers of the victim; any police or any municipal authority or state department or agency, or public authority; any insurance company or organization; or any other person, firm, agency or organization having knowledge thereof, to furnish the New York State Crime Victims Board, or its representatives, any and all information, including Worker's Compensation records, with respect to the incident leading to the victim's personal injuries or death, and the claim made herewith for benefits.

I HEREBY AUTHORIZE AND DIRECT that if an award is made, that out-of-pocket expenses including indebtedness reasonably incurred for medical, or other expenses necessary as a result of the injury, upon which the claim is based, and unpaid at the time the decision is made and also attorney's fees as allowed by the Board shall be paid by the Comptroller of the State of New York directly to the provider(s) of such services.

I HEREBY AUTHORIZE AND DIRECT the Crime Victims Board to provide information about my claim to the Crime Victims Assistance Program listed in the Victim Assistance Information Section of this affidavit.

A photocopy of this authorization shall be considered as effective and valid as the original.

Signature of Claimant

State of New York
County of _____

On this _____ day of _____, 19____, before me came _____ to me known to be the individual described in and who executed the foregoing instrument and acknowledged that (s)he executed the same.

Notary Public

ONLY WORLD TRADE CENTER VICTIMS
NYS Crime Victims Board Personal Injury Affidavit
 (Complete and Attach Claim Application Page 1)

| Claimant Information | | | | |
|----------------------|---------|----------|------------------------|-----------------------------|
| Claimant Name (Last) | (First) | (Middle) | Social Security Number | CVB Claim Number (if known) |

| Section A - Crime Information Section |
|---------------------------------------|
| NOT APPLICABLE |

| Section B - Injury And Medical Treatment Information Section | | |
|---|---------|----------|
| Did victim suffer any physical injuries as a result of the crime? (If yes complete questions in this section that apply) <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Describe injuries briefly | | |
| First Treating Hospital -- Name | Address | |
| City or Town | State | Zip Code |
| Other Treating Hospital -- Name | Address | |
| City or Town | State | Zip Code |
| First Treating Doctor (Not in Hospital) Name | Address | |
| City or Town | State | Zip Code |
| Other Treating Doctor -- Name | Address | |
| City or Town | State | Zip Code |
| First Treating Doctor -- Name | Address | |
| City or Town | State | Zip Code |
| First Treating Counselor -- Name | Address | |
| City or Town | State | Zip Code |

| Section C - Medical Insurance Information Section | |
|---|---------------------|
| Please fill in the name of the insurance provider and policy number or "NONE" | |
| Company Name of Primary Insurance | Policy or ID Number |
| Company Name of Major Medical | Policy or ID Number |
| Company Name of Union Benefits (Dental, Eyewear, Prescription) | Policy or ID Number |
| Medicare | Policy or ID Number |
| Medicaid | Policy or ID Number |
| Company Name of Workers Compensation Carrier | Policy or ID Number |
| Company Name of Auto Insurance | Policy or ID Number |
| Company Name of Other Insurance | Policy or ID Number |

| Section D - Employment Information Section | | | |
|--|--------------|---|------------------|
| Was the Victim employed at the time the crime occurred? <input type="checkbox"/> Yes <input type="checkbox"/> No | | Did the Victim lose time from work as a result of the injuries described in Section B? (If yes, complete all questions in Section D & H) <input type="checkbox"/> Yes <input type="checkbox"/> No | |
| Name of Doctor who determined the Victim's disability period from work | | Area code | Telephone Number |
| Doctor's Address | City or Town | State | Zip Code |
| Employer Name #1 | Area code | | Telephone Number |
| Address | City or Town | State | Zip Code |
| Employer Name #2 | Area code | | Telephone Number |
| Address | City or Town | State | Zip Code |

| Section E - Other Loss Information |
|--|
| Did Victim have any other losses or expenses as a result of the Crime? (i.e. Court or medical transportation, domestic violence shelter, vocational rehabilitation) <input type="checkbox"/> Yes <input type="checkbox"/> No |
| Brief description of loss or expense |

| Section F - Claim Expenses Information Section |
|--|
| NOT APPLICABLE |

Section G - Victim Assistance Information
NOT APPLICABLE

Section H - Employment Insurance And Benefit Information Section
 Is there insurance that will pay for the victim's lost time from work? (If yes, complete questions in this section) Yes No

| | |
|---|--|
| Unemployment Insurance ID Number or "NONE" | Social Security /SSI ID Number or "None" |
| Company Name of Worker's Compensation Carrier | Policy or ID Number |
| Company Name of Disability Insurance | Policy or ID Number |
| Company Name of Pension Plan | Policy or ID Number |
| Company Name of Other Insurance | Policy or ID Number |

Section I - Dependents of Victim Information Section
 Are there Children or other individuals who are dependent on the Victim for their support? (If yes, complete all that apply) Yes No

| | | |
|-------------------------------------|----------------------------|------------------------|
| Dependent Name (Last) (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address City or Town State Zip Code | | |
| Dependent Name (Last) (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address City or Town State Zip Code | | |
| Dependent Name (Last) (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address City or Town State Zip Code | | |
| Dependent Name (Last) (First) | Date of Birth (MM/DD/YYYY) | Relationship to Victim |
| Address City or Town State Zip Code | | |

Claimant Information - Please Print

| | |
|---------------------------------------|-----------------------------|
| Claimant Name (Last) (First) (Middle) | CVB Claim Number (if known) |
|---------------------------------------|-----------------------------|

Authorization

I HEREBY AUTHORIZE any hospital, physician, or other person who attended or examines; any undertaker or person who renders services; any employers of the victim; any police or any municipal authority or state department or agency, or public authority; any insurance company or organization; or any other person, firm, agency or organization having knowledge thereof, to furnish the New York State Crime Victims Board, or its representatives, any and all information, including Worker's Compensation records, with respect to the incident leading to the victim's personal injuries or death, and the claim made herewith for benefits.

I HEREBY AUTHORIZE AND DIRECT that if an award is made, that out-of-pocket expenses including indebtedness reasonably incurred for medical, or other expenses necessary as a result of the injury, upon which the claim is based, and unpaid at the time the decision is made and also attorney's fees as allowed by the Board shall be paid by the Comptroller of the State of New York directly to the provider(s) of such services.

I HEREBY AUTHORIZE AND DIRECT the Crime Victims Board to provide information about my claim to the Crime Victims Assistance Program listed in the Victim Assistance Information Section of this affidavit.

A photocopy of this authorization shall be considered as effective and valid as the original.

Signature of Claimant

State of New York
 County of _____

On this _____ day of _____ 19_____, before me came _____ to me known to be the individual described in and who executed the foregoing instrument and acknowledged that (s)he executed the same.

Notary Public

Project Liberty History

The World Trade Center terrorist attacks of September 11 affected us all – from the families and friends of those who died to the many thousands of New Yorkers who watched the towers fall on television.

As a result of the disaster, many people faced hard times and this web site was created to serve as a means of support during the difficult times. It provided information about supportive counseling in New York State in response to the World Trade Center disaster and its aftereffects.

Project Liberty provided services in New York City and 10 surrounding counties, including Delaware, Dutchess, Nassau, Orange, Putnam, Rockland, Suffolk, Sullivan, Ulster, and Westchester counties. The program, which was sponsored by the Federal Emergency Management Agency (FEMA) and the Center for Mental Health Services, was administered by the New York State Office of Mental Health in collaboration with local governments and provider agencies.

Project Liberty offered face-to-face outreach, crisis counseling and education services. The program helped disaster survivors to understand what was happening and how they were reacting, to think about options, and to find people or agencies that could assist with disaster-related problems. At the heart of Project Liberty's support activities were the values of hope, respect, safety excellence and recovery.

It is now more than two years from the tragic events of September 11. To date, more than one million New Yorkers received free, anonymous, face-to-face counseling and public education services. More than 100 mental health providers, as well as many other community service organizations, participated in Project Liberty in New York City and the surrounding counties.

Project Liberty's overall goal was to alleviate the psychological distress that large numbers of New Yorkers experienced as a result of the World Trade Center disaster. The program did this by providing effective, community-based disaster mental health services to help individuals recover from their psychological distress and regain their pre-disaster level of functioning. New York State has discontinued most Project Liberty service delivery activities effective December 31, 2003. There are, however, two specific and highly affected populations who will continue to receive Project Liberty services: the New York City Fire Department and New York City schoolchildren.

Because Project Liberty recognizes that individuals and groups have varying responses to trauma, Project Liberty is referring anyone who now desires crisis counseling services to LIFENET, a 24-hour mental health counseling, information, and referral line. LIFENET operators provide assistance in multiple languages and for individuals who are deaf or who have hearing impairments. LIFENET can be reached at:

| | |
|---|---|
| For English Speakers | 1-800-LIFENET 1-800-543-3638 1-212-995-5824 |
| For Spanish Speakers | 1877-AYUDESE 1-877-298-3373 1-212-533-7007 |
| For Chinese and Korean Speakers | 1-877-990-8585 |
| For People with Hearing Impairments (TTY) | 1-212-982-5284 |
| For Other Languages | 1-800-LIFENET Ask for an interpreter. |



**American
Red Cross**

Together, we can save a life



September 11 Assistance

Get the Help You Need to Recover from 9/11

[Click here to learn more.](#)

The American Red Cross September 11 Recovery Program (SRP) has helped thousands of individuals and families throughout the world who were directly affected by the September 11 terrorist attacks. Red Cross continues to help those impacted regain their self-sufficiency. Ongoing assistance for families of the deceased, the injured, rescue and recovery personnel and affected residents includes assistance accessing mental health and health care services, health insurance, Family Support Services, family information and support sessions, and financial assistance. For additional information on services provided by SRP please call (877) 746-4987, TDD 1-800-662-1220.

[Mental Health Services](#)

[Health Care Services](#)

[Health Insurance Subsidy Program](#)

[Family Support Services](#)

[Financial Assistance](#)

[Grant Program](#)

[Liberty Fund](#)

[Recovery Focus Newsletter](#)



The September 11th Fund was created to meet the immediate and long-term needs of the victims, families and communities directly affected by the terrorist attacks. In the first months of the relief effort, the emphasis was on delivering assistance quickly. The Fund made its first grants 11 days after the terrorist attacks. By August 15, 2002, the Fund had provided cash assistance and services to more than 100,000 people.

As the immediate needs were being met, the Fund was planning and implementing its Ongoing Recovery Program, a framework for meeting the long-term needs of the victims, families and communities directly affected by the attacks. This program is designed to give people more choices about where and how to get help, and makes it easy for them to get it. In the months and years ahead, the Fund will coordinate with government and other charities, spending its remaining resources to fill gaps and meeting needs not met by others. Currently, those needs include mental health care, health care, help accessing services, employment assistance, legal and financial advice, specialized programs for youth traumatized by the events, and small business and nonprofit assistance. The Fund will also try to meet any new needs that arise in the future.

The September 11th Fund was established the day of the terrorist attacks by The New York Community Trust and United Way of New York City to meet the immediate and long-term needs of victims, families and communities. A second fund was created September 21 from proceeds of the telethon, *America: A Tribute to Heroes*, which was broadcast on the major television networks.

Who we help: Grants from the Fund enable cash assistance, counseling and other services to the families of those who were killed, the injured and those displaced from their homes or jobs. The Fund also provides grants to affected small businesses and community organizations. The Fund works by making grants to nonprofit organizations and agencies with the expertise to meet a wide range of needs quickly.

The September 11th Fund works by making grants to nonprofit organizations and agencies with the expertise to meet a wide range of needs quickly. Our grants make possible cash assistance, counseling, legal advice, job training and other services. The Fund also provides grants to affected small businesses and community organizations. Help is available no matter where you live, and regardless of immigration status.

How were you affected by September 11th?

- A member of my immediate family was killed
- I was seriously injured
- I worked in the area around the World Trade Center
- I lived in the area around the World Trade Center
- I operate a small business in the area
- I'm part of a nonprofit in the area
- I helped in the rescue efforts at the World Trade Center, Pentagon or in Somerset County, PA

Pennsylvania

"Incidents of mass violence which create community crises are a test of our flexibility and adaptability. Planning and protocol became the foundation from which that flexibility and adaptability flow. Each time we've needed to respond, from school shootings to September 11, has tested our ability to think beyond our normal roles, rules, and relationships. As long as we keep responding to each crisis as a unique situation, I believe we can continue to feel that we are doing our best in meeting the public's and the victims' needs."

Carol Lavery, Director

Bureau of Victims' Services

Pennsylvania Commission on Crime and Delinquency

Information Shared by the Pennsylvania Victim Compensation Assistance Program

- I. Pennsylvania Commission on Crime and Delinquency Responds to September 11 Violence**
- II. Statewide Assistance for Victims of the Terrorist Attacks**
- III. Important Information for Victims and Families of All September 11, 2001 Terrorist Attacks**
- IV. Press Releases**
- V. Public Service Announcements**
- VI. Script of Governor Schweiker's Announcement and News Advisory**
- VII. Letter to the Parents, Family Members and Residents of the Red Lion School District**

**PCCD RESPONDS TO SEPTEMBER 11 VIOLENCE
WITH HOTLINE, WEBPAGE AND COMPENSATION ASSISTANCE**

On September 11, United Airlines Flight 93 crashed in a field in Somerset, Pennsylvania. That horrific violence, as well as the Pentagon and Twin Towers attacks, shattered our nation, inflicting unimaginable pain on victims from across the country, including thousands of Pennsylvanians. Some survived the attacks and are now coping with the aftermath. Others are grieving the loss of spouses, parents, children, siblings, neighbors and friends.

Since that tragic morning, so many have sprung into action to help. Included among those helpers are victim service programs supported by PCCD, designed to meet the emotional, psychological, physical and financial needs of those who were directly impacted by the attacks.

In the days following the violence, PCCD's Crime Victim Compensation Division staff traveled to Somerset County to help the families who lost loved ones aboard United Airlines Flight 93, which crashed in a strip mine there. When an act of terrorism occurs, the state where the incident takes place is responsible for providing financial relief to the victims through the state's victim compensation program. "Our role was to meet with the families, help them understand what Victim Compensation was, and help them file a claim," said Lynn Shiner, Manager of the Crime Victims Compensation Program.

At the same time, Pennsylvania's Keystone Crisis Intervention Team (KCIT)--a team of specially-trained advocates who respond to crimes that impact an entire community--arrived on the scene to assist local officials by offering crisis intervention and counseling services. "We were able to mobilize our teams immediately and throughout the following weeks as members of the KCIT team made themselves available to respond. We are very fortunate in Pennsylvania to have the level of commitment from the members of KCIT and the support of their programs and agencies," said Mary Claire Mullen, who serves as the Chair of the Crisis Response Organizational Subcommittee.

In the following weeks, the KCIT teams traveled to Liberty Park, New Jersey where they joined with other teams from across the country deployed by the National Organization of Victims Assistance in order to provide on-site services to victims and survivors of the Twin Towers attack. Crisis Response Teams from Bucks County, developed and trained through PCCD Drug Control and Systems Improvement (DCSI) Victim Service Training grants, also sent teams to assist at the same location.

PCCD also awarded a grant to the Network for Victim Assistance for Bucks County (NOVA) to establish a toll-free hotline, website and support services for Pennsylvania's victims and their families. Said PCCD Chairman Tom Corbett, "We know there are many Pennsylvanians who survived the attacks or lost someone in the violence and they don't realize they are eligible for victim services. Our goal is to reach every citizen who was directly affected by the horrific events of that day and meet their many needs." Corbett

said although thousands of organizations and agencies across the United States were trying to help the victims, many victims or relatives of victims didn't know where to start. "They feel overwhelmed," he said. "But when they call the hotline, advocates will help them navigate the many organizations that can offer help, including non-profit and government agencies, airlines, and insurance companies.

The hotline, which is staffed by trained counselors 24 hours a day, is 1-866-328-2800. The website address is www.PaSept.org. To promote the hotline and website, NOVA (working with The Walsh Group public relations agency in Bucks County) reached out to actor Kevin Bacon and actress Andrea McArdle to tape 30-second public service announcements to air on Pennsylvania television stations, encouraging residents who were impacted by the violence to call the hotline or visit the website. Bacon and McArdle agreed to do so and the announcements were taped in New York City on November 1. They began airing shortly thereafter.

Said Barbara Clark, NOVA's Director and the Chair of PCCD's Victims' Services Advisory Committee, "The objectives of the September 11 program are to identify, inform, educate and support all Pennsylvanians who were directly affected by the horrific devastation of September 11 and those outside Pennsylvania who lost loved ones in the Somerset crash."

DATE: October 5, 2001

SUBJECT: Statewide Assistance for Victims of the Terrorist Attacks

TO: Victim Service Providers
General Assembly
US Attorneys Offices
County Commissioners
District Attorneys
Federal Court Districts
Local Policy Board Chairs

FROM: Carol L. Lavery, Director
Bureau of Victims' Services

The U.S. Department of Justice's Office for Victims of Crime has recently provided the Pennsylvania Commission on Crime & Delinquency (PCCD) emergency funds to support crisis response assistance to victims and their families in response to the September 11, 2001 acts of terrorism. As we are all too aware at this time, the events of that date have immeasurably affected our state and our nation. It is estimated that hundreds of Pennsylvanians have lost friends, family members, and loved ones as a result of the attacks in New York, Pennsylvania, and Virginia.

Locally and nationally, a variety of relief measures have been adopted. While these efforts are extremely beneficial, coordinating and navigating the different systems and available options is complex. In order to assist victims through this process, PCCD has secured these funds in order to offer the following emergency services:

- A toll-free, 24-hour informational hotline has been created in order to assist victims of the terrorist attacks, including family members and loved ones, with securing available options and services. Individuals should call:

1-866-328-2800

- An informational website will be available to provide victims with information regarding financial compensation and other forms of assistance. The site can be accessed at:

www.pasept11.org

Additionally, Pennsylvania has various victim advocates, working in conjunction with this project, who are available to coordinate with local agencies and directly assist victims with accessing various forms of financial relief and providing other supportive measures. These advocates can assist with completing compensation claim forms, access information regarding insurance and estate issues, and provide referrals for supportive counseling.

Pennsylvania has agreed to assist the New York Crime Victims Board with the filing of compensation claims related to the World Trade Center attacks. Our advocates can assist those who were injured and the family members of victims, including parents, grandparents, spouses, children and significant others with obtaining relief for expenses such as medical care, funeral benefits, counseling costs and lost wages. In addition, rescue workers who assisted at the World Trade Center are also eligible in New York for compensation of counseling expenses. Advocates can assist with similar compensation efforts in Virginia for victims of the Pentagon attack. Individuals may contact the hotline number to receive assistance with gathering necessary documentation, filing claims or other assistance in this process.

Also note that the family members, spouses and significant others of the Flight 93 crash in Shanksville, Pennsylvania, are eligible for compensation through the Pennsylvania Crime Victims Compensation Program. Individuals nationwide may contact the PCCD Compensation Division toll-free at (800) 233-2339, Eastern Standard Time, for assistance in filing claims.

We encourage you to pass along this information to any interested persons or agencies. Local victim service providers and individuals who would like assistance may reach these advocates using the hotline number. Comments or questions for PCCD regarding this information can be addressed to Lori Sywensky of the Victim Services Division at (717) 783-0551, using extension 3044, or toll-free at (800) 692-7292. Thank you for your efforts and assistance.

CC: Victims' Services Advisory Committee Members
Commission Members

**Important Information For Victims and Families
Of
All September 11, 2001 Terrorist Attacks**

One-on-one guidance and advocacy is now available through the Pennsylvania September 11 Victim Assistance Program for survivors and their families, as well as the immediate families of the missing and deceased.

A Victim's Assistance program has been created under the auspices of the Pennsylvania Commission on Crime and Delinquency. Those interested can obtain personal assistance and information about the vast array of programs that are available to assist them in the aftermath of the terrorist attacks on the World Trade Center, the Pentagon, and the United Airlines Flight 93.

A staff of professionals provides one-on-one support for the physical, emotional, and financial needs of victims via a 24 hours per day, 7 days per week helpline. Working as an arm of NOVA, the Network Victim Assistance for Bucks County, PA, the program will cover the needs of survivors, and the immediate families of the missing. Spouses, children, grandparents, and significant others are all eligible for assistance.

PA September 11 Program staff members are advocates for victims and families to deal with all the agencies, organizations, and the criminal justice system, to ensure that everyone receives full benefit from all the programs available to them and their loved ones.

- A toll-free, 24-hour informational hotline has been created in order to assist victims of the terrorist attacks, including family members and loved ones, with securing available options and services. Individuals should call:

In U.S. 1-866-328-2800 – Outside U.S. (215) 230-9669 Call Collect

- An informational website will be available to provide victims with information regarding financial compensation and other forms of assistance. The site can be accessed at:

www.pasept11victims.org

For Immediate Release

FROM: PA September 11 Victim Assistance Program **CONTACT:** Jack Young
c/o Network of Victim Assistance 215-491-3448
16 North Franklin Street
Doylestown, PA 18901

October 5, 2001

PA September 11 Victim Assistance Program seeking survivors and immediate family members of the dead and missing from September 11 terrorist attacks

We need your help! There is an urgent need to locate all survivors and immediate family members of the dead and missing from the September 11 terrorist attacks on the World Trade Center, the Pentagon, and United Flight 93 who reside in Pennsylvania.

A toll-free number, 1-866-328-2800, is manned 24-hours per day, 7-days per week by the PA September 11 Victim Assistance Program staff to provide personal assistance and information about all the State and Federal programs that are available to assist victims for their physical, emotional, and financial needs.

Anyone who is aware of survivors or the immediate family members of the dead or missing (including spouses, children, parents, and grandparents) who live in Pennsylvania, is encouraged to call 1-866-328-2800 to help identify potential victims in need of support. Since private and government programs vary from

state to state, many families don't realize they are eligible for services when, in fact, they are.

Professional Program staff will serve as advocates for the families to deal with all the agencies, banks, insurance companies, et al., as well as the criminal justice system to ensure that victims receive full benefits from all the programs available to them.

The Pennsylvania September 11 Victim's Assistance Program was created by a grant to the Network of Victim Assistance (NOVA) from the Pennsylvania Commission on Crime and Delinquency (PCCD). "The program's objectives are to identify, inform, educate, and support all people residing in the State of Pennsylvania who were directly affected by the horrific devastation of September 11," according to Barbara Clark, Executive Director of NOVA and Chair of PCCD's Victims' Services Advisory Committee. "We need to get them to call in... we need to get the word out to families as quickly as possible."

A comprehensive Web site, www.PaSept11.org, will be on-line Friday afternoon at 5 P.M., October 5.

Since 1974, NOVA has been serving survivors of crime and their families in Bucks County. In addition to 24-hour counseling, mediation, and advocacy services, NOVA forms and trains crisis response teams to respond to incidents

of mass violence. Following the recent terrorist attacks, a NOVA-trained team was one of the first to arrive at Liberty Park in New Jersey. They were among the first to set up the agency-support trailers and to debrief some of the victims.

END

Note to Media: A public service announcement (PSA) script and advertising materials are available in the Media section of the Web site for easy access. Statewide publicity will begin the week of October 8. If updates about the Program are desired, call the contact noted above.

NEWS RELEASE

COMMONWEALTH OF PENNSYLVANIA
Commission on Crime and Delinquency
Commonwealth News Bureau
Room 308, Main Capitol
Harrisburg, PA 17120

FOR IMMEDIATE RELEASE

CONTACT: Alison Delsite
Press Secretary
(717) 705-0888, Ext. 3002
(717) 512-1241 (cell)

PCCD ANNOUNCES HOTLINE, WEBSITE TO CONNECT VICTIMS OF TERRORIST
ATTACKS TO COMPENSATION, COUNSELING, PROGRAMS

*Pennsylvania families encouraged to call 1-866-328-2800 or visit
www.pasept11.org*

HARRISBURG (Oct. 5) - On behalf of Gov. Mark Schweiker, Pennsylvania Commission on Crime and Delinquency (PCCD) Chairman Tom Corbett has announced that a 24-hour hotline and website have been established to meet the emotional, physical and financial needs of Pennsylvanians who are victims of the Sept. 11 attacks.

The hotline number is 1-866-328-2800. The website is www.pasept11.org.

"If you are a Pennsylvania resident who survived the attacks, or a Pennsylvanian who lost or is missing an immediate family member in the violence, you are eligible for crime victim services," Corbett said. "Our goal is to reach every Pennsylvanian who was directly affected by the horrific events of that day and meet their many needs."

Victims and their families are eligible for compensation (including death benefits and loss of earnings), counseling, transportation and other services. Since private and government programs vary from state to state, many families don't realize

they are eligible for services.

"Many victims and their families are feeling overwhelmed and don't know where to start," Corbett said. "When they call the hotline, advocates will provide counseling and help them navigate the many organizations that can help them, including non-profits, government agencies, airlines and insurance companies."

PCCD awarded a grant to the Network of Victim Assistance, a victim advocacy organization in Bucks County, to establish the hotline and website. Said Barbara Clark, the organization's director and also the chair of PCCD's Victims' Services Advisory Committee, "The program's objectives are to identify, inform, educate and support all people residing in Pennsylvania who were directly affected by the horrific devastation of Sept. 11."

###

For Immediate Release

FROM: PA September 11 Victim Assistance Program
c/o Network of Victim Assistance (NOVA)
16 North Franklin Street
Doylestown, PA 18901
1-800-328-2800

CONTACT: Jack Young 215-491-3448

**January 31 filing deadline nears – last chance for victims of
September 11 attacks to register for FEMA Mortgage and Rental
Assistance**

Doylestown, PA— Only three weeks remain for victims of the September 11 attacks on the World Trade Center (WTC) to register to apply for benefits from the FEMA Mortgage and Rental Assistance (MRA) Program. After January 31, no registrations will be accepted.

Susan Bizon, Director of the PA September 11 Victim Assistance Program for the State of Pennsylvania, stressed the need for victims to call FEMA on or before January 31. "Even if people are unsure whether they qualify for assistance, they should call FEMA now at 1-800-621-3362 to register and receive a packet of information. If they have any questions about eligibility or the application, register first, then call us on the PA September 11 hot line, 1-866-328-2800. Although FEMA makes the final decision on eligibility, we have trained professionals ready to help applicants prepare the paperwork at no charge."

Many households have qualified for FEMA's Mortgage and Rental Program to date. But many more victims may be eligible for benefits who have not applied. The program's objective is to help those with rent or mortgage payments who are experiencing financial hardship as a result of the WTC attacks.

The eligible who are directly affected may include family members of the deceased, those physically and/or mentally injured in the attacks, owners and employees of businesses in the WTC area, et al. Eligibility criteria include the loss of at least 25% of total household income after September 11, an inability to make rent or mortgage payments, and/or impending eviction or foreclosure because of loss of income.

The program may provide up to 18 months of assistance for qualified applicants, so those obtaining a registration number by the January 31 deadline may qualify for benefits well into 2004.

“Disaster assistance, such as the MRA program, is intended to help families recover from the devastating effects of the attack on the World Trade Center,” said Bizon. “Directly affected Pennsylvania residents looking for help with their rent or mortgage payments must call FEMA no later than January 31 at 1-800-621-3362 to register. We urge those needing assistance to call FEMA now... then call us for additional support at 1-866-328-2800. The deadline will not be extended.”

Since 1974, NOVA has been helping survivors of crime and their families in Bucks County, PA. In addition to 24-hour counseling, mediation, and advocacy services, NOVA forms and trains crisis response teams to respond to incidents of mass violence. Following the terrorist attacks, NOVA was selected by the State of Pennsylvania to provide support via the PA September 11 Victim Assistance Program to all residents of the State who were directly affected or who had immediate family members who were directly affected by the terrorist destruction.

END

FOR IMMEDIATE RELEASE
December 15, 2003

COMMONWEALTH OF PENNSYLVANIA
PA Commission on Crime and Delinquency
Commonwealth News Bureau
Room 308, Main Capitol
Harrisburg, PA 17120

CONTACT: Gary Miller, Press Secretary
(717) 705-0888, ext. 3002
(717) 512-9477 (cell)

**COMMISSION ON CRIME AND DELINQUENCY FUNDS
SERVICES FOR SEPT. 11 VICTIMS AND FAMILIES**

Victims also are urged to apply for federal compensation before Dec. 22 deadline

HARRISBURG: The Pennsylvania Commission on Crime and Delinquency (PCCD) today announced the approval of a \$400,000 grant to continue essential services to victims of the terrorist attacks of Sept. 11, 2001.

PCCD also urged affected individuals to apply for benefits provided under a separate federal compensation fund before the Dec. 22 deadline.

The PCCD grant will allow the Network of Victim Assistance (NOVA) in Bucks County to continue its PA September 11 Project, which provides outreach, case management and supportive services for victims and families directly affected by the terrorist attacks. The Project has offered hotline support and individual advocacy since October 2001.

The PA September 11 Project provides services to immediate and extended family members of individuals who were killed in the attacks and people who were injured as a result of the attacks, are suffering from Post-Traumatic Stress Disorder or lost employment as a result of the attacks. These services are provided to the residents of Pennsylvania but also extended to family members residing in other states who were affected by the crash of United Flight 93 near Shanksville, Somerset County.

To date, the Project has provided services to more than 250 Pennsylvania residents who were injured or whose family members died in the World Trade Center or at the Pentagon. The Project also has also provided services to 204 family members of victims killed in the crash of United Flight 93.

In addition, the Project has provided services to Pennsylvania rescue workers who took part in emergency response or recovery efforts at the three sites. The Project continues to receive five or more referrals each week from rescue and recovery workers seeking assistance and from former residents of New York and New Jersey who have relocated to Pennsylvania.

The Project's services include a 24-hour toll-free helpline; assistance with securing state and federal compensation and emergency financial resources; in-home, individual assessments of victims' immediate and long-term needs; intervention with employers, creditors and related entities on behalf of victims/families; coordination with legal and/or financial consultants to provide information on the federal compensation program; and support of families during attendance at memorial services.

On a related note, PCCD also urged affected people to apply for benefits provided under the federal September 11th Victim Compensation Fund of 2001 before the Dec. 22 deadline. The fund was created by Congress to provide compensation for economic and non-economic loss to individuals or relatives of deceased individuals who were killed or physically injured as a result of the terrorist attacks. According to fund administrators, 30 percent of people eligible to receive benefits have not yet applied.

Potential claimants who have not yet filed for federal compensation are urged to contact the PA September 11 Project toll-free at (866) 328-2800 for further information. Project staff can provide information on the benefits and assist claimants in beginning the application process.

THE

1553 Easton Road, Warrington, PA 18976

215-491-3448; Fax 215-491-3470

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GROUP • INC

October 3, 2001

TO: Barbara Clark
Executive Director, NOVA

FROM: Pat Walsh, Jack Young
The Walsh Group, Public Relations for NOVA

RE: **Preliminary Briefing for the Governor's office of Public Service
Announcement for PA Sept 11 Victim's Assistance Program**

OBJECTIVE

To implement a statewide communications to help locate the survivors and the immediate family members of missing or deceased victims, and convince them to call 1-866-328-2800 to receive guidance, personal assistance, and information about the vast array of programs that are available to assist them financially, physically, and emotionally.

Sponsored by the Pennsylvania Commission on Crime and Delinquency, the program is a centralized PA "Family Resource Center", specifically created to provide one-on-one guidance. Instead of having to contact multiple organizations, **PA Sept 11 Victim's Assistance Program** will be an advocate for these survivors and the families of the missing or deceased. The advocate will assist them in dealing with all the agencies, organizations, and criminal justice system. The goal is to ensure that they receive full benefit from all the programs available to them and their loved ones.

Public Service Announcements for Radio and TV

Develop radio and television public service announcements for distribution and broadcast by PA radio and television stations.

15 and 30 second television and radio announcements

Spokesperson: Governor Mark Schweiker

The Pennsylvania Commission on Crime and Delinquency is the Commonwealth's primary criminal justice policy agency. During the 2002-03 fiscal year, the Commission distributed more than \$140 million in state and federal funding to programs that are proven to prevent crime and strengthen communities. PCCD also provides essential support services to law enforcement agencies and offers financial assistance to victims of crime.

On the Internet:

PA September 11 Project: www.pasept11.org

Federal September 11th Victim Compensation Fund: www.usdoj.gov/victimcompensation

Pennsylvania Commission on Crime and Delinquency: www.pccd.state.pa.us

###

2003

A Script will be provided for both a 30 second and 15 second spot. It will be available by Friday morning, October 5th.

The following text will appear on screen as the Governor speaks:

Mark Schweiker, Governor of PA
PA Sept 11 Victim's Assistance Program
1-866-328-2800
www.PaSept11.com

Production Facility: For convenience for the Governor, we plan to select a Television Studio in Harrisburg. One has not yet been determined. As soon as the date is confirmed we will arrange for the studio time. Hopefully the production facility and time will be donated by a co-operative local TV station.

Setting for Public Service Announcement: Official looking indoor (studio) environment, with the United States Flag along with the PA State Flag in the background. Official yet comforting.

Radio Spot: We're planning to use the same sound track from the video PSA, for the radio PSA. Minor audio edits will be needed to voice over the information that is appearing on screen during the video.

Total time will be about 1.5 hours, depending on the production staff and the comfort level of the Governor.

For your reference I have included our additional publicity plans for the entire Program in case you wish to participate in any other component.

Publicity Plan for PA September 11 Victim's Assistance Program

1. Development of Communications Materials:

Based interviews and documents provided, we will write a comprehensive "Library of Materials" to cover all information for the victims, as well as credibility and background for publicity contacts. They will be presented to agency for approvals, and/or edits. These documents will be used in press releases and be downloadable from the Web site.

2. Media Announcement:

Implement and coordinate a statewide media publicity announcement to announce the toll free number, and encourage families to call. Development of publicity backgrounder and press kit will be available for on the Web site. All PA state representatives and senators will be receiving the same information in order to help keep them abreast of our activities and success.

3. Web site Launch:

Develop and implement Web site - www.pasept11.org - that will be immediately available to media, supporters, and victims. The initial objective of the site will be:

- a. To support publicity program, providing press releases, information programs, and advertising files to all media with 24/7 instant access, including:

- Design navigation
- Content management
- Programming
- Hosting

- b. Collect in an on-line database: media contacts and their e-mails so that we can develop and maintain a database of "Media Support Champions" for future press releases, updates, and thank-you's.

Web site - sections

- About our Program
- Information for media - press release, background, updates.
- Info for families - programs we partner with and FAQ for families
- How do I know if I qualify?
- About NOVA
- FAQ about PA Sept 11 program
- About PA Commission on Crime and Delinquency (PCCD)
- Other Support links - Red Cross, PCCD, et al.

4. Public Service Print Advertising Materials:

Develop black and white Ads in various sizes for approximately 50 to 75 PA newspapers and publications. Distribute Ads and request advertising space be donated. We plan to specifically focus on the Northeast corridor, Bucks, and Monroe counties where it is assumed a larger percent of the families live.

NEWS ADVISORY

COMMONWEALTH OF PENNSYLVANIA
Commission on Crime and
Delinquency
Commonwealth News Bureau
Room 308, Main Capitol
Harrisburg, PA 17120

CONTACT: Alison Delsite
(717) 705-0888,
Ext. 3002
(717) 512-1241
(CELL)

FOR IMMEDIATE RELEASE: 10/15/01

RADIO/TV PUBLIC SERVICE ANNOUNCEMENT FOR PA SEPTEMBER 11
VICTIM ASSISTANCE
PROGRAM

:15 Spot

(STATION NAME) WANTS TO ADVISE ITS LISTENERS THAT
PENNSYLVANIA GOVERNOR MARK SCHWEIKER HAS ESTABLISHED A
PROGRAM TO HELP VICTIMS OF THE SEPT. 11 TERRORIST ATTACKS
AND THEIR FAMILIES. IF YOU OR SOMEONE YOU KNOW WAS DIRECTLY
AFFECTED BY THESE TRAGIC EVENTS, PLEASE CALL THE STATE'S
TOLL-FREE HOTLINE AT 866-328-2800 OR VISIT
WWW.PASEPT11.ORG FOR MORE
INFORMATION.

FOR IMMEDIATE RELEASE: 10/15/01

PUBLIC SERVICE ANNOUNCEMENT FOR PA SEPTEMBER 11 VICTIM
ASSISTANCE
PROGRAM

:30 Spot

(STATION NAME) WANTS TO ADVISE ITS LISTENERS THAT GOVERNOR
MARK SCHWEIKER HAS ESTABLISHED A HOTLINE TO HELP VICTIMS OF

THE SEPT. 11 ATTACKS AND THEIR FAMILIES. ALL CALLS ARE ANSWERED BY A PROFESSIONAL COUNSELOR WHO CAN OFFER YOU PERSONAL SUPPORT, HELP YOU WITH COMPENSATION FORMS AND CLAIMS, GUIDE YOU THROUGH THE MAZE OF LEGITIMATE ORGANIZATIONS THAT ARE HELPING VICTIMS AND PROVIDE YOU AND YOUR FAMILY WITH FOLLOW-UP CARE.

IF YOU OR ANYONE YOU KNOW HAS BEEN DIRECTLY AFFECTED BY THESE TRAGIC EVENTS, PLEASE CALL 866-328-2800. THAT NUMBER AGAIN: 866-328-2800 OR VISIT WWW.PASEPT11.ORG FOR MORE INFORMATION.

FOR IMMEDIATE RELEASE: 10/15/01

PUBLIC SERVICE ANNOUNCEMENT FOR PA SEPTEMBER 11 VICTIM ASSISTANCE PROGRAM

:60 Spot

(STATION NAME) WANTS TO ADVISE ITS LISTENERS OF A NEW, STATE-SPONSORED PROGRAM FOR PENNSYLVANIANS WHO SURVIVED THE SEPTEMBER 11 ATTACKS AND PENNSYLVANIANS WHO LOST A FAMILY MEMBER IN THE ATTACKS.

BECAUSE OF THE OVERWHELMING NUMBER OF ORGANIZATIONS PROVIDING PHYSICAL, EMOTIONAL, AND FINANCIAL SUPPORT AND THE COMPLEXITY OF THE CLAIMS PROCESS, GOVERNOR MARK SCHWEIKER HAS ESTABLISHED THE SEPTEMBER ELEVENTH VICTIM ASSISTANCE PROGRAM TO SERVE AS A CENTRAL SOURCE OF SUPPORT FOR PENNSYLVANIA FAMILIES.

TRAINED PROFESSIONALS ARE AVAILABLE 24 HOURS A DAY TO PROVIDE PERSONAL ADVOCACY, HELP WITH FORMS AND CLAIMS, REFERRALS, AND FOLLOW UP AS RELIEF EFFORTS AND CRIMINAL INVESTIGATIONS

CONTINUE. THERE ARE NO FEES FOR ANY SERVICES.

GOVERNOR SCHWEIKER IS URGING SURVIVORS AND THE SPOUSES, CHILDREN, PARENTS, AND GRANDPARENTS OF THE VICTIMS TO CALL THE

TOLL-FREE HOTLINE AT 866-328-2800. THE SUPPORT IS THERE.

THE NEED IS URGENT.

THAT NUMBER AGAIN: 866-328-2800 OR VISIT WWW.PASEPT11.ORG FOR MORE INFORMATION.



VICTIMS COMPENSATION PROGRAM
P.O. BOX 1167
HARRISBURG, PA 17108-1167

(800) 233-2339 in PA
(717) 783-5153
(717) 787-4306 FAX

April 2003

To the parents, family members and residents of the Red Lion School District:

On behalf of the Victims Compensation Program, I would like to express my sincere condolences to you for the loss of your principal, Mr. Eugene Segro. On behalf of our Program, I would like to pledge our commitment to easing some of the financial burden imposed by this crime over the coming months and years. The information contained in this handout provides an overview of the types of compensation, which may be available through the Victims Compensation Program.

Our thoughts and prayers are with you at this time.

Lynn Shiner
Lynn Shiner, Program Manager

The Crime Victims Compensation Program was created by statute in 1976, in response to the financial losses incurred by victims of crime as a direct result of a crime. There are specific eligibility requirements and benefits that can be paid by the Program.

Witness of a Violent Crime

Eligible persons: An individual who is physically present and witnesses the crime may be eligible for up to \$1,500 for counseling.

Required Documentation when filing for counseling expenses:

- Copies of all itemized bills listing the dates, type(s) of service performed, the total amount charged and the name, address and phone number of the provider.
- Insurance benefit statements, if applicable, showing payment or rejection for all service dates.
- If a claimant paid for any psychological counseling, copies of paid receipts or canceled checks must be included.
- The counseling benefits form must be completed in addition to Sections
- 1, 2, 3, 4b and the signature page of the Program's standard claim form.

Counseling is eligible for reimbursement only if it is performed by or under the supervision of a psychiatrist, psychologist, licensed professional counselor or licensed social worker.

The Program is the payor of last resort – which means if a victim of crime has any other way to have their losses compensated - they must go to that source first, i.e. insurance.

For more information or for assistance in filing a compensation claim you may contact either the Victims Compensation Program toll-free at 1-800-233-2339 or (717) 783-5153, extension 3232 or the York County Victim/Witness Office at (717) 771-9956.

To family and friends of the victims of the terrorist attack on United Flight 93,

There are no words that can bring comfort following this horrendous crime. No action can be taken to erase your sorrow. No amount of money can compensate for the loss of your loved one.

On behalf of all Pennsylvanians, I would like to express our sincere condolences. And, on behalf of my administration, I would like to pledge our commitment to easing some of the financial burden imposed by this crime over the coming months and years.

The information contained within this packet, provides an overview of the types of compensation, which may be available to you through our Crime Victims' Compensation Program.

Our thoughts and prayers are with you at this time.

Mark Schweiker, Governor

In incidents resulting in homicide, the maximum award payable for all losses and unreimbursed expenses is \$35,000 per victim.

Funeral Costs

Funeral/Memorial Service costs up to \$2,000

Marker/headstone costs up to \$500

Flowers costs up to \$300

Memorial meal costs up to \$300

Travel Related Expenses for up to two persons

Mileage reimbursement or round-trip airfare to Pennsylvania

Accommodations up to \$75 per night up to five nights

Meal reimbursement up to \$28 per day

Loss of Earnings

Up to one week's net loss of earnings for one person for funeral/memorial arrangements (maximum \$531.46)

Loss of earnings to attend trial (maximum \$531.46 per week)

Loss of Support

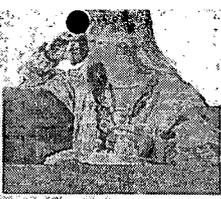
Financial dependents of the victim (maximum \$20,000)

Counseling

The spouse, children, parents or siblings who, at the time of the crime, lived in the same household as the victim, may be eligible for counseling expenses. Mileage expenses to attend counseling are reimbursable.

Please note: The Crime Victims Compensation Fund is regarded as "the payor of last resort." Other sources *must* be utilized and exhausted before payment can be considered.

We encourage you to contact our Program at your convenience for more details on these and other types of compensation as well as eligibility requirements. If you have any questions, or require assistance with filing your claim, please contact us toll-free at 1-800-233-2339 or (717) 783-5153.



How do I contact somebody?

PA Sept 11 victim assistance advocates keep you informed of existing support and new programs as they are developed.

New support groups are forming for:

- families of the deceased
- those who lost employment
- "first responders"
- "bucket brigade" participants

Call to learn more about the nearest support group in your area.

**Call toll-free
1-866-328-2800...**

...to speak with a trained professional consultant today

...if you need more details about the program

...if you are unsure whether you are eligible

...if you want a personal visit to discuss your situation confidentially

...if you are interested in joining a support group to share experiences



Call 1-866-328-2800 to speak with somebody today.

visit www.PaSept11.org for more information.

The PA September 11 program is managed by:



Advocacy, Prevention & Support for Victims of crime in Bucks County

Network of Victim Assistance

NOVA the network of Victim Assistance in Bucks County, PA, was selected by the state of Pennsylvania to staff and manage the PA September 11 Victim Assistance Program.

Since 1974 NOVA has been serving survivors of crime and their families in Bucks County. Started initially as Women Organized Against Rape, our services have expanded to help all victims of crime. Young, old, men, and women - all can be touched by crime and all can find help at NOVA.

We offer victims confidential counseling

services, emergency room and court accompaniment plus a TOLL FREE, 24-hour support hotline staffed with volunteer's specifically trained to address the needs of victims. Beyond advocacy and support, we strive to educate the community about crime and victimization so that future crimes may be prevented.

Our goal is to empower victims toward a healthy recovery and to work within the community to find means of preventing crime from ever happening. Little by little, we are making strides.

If you're a victim, call the toll-free hotline today!

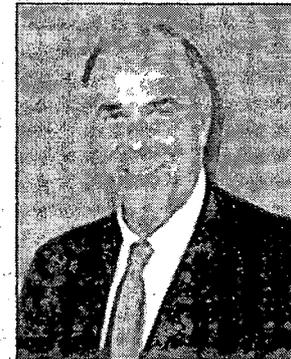
1-866-328-2800
www.PaSept11.org



Sponsored by NOVA, The Network of Victim Assistance

© 2003, NOVA.

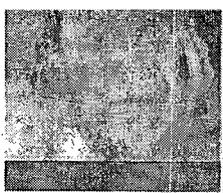
PA SEPT 11 Victim Assistance Program



Ed Rendell
Governor of Pennsylvania

A state-sponsored program to assist and support residents of Pennsylvania directly affected physically, emotionally, or financially by the terrorist attacks of September 11

**24-Hour Toll-Free
Victim Support Hotline
1-866-328-2800**



Susan Bizon
Program Director



Who is eligible?

You are eligible for assistance if:

1) You are a resident of the State of Pennsylvania

AND

a) You survived the terrorist attacks and were injured physically, emotionally, or financially.

OR

b) You are a spouse, child, parent, grandparent, or significant other of a person who was injured *physically, emotionally, or financially*, was injured, or was killed in the terrorist attacks on the World Trade Center or the Pentagon on September 11, 2001.

OR

c) You were a "first responder" or helped in the clean-up efforts following 9/11.

2) You lost a family member aboard United Flight 93 that crashed in Somerset County on September 11, regardless of your home state of residence.

Unsure of your situation?

Call 1-866-328-2800 anyway and a trained program staff member will help determine your eligibility.

Who is providing the services?

A staff of trained professionals provides one-on-one support for the physical, emotional, and financial needs of victims via a 24 hours per day, 7 days per week helpline.

Working as an arm of NOVA, the Network of Victim Assistance for Bucks County, the program covers the needs of survivors and the families of those killed or injured throughout the state.

The PA September 11 Victim Assistance Program was set up by the State of Pennsylvania through a grant from the PA Commission on Crime and Delinquency (PCCD). The U.S. Department of Justice's Office for Victims of Crime provided a Victim Assistance Grant to PCCD for Victims of Terrorism/Mass Casualty in Pennsylvania.

Personal visits...

Support Groups... one-on-one advocacy

Professional, caring people, sensitive to your needs and knowledgeable in support services available to you, will visit you in your home, (if desired) or schedule facilitated support groups to provide confidential support and assistance.

Why should I use the services?

The PA September 11 Program is a single, qualified resource, committed to help you navigate through the many agencies to obtain the compensation you deserve.

There may be some personal support we offer that your attorney or counselor cannot provide. It's important that you have access to ALL possible forms of assistance available.

What services are available?

If a member of your family is killed or injured in a criminal action, you have certain rights, either constitutionally provided by states or through statutes. These rights differ from state to state and can be difficult to understand.

PA September 11 Program staff help you understand those rights, provide guidance to obtain whatever compensation the law allows, and keep you informed of progress. In-home visits and support groups are an important first step.

Personal support throughout the process

Advocates... deal with state and federal agencies, insurance and mortgage companies, airlines, banks, employers, attorneys, and the criminal justice system.

Assistance to complete forms and file claims...

■ Guidance through the claim-filing process

■ Help with affidavits and other required documentation

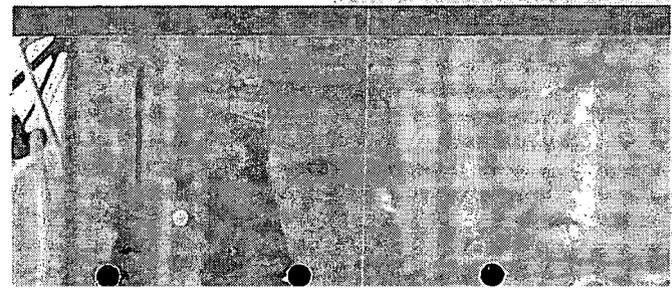
■ Accompaniment to site trials, hearings, and memorial services

Referrals provided... if additional professional support is required:

Professional follow up... and continuing contact keep you advised of the processing of your claim, and updated about any criminal investigation. Check the Web site, www.PaSept11.org, regularly for news relating to survivors' benefits and future events.

One qualified source to help you through the complexity of available programs

All PA September 11 Victim Assistance services are provided free of charge

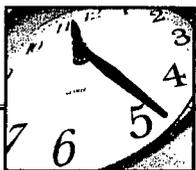


PA SEPT 11

Victim Assistance Program

Up-to-date information to keep you informed • 1-866-328-2800 • www.pasept11.org

October 2003



FINAL NOTICE!!!

The clock is ticking...

Please be aware of these important deadlines if you are planning to apply to any of the following:

Program Deadlines

November 1, 2003

Safe Horizon Financial Assistance for the Injured

December 22, 2003

Federal September 11 Victim Compensation

*Qualified claimants who wish to seek compensation from the Fund can be provided pro bono (free) legal representation from **Trial Lawyer's Care**. For assistance or more information, please call us at (866) 328-2800.*

January 31, 2004

September 11th Fund: Employee Assistance & Health Care Programs

March 11, 2004

Filing for 9/11-Related Wrongful Death Suits

Call us at (866) 328-2800 for assistance.

Flight 93 National Memorial Update: Project gets off to a Rolling Start

After the U.S. Congress passed the Flight 93 National Memorial Act last September creating a new national park unit to commemorate the passengers and crew of United Airlines Flight 93, the partners involved in the project have been hard at work.

On this year's anniversary in Somerset County, the 15-member Federal Advisory Commission was sworn in as the legislative body responsible for developing and submitting a report containing the fine points of the project to the Secretary of the Interior and Congress by September 2005.

The Commission is comprised of family members, local residents and officials, national figures and the National Park Service-- Director.



With a tight timeframe set, the Memorial Ideas Committee has started gathering ideas from families, community members and the general public through the use of various resources to guide the development of the memorial. At the upcoming public workshop on November 15, 2003, the committee will evaluate the comments with the purpose of developing a basis for a mission statement which will ultimately be submitted to the Flight 93 Memorial Task Force sometime next year. Details on the workshop will be forthcoming.

Get Involved!

For more information on the Flight 93 National Memorial or to post your comments on its development, visit www.flight93memorialproject.org.

Free Financial Planning Advice and Counseling Available

- * Wills
- * Budgeting
- * Financing
- * Insurance
- * Mortgage Payments

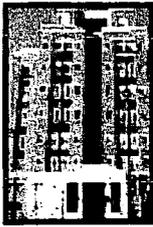
Call the PA September 11 Hotline at
(866) 328-2800 for more details.

PA SEPT 11
Victim Assistance Program

Stay Informed...Visit our website or give us a call. We are glad to help in any way.

www.pasept11.org • (866) 328-2800

The Legal Tug-of-War Continues: A Moussaoui Trial Update

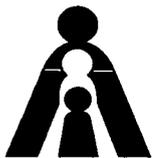


After 21 months of the pending trial of Zacarias Moussaoui, US District Judge Leonie Brinkema laid down her sanction in response to the prosecution's defiance. Rather than granting the defense's request to dismiss the indictment against Moussaoui, Judge Brinkema defied expectations and surprised all those involved in the trial.

The federal judge ruled that the government cannot seek the death penalty and banned prosecutors from attempting to link Moussaoui to the terrorist attacks on September 11, 2001 claiming that the government's refusal to permit Moussaoui to interview the captured terrorists might have provided testimony that would have aided in his defense. If her ruling is upheld, this would negatively effect the government's case since the prosecutors have spent more than a year preparing for the "victim impact testimony" and victims would not be allowed to testify.

In response to these recent sanctions, the prosecutors filed an appeal to the U.S. Court of Appeals for the 4th Circuit in an attempt to have the sanctions overturned. Consequently, at this point, officials are opting to keep the case in the criminal justice system although the military option still remains on the table.

Join a support group to help change your direction!



**PA Sept 11
Support Groups**

... If you were there when the World Trade Center Towers collapsed; in one of the towers, on the street, working nearby

... If you were injured or unemployed because of the tragedy

... If you were a "first responder" or involved in the clean-up efforts following the disaster

... If you feel that nobody understands what you experienced because they weren't there...

You're not alone. A PA Sept 11 Support Group may be just what you need.

If you're interested in joining a group, call the PA September 11 Victim Assistance help line: at 866-328-2800 any time... 7 days a week.



Network of Victim Assistance



A Member Agency - United Way
of Bucks County

The PA September 11 Victim Assistance Program is a program of the Network of Victim Assistance

NOVA

Network of Victim Assistance

16 North Franklin Street, Suite 105

Doylestown, PA 18901

Tel: (215) 348-5664

www.novabucks.org

Critical Choices: The Federal Victim Compensation Fund or Civil Lawsuits

Become informed about the lawsuits against the terrorists and those who supported them. Acquire objective information to help you and your family make an informative decision about the option of filing for the Fund or filing a civil lawsuit and how to make your compensation claim or lawsuit as effective as possible.

Almost 100 % of those attending these forums said they would recommend this program to all victims of September 11.

Schedule of Upcoming Forums:

Friday, November 14, 2003

6:00-9:00 PM

Sheraton LaGuardia East Hotel

135-20 39th Avenue

Flushing, NY 11354

(718) 460-6666

Saturday, November 15, 2003

12:00-3:00 PM

Lehman College

250 Bedford Park Boulevard

WestBronx, NY 10468

1(877) LEHMAN-1

*Spanish translation will be provided at this forum.

Monday, November 24, 2003

6:00-9:00 PM

Brooklyn College

2900 Bedford Avenue

Brooklyn, NY 11210

(718) 951-5000

More Upcoming Forums

Arlington, VA; Baltimore, MD; Manhattan, NY; dates/times TBA

Sign language interpreting is available upon request.

Registration begins one hour before the forums. A light meal will be served. Due to limited seating, please register in advance by calling 1(800) 394-2255. Visit www.ncvc.org for more information and regular updates.

Virginia

"Having a strong pre-existing relationship with local victim witness offices and the state victim assistance administrator allowed Virginia Criminal Injuries Compensation Fund (CICF) to provide quality services to a large number of victims, while attending to the needs of crime victims across the Commonwealth."

Mary Vail Ware, Director

Virginia Criminal Injuries Compensation Fund, Workers' Compensation Commission

**Information Shared by the Virginia Criminal Injuries Compensation Fund
Workers' Compensation Commission**

I. After Action Memorandums

**Virginia Criminal
Injuries
Compensation
Fund**

Memo

To: Commander Rene Campos
From: Mary Vail Ware, Director
CC: n/a
Date: 12/04
Re: After Action Report

Section I: Key Personnel:

Mary Vail Ware, Director, Virginia Criminal Injuries Compensation Fund, 804-378-3434,
mary.ware@vwc.state.va.us.

Victim Witness Programs from across the state provided technical assistance and staff support. They are generally located within Commonwealth's Attorney's offices or Police Departments. Victim/Witness offices were asked to assist because of their extensive experience in working with victims of violent crimes, and to link families with providers from their area that will be available to them indefinitely.

Section II: Description of Program and Services Provided:

Like all state compensation programs, CICF assists victims of violent crime with expenses incurred as a direct result of a crime. The Fund provides monetary support for expenses that are not covered by any other source. Examples include: medical expenses, funeral expenses, counseling, wage loss, loss of support, mileage/transportation, prescriptions, etc.

To date the Fund has over 100 applications from victims of the 9/11/01 attacks. In order to make the Fund more available to victims, CICF provided training to casualty officers, and staffed a table at the Sheraton and Phase II centers. The staff assisted families in filling out applications, and determining what their unmet needs might be.

Section III: Lessons Learned/Recommendations:

Aiding mission accomplishment: I just cannot even dream a better model for dealing with mass casualty crimes. Someone thought of everything: meals, parking, therapy dogs, cookies, counselors, attorneys, financial planning, and Internet access. It was truly amazing. Everyone seemed very focused on the needs of the victims and families, and I think this was the key to the success of the center. Once you were able to make contact, the military folks were extremely helpful, friendly, and accommodating. Of course, the leader sets the tone for any organization, and I cannot imagine a better leader than General Van Alostne. Having unlimited resources at your disposal was also helpful. I think it was important that officials reached out to the families of the airline passengers.

Impeding Mission Accomplishment: (it is very easy to think in terms of "coulda, woulda, shoulda") I would consider these suggestions fine tuning of a really well implemented process: It was very difficult initially to whom to contact to make things happen. I think the officers simply didn't know what was available to crime .

and disaster victims in the civilian world, so didn't think of offering those resources to families. While this incident might have been considered "in the line of duty" for military folks, it is a homicide for all of those civilians and airline passengers who were killed.

Having a Casualty Officer for every family was helpful, and probably would have been more helpful if those individuals were trained in working with families of homicide victims. (I realize that some are well trained, but I also noticed that some were volunteers.) There are many people across the state that are well versed in working with such families, and they probably could have been utilized in an effective manner. There are also victim/witness and victim advocates on military bases who are very skilled in working with victims of violent crimes.

It would have been nice to have a liaison to the injured. I am still trying to contact someone who is working with those families so that they can receive information about what may be available to them.

VIRGINIA CRIMINAL INJURIES COMPENSATION FUND
(CICF)

September 11, 2001

After-Action Report

Initial Response: Criminal Injuries Compensation Fund (CICF), contacted our counterpart in Oklahoma City to determine how best to assist Federal workers and what resources may be needed. We then contacted DCJS to determine how to coordinate our resources. Due to that contact, a meeting of DCJS, CICF, Emergency Management, Mental Health, DIT, the Secretary of Public Safety, the Attorney General's office, and the Governor's office was coordinated. At that meeting each agency explained their role and resources available, and the terrorism hotline was established, planned, and later implemented. CICF provided staff support and information for the hotline.

The Department of Emergency Management coordinated interfaces between all agencies involved. There were regular meetings at the DFO in Arlington that were very helpful in establishing order of response, resources available, and connecting all involved. From these meetings, CICF was able to make contact with the military and Federal civilian service providers. The DFO was instrumental in providing necessary resources to CICF including office space, and lodging.

On September 18, CICF provided training to casualty officers on benefits available from the Fund, and set up a table at the Pentagon Phase I Family Assistance Center. CICF with vast assistance from local victim-witness offices provided staffing for the Phase I and Phase II centers for eight weeks after September 18. CICF was the only representative of the Commonwealth at the center.

Throughout this process, CICF has also coordinated with the Department of Justice's Office for Victims of Crime (OVC), and other states responding to this tragedy. Weekly conference calls with OVC, and compensation programs from New York, Pennsylvania, New Jersey, California, and Massachusetts helped to determine best methods of outreach and to ensure non-duplication of services. OVC granted CICF 1.5 million dollars for payments to the victims of the Pentagon attack.

CICF is still working with the U.S. Attorney's office, Pentagon officials, and the FBI victim-witness program to ensure that all September 11 victims are aware of the Fund.

Results:

One of the most important outcomes of this incident has been the partnerships formed and strengthened between disaster agencies and "crime" centered agencies. Though the crash was a disaster, it was also a mass homicide, so skills in managing a disaster and skills in working with homicide victims and navigating law enforcement were all necessary.

To date, CICF has received 110 claims for 92 victims. The Fund has distributed payments in the amount of \$38,492.17.

Areas for Improvement:

1. Virginia desperately needs a workable plan to respond to mass casualty crime. A clear plan accompanied by training would be not only helpful for terrorist acts, but for other potential incidents like school shootings.
2. Due to the large number of military installations within the state, localities or the Commonwealth must develop interagency agreements with all installations. These agreements should give the lead agency a military contact person, and this person should attend disaster or mass casualty response training with state staff. They should also participate in the development of the local disaster plan. It was very difficult to make contact with the military, but once it occurred they were very welcoming and happy to have

additional resources. Our relationship with the Pentagon has allowed CICF to assist Capitol One in sending gift baskets to survivors, and to participate in meetings with the Special Master and representatives of the Federally created September 11 Victim's Compensation Fund. During these meetings, CICF provided input on proposed regulations.

3. It would have been nice to receive more assistance and coordination from the Red Cross. To date, we have not been able to get a handle on their eligibility rules, or to work together to eliminate duplication of payments. Further, while they have vast experience in working with disaster victims, there is not certainty regarding their experience with homicide victims, which requires a different level and type of service. If this agency is designated by Congress as a first responder there must be some oversight regarding their activities.
4. Virginia must look to the Pentagon Family Assistance center as a model for serving victims of mass casualty crimes. Families were given daily briefings on the status of the search, all available resources (CICF, Social Security, pro bono attorneys, child care, therapy dogs, counselors, internet access, FEMA, meals, chaplains, etc.) were on site. Also on site was a DNA and dental records collection station, which allowed families to assist with the search of their loved ones without leaving the safety of the hotel. Families of the dead were separated from families of the injured and the Center also served the airline victims. Each family was given a casualty assistance officer to intervene on their behalf with any and all entities. This gave them one point of contact for all assistance. The immediate, centralized response created order within the chaos, and prevented families from inundating, the crash site, hospitals, police, and morgues with visits and phone calls, which is what happened in New York.

***Mass Violence and Terrorism—
The Aftermath***

- *Columbine*
- *Oklahoma City*

Columbine

Five Years Later

"It is difficult to maintain your equilibrium during the immediate aftermath of a mass tragedy. Emotions run high, the media inundates us with scenes of suffering, and the public is pressuring "the government" to do whatever is possible to help the victims. Try to focus, as much as you are allowed to, on establishing policies for your mass tragedy response which are as similar as possible to your normal policies. This honors the victims you have assisted in the past, as well as those you will assist in the future."

Amy Greer, Director

Colorado 1st Judicial District Compensation Program

Information Shared by the Colorado First Judicial District Compensation Program

- I. Colorado's Crime Victim Compensation Response to the Columbine Tragedy**
- II. Sample Letter in First and Second Mailing**
- III. Questions to Ask When Choosing A Therapist**
- IV. Press Release Example**
- V. Memo Example**
- VI. Newsletter Example**
- VII. Mental Health Provider Letter to Governor's Commission**
- VIII. Crisis Response to Columbine High School Shootings of 4/20/99**

COLORADO'S CVC RESPONSE TO THE COLUMBINE TRAGEDY

On April 20, 1999, Colorado experienced one of the worst incidents of school violence our country has ever seen. Colorado's program is one of only two decentralized programs in the country, and with over 2000 potential victims, there was a very real possibility that the 1st Judicial District's compensation program would exhaust all of its resources, and those of the other programs in the state, responding to the Columbine tragedy. Fortunately, within days of the crime, the Office for Victims of Crime approved \$750,000 in emergency VOCA funds to be used to help assist victims of the Columbine tragedy, and an additional \$250,000 was subsequently approved.

The CVC program received a total of 761 applications for primary victims only (37% of the primary victims that were eligible), and disbursed a total of \$804,907.06 during the grant period. A breakdown of the expenses follows:

| <u>Compensable Loss</u> | <u>Amt. Paid</u> | <u>Percentage</u> |
|-----------------------------|------------------|-------------------|
| Medical/Dental Expenses | \$ 56,086.59* | 7% |
| Mental Health Expenses | \$551,016.48 | 68% |
| Economic Support/Lost Wages | \$157,491.09 | 20% |
| Funeral/Burial Expenses | \$ 34,950.00 | 4% |
| Other Expenses | \$ 5,425.90 | 1% |

The proportionately small disbursement for medical expenses can be attributed partially to the fact that most of the injured victims had health insurance, and only a small percentage of victims were actually physically injured. Conversely, the majority of victims, as well as their family members, applied, and were approved for, mental health compensation.

Including temporary emergency hires, the program employed one full-time and four on-call staff members, as well as the administrator, during the Columbine response. A total of \$19,865.00 was disbursed for administrative costs.

Following is information regarding Crime Victim Compensation's response to the Columbine tragedy:

While the crime was taking place

Immediately upon hearing the news reports about Columbine, staff from the DA's office (Victim Witness Director, Crime Victim Compensation Administrator and Victim Witness Specialists), COVA (Colorado Organization for Victim Assistance), the sheriff's department and advocates from other police and victim services agencies mobilized. COVA assisted in providing coordination to the effort. However, at the time this tragedy occurred, no community crisis response team was in place. Since the tragedy, a team has been established. Fortunately, at that time all of the victim service providers in the First Judicial District had been meeting on a monthly basis for many years, were familiar with each other, and with each program and its role. All of the providers were also familiar with COVA.

It was decided that, because responders specifically trained in trauma response had been dispatched to the scene, it would be appropriate for CVC staff to remain at the DA's office where the program is housed, and coordinate their efforts from there.

A list of mental health providers was run using CVC software; CVC staff called the most trusted providers in the area to ask them to respond to the scene immediately. Most of those contacted were already there or on their way. However, as the follow-up report by the governor's office indicated, too many responded. This is an excellent example of how a structured response would have eliminated some of the confusion and trauma.

The CVC board made policy decisions as the crime was taking place; the board allowed the administrator to make suggestions in the interest of getting services to the victims right away. *The decision was immediately made that these victims should be treated as similarly as possible to victims of "regular" crimes, with the realization that the program had helped other victims in the past and would need to continue to help other victims in the future.*

The decision was also made to include every student, faculty and staff member of Columbine, regardless of whether they were at the school that day or not, recognizing that the trauma would impact all of them. Colorado's broad statute allowed the board the latitude to make policy decisions specific to this case (for instance, another state that experienced a mass tragedy had to have a special legislative session to change their statute to allow benefits for secondary victims - after intense criticism from the public). Programs should look at their statutes with the perspective of a mass tragedy response so legislative changes don't have to be addressed in the middle of a crisis.

The CVC administrator was bombarded with phone calls from providers and citizens offering help. Constant communication with those on the scene helped define what was actually needed. Eventually, a separate fund was established to provide a vehicle through which donations could be made to assist victims with needs not met through CVC (The Healing Fund).

Immediately following the tragedy

Information regarding policies specific to Columbine were distributed to all victim advocates in the district, and continued to be distributed on a regular basis. (SAMPLE MEMO ATTACHED)

OVC made a promise of funding within three days of the tragedy. An initial grant of \$750,000 was approved. Office supplies and furniture were ordered to allow segregation of the Columbine claims.

Temporary help was employed, and additional shifts were approved to support the response.

Streamlined CVC applications were mailed out within two days to every eligible victim. A letter from the district attorney, as well as a memo outlining the services available, were included. (SAMPLE ATTACHED) This was expedited by obtaining the school's mailing list, which was printed out on labels by the school district. We received three copies of the labels for future use. Applications were printed in a specific color so they could be easily identified. Streamlining consisted of printing the crime information on the application, providing check-off boxes which indicated the level of victimization, and eliminating the items that did not apply to the incident (ie. residential property). It is advisable to streamline apps, but not too much, so victims don't have to be recontacted to get additional information. It was discovered later that, despite best intentions, the applications were sent out too soon. It was found that victims were so traumatized that they didn't remember getting the application, or couldn't process the information. California did a study at that time that indicated that, for maximum effect, it's advisable to wait approximately ten days after the event to send information to crime victims.

Crime codes were set up in the CVC software program to identify Columbine claims.

A press release from the DA's office was distributed regarding the availability of compensation to the victims. (SAMPLE ATTACHED)

It was decided to "fast track" all of the Columbine applications, while attempting to keep the normal workflow within customary timeframes. The color-coded applications helped in quickly identifying the Columbine claims. The board gave the staff authorization to administratively approve claims based on the level of victimization. Also, form letters specific to Columbine awards were built into the CVC software, allowing correspondence to be generated with the push of a button. Columbine claims were processed within three weeks. With few exceptions, normal timeframes (45 - 60 days) were maintained for all other claims coming in at the same time.

The administrator attended an informational meeting for the family members of the deceased and injured victims to inform them of the board's policy decisions. Information was also provided by the Sheriff's Department, the DA's office, state government agencies and COVA.

A dedicated phone line with an "enlarged" voice mailbox was installed. The volume of phone calls was massive, and the level of trauma contributed to the length of the calls. This was undoubtedly the largest demand on the staff.

A separate account and ledger was maintained for the Columbine VOCA grant.

COVA and CVC collaborated in getting money to victims with immediate needs. COVA "fronted" money to victims through the Healing Fund (a fund for Columbine victims and their families, as well as the Columbine community, comprised of donations from citizens, businesses and other organizations), and a system was devised to make repayment to the Healing Fund for expenses covered under board policy. This allowed the CVC program to focus on answering calls and processing the large number of claims coming in. The CVC program and the Healing Fund stayed in close contact, and compared claims to avoid duplication of payment.

Efforts were closely coordinated with the law enforcement-based victim advocates assigned to each family of a deceased or physically injured victim. There was constant contact with the advocates, and they were allowed to make suggestions about policies, which were fine-tuned for maximum impact.

Follow-up phone calls were made directly to every victim by paid and volunteer advocates at least once, informing them of the availability of compensation and other forms of assistance, and providing referrals when requested.

A relationship was established with Columbine Connections, a community-based organization funded through VOCA Assistance which provided mental health services and other programs to the Columbine Community. (SAMPLE NEWSLETTER ATTACHED)

A relationship was also established with the school district.

Ongoing

Close contact was maintained with the law enforcement-based advocates, as well as special advocates assigned to help the severely injured with life plans.

CVC board members decided to extend the application period due to the age group of the victims involved and the exacerbating events which occurred following Columbine (suicides, copycat shooting, back to school time, the anniversary of the event, etc.). These triggering events caused an influx of phone calls and applications.

A second mailing of applications was done three months after the first mailing, and immediately preceding the beginning of the school year. Included in the second mailing was a letter which listed symptoms of PTSD. (SAMPLES OF LETTERS ATTACHED)

Resistance was encountered from agencies/businesses that were anticipating lawsuits, so it was sometimes difficult to get information needed to effectively assist some victims.

Upon being advised that the program would only be awarded a portion of the additional funding requested, the board decided to terminate mental health coverage for Columbine victims based on the end of the grant period. This decision was made due to the program's inability to absorb the costs of providing ongoing assistance to the huge volume of Columbine victims for which mental health services were being provided. Letters were sent out five months before this termination date to inform all victims that had previously been approved for mental health compensation that funding would cease at that time.

The CVC computer software allowed the use of special crime codes that quickly identified Columbine claims. The software easily compiled statistics and reports which assisted with federal reporting, justification for additional funding, and auditing needs. Reliable software and hardware is imperative.

A federal audit of all VOCA grants for Columbine was performed by the Justice Department in 2003. The importance of requiring documentation validating payments, and the need for good accounting and computer systems was made clear from the process.

The board made permanent changes to some of their regular policies as a result of the Columbine tragedy. The program has been positively affected by the tragedy in terms of visibility. Claims and disbursements have steadily increased since the Columbine tragedy, and more victims are applying for, and following through with, mental health treatment. As a result, mental health encumbrances for the 1st Judicial District alone now exceed \$500,000, and disbursements have exceeded \$1.2M each year since the tragedy. The program continues to receive calls from Columbine victims or their family members with triggering events, such as the 9/11 tragedy.

Advice to CVC staff and administrators:

Try to avoid making decisions based on emotional responses. Eventually you will be asked to justify your decisions based on funding guidelines.

Don't feel that you have to immerse yourself in the tragedy- know that it's okay if you don't read every article or watch every news story about the event. You will be in much better shape to assist victims if you attempt to stay healthy yourself.

The media is often intrusive, disruptive and inaccurate. If at all possible, ask your PIO to field all media requests. However, be prepared to talk to the media yourself, as the PIO may be too busy to do so. It is important to reiterate your information several times to a reporter- and even then the information may not be accurate.

There is a real sense of entitlement from victims in cases where high level government officials are making promises and the media attention is so intense. Remind your staff- and yourself- that you are doing your best, within the constraints of your policies and statute.

Establish relationships with victim service providers, and get involved with community crisis response teams. Contact other programs who have responded to a mass tragedy for help or to debrief.

It's important to recognize that there will be long-term effects from responding to mass tragedy. Monitor your staff to meet their emotional needs, and provide opportunities to debrief or attend counseling, if needed.

And don't ignore your own needs!

In addition to the sample documents referenced, a copy of the report to the Governor's Commission on Columbine is attached. The report includes valuable information regarding the overall response to the Columbine tragedy by the various victim service agencies involved, and includes the identified strengths and weaknesses of those agencies, as well as advice for planning a community response to crisis.

SAMPLE (INCLUDED IN SECOND MAILING OF APPLICATIONS)

Office of the District Attorney
First Judicial District
Jefferson and Gilpin Counties

DAVID J. THOMAS
DISTRICT ATTORNEY



July 29, 1999

Dear Columbine Students, Faculty Members, Staff Members and their families,

As your district attorney and a member of the community, I continue to be profoundly saddened by the tragedy that occurred on April 20, 1999 at Columbine High School. I am hopeful that each of you has learned about the Crime Victim Compensation Program, and that you will take advantage of the services it has to offer you.

The Crime Victim Compensation Program has been in effect in each judicial district of Colorado since 1981. The funding comes from fines assessed on convicted offenders at the state and national levels. It is devised to assist victims of violent crime through their trauma by paying for mental health counseling, non-insured medical bills, lost wages, and funeral expenses.

I encourage you to seek counseling for the trauma you have sustained because of this tragic violence. Please fill out the enclosed crime victim compensation application and send it in at your earliest convenience. If you have any questions, please call our Crime Victim Compensation Administrator, Amy Greer, at 303/271-6846.

Sincerely,



David J. Thomas
District Attorney
First Judicial District

SAMPLE (INCLUDED IN FIRST AND SECOND MAILING)

Crime Victim Compensation Board
First Judicial District
Jefferson and Gilpin Counties

DAVID J. THOMAS
DISTRICT ATTORNEY



The Crime Victim Compensation Program is designed to help crime victims with some of the financial costs incurred as a direct result of a violent crime.

Victims of the Columbine tragedy may be eligible for the following services under this program:

- Mental health sessions with a licensed therapist for students, faculty and staff of Columbine High School, at up to \$70 per individual session, and up to \$35 per group session.
- Mental health sessions with a licensed therapist for immediate family members of the students, faculty and staff of Columbine High School (defined as parents, spouses, children, siblings and grandparents) at up to \$70 per individual session, and up to \$35 per group session.
- Lost wages for students, parents, faculty and staff members who missed work because of physical or emotional trauma resulting from the tragedy, with the appropriate documentation (see below).
- Medical and hospital expenses (co-pays if the victim is insured; payment at 80% as payment in full if uninsured).
- Funeral expenses up to \$4,500.

Crime Victim Compensation is the payor of last resort by law, so you must first submit your bills to insurance for payment. However, in the case of mental health, *you are not required to see a therapist in your network*. It is important that you choose a therapist with whom you feel comfortable; if that therapist happens to be covered under your insurance, *then* those bills need to be submitted to insurance for payment.

Please fill out the enclosed application and submit to the Crime Victim Compensation program at the address on the application. Your claim will be processed in approximately two to three weeks, at which time award letters will be sent to you outlining the services for which you have been approved. These letters will also give specific instructions regarding the documentation necessary to process payment on your claim.

The statutory maximum per claim is \$20,000.

SAMPLE (INCLUDED IN SECOND MAILING OF APPLICATIONS)

Please consider applying for compensation for mental health counseling if you observe any of the following behaviors in any member of your immediate family:

- Recurring nightmares about the incident.
- Acting or feeling as if the incident was recurring (includes a sense of reliving the incident, illusions, hallucinations and flashbacks, including those that occur on awakening or when intoxicated).
- Intense psychological distress when experiencing things that resemble an aspect of the traumatic incident (ie. firecrackers).
- Physical responses when experiencing things that resemble an aspect of the traumatic incident.
- Efforts to avoid activities, places or people that arouse memories of the trauma.
- Inability to recall an important aspect of the trauma.
- Markedly diminished interest or participation in significant activities.
- Feeling of detachment or estrangement from others.
- Inability to feel a wide range of emotions.
- Sense of a foreshortened future (ie. does not expect to have a career, marriage, children or normal life span).
- Difficulty falling and/or staying asleep.
- Hypervigilance.
- Exaggerated startle response.

The Crime Victim Compensation program of the First Judicial District Attorney's Office is able to assist you with your mental health needs related to the Columbine tragedy. Students, faculty and staff members of Columbine, as well as their immediate families (parents, spouses, children, siblings and grandparents) are eligible for mental health compensation.

Please fill out the enclosed application for assistance.



SAMPLE (APPLICATION)
 Crime Victim Compensation Board
 First Judicial District of Colorado
 500 Jefferson County Parkway
 Golden, CO 80401-6020
 Phone 303-271-6846 Fax 303-271-6785

| | |
|-----------------|-------|
| Office Use Only | |
| Claim No.*C* | _____ |
| Date Received | _____ |

VICTIM COMPENSATION FUND APPLICATION

(Please read the enclosed letter for compensation information and specific award limits.)

General Information:

1. By law, you must apply for all other available sources of financial assistance or reimbursement, including Medicaid and Medicare.
2. Please attach all available bills, receipts and/or employment information. You may apply even if you have not received any bills as of this date.
3. Total recovery may not exceed the statutory limit of \$20,000. Compensation for some categories) is limited by Board policy. You will be notified in writing of any such limitations.
4. Applications will be processed as quickly as possible; to check on the status of your claim, please call our office at the number listed above.

SECTION 1- VICTIM INFORMATION (All applicants must complete this section)

| | |
|---------------------------|---|
| Victim's Name _____ | |
| Street Address _____ | City/State/Zip _____ |
| Home Telephone () _____ | Work Telephone () _____ |
| Date of Birth _____ | Age When Crime Occurred _____ |
| Social Security No. _____ | Sex <input type="checkbox"/> Male <input type="checkbox"/> Female |

The following information is used for statistical purposes only to comply with federal regulations.

| | | |
|------------------------------|--|---|
| Handicapped: | Race: | Who referred you to the compensation program? |
| <input type="checkbox"/> Yes | <input type="checkbox"/> White | <input type="checkbox"/> Victim Advocate |
| <input type="checkbox"/> No | <input type="checkbox"/> African American | <input type="checkbox"/> Hospital |
| | <input type="checkbox"/> Hispanic/ Spanish | <input type="checkbox"/> Police Officer |
| | <input type="checkbox"/> Native American | <input type="checkbox"/> District Attorney's Office |
| | <input type="checkbox"/> Asian/ Pacific | <input type="checkbox"/> Social Services |
| | <input type="checkbox"/> Unknown | <input type="checkbox"/> Child Advocacy Center |
| | <input type="checkbox"/> Other: _____ | <input type="checkbox"/> Other: _____ |

SECTION 2- CLAIMANT INFORMATION (Complete only if person submitting application is not the victim, such as parent or guardian of victim)

| | |
|------------------------------|---------------------------|
| Claimant's Name _____ | |
| Street Address _____ | City/State/Zip _____ |
| Home Telephone () _____ | Work Telephone () _____ |
| Relationship to victim _____ | Social Security No. _____ |

SECTION 3- CRIME INFORMATION **SAMPLE (APPLICATION)**

Date of Crime
April 20, 1999

Police Dept./ Agency Crime Was Reported To
Jefferson County Sheriff's Dept.

Who Committed the Crime?
Eric Harris and Dylan Klebold

Please check off any of the following which apply :

- The victim was not in the school when the crime occurred.
- The victim was in the school when the crime occurred.
- The victim witnessed a violent act.
- The victim was threatened with a violent act.
- The victim sustained injuries as a result of a violent act.
- The victim died as a result of a violent act.

SECTION 4- REQUEST FOR SERVICES (Please check either "Yes" or "No" to request compensation for the following services. If any are left blank, it will be assumed that payment for that service is not needed.)

Yes No **MEDICAL** (Including dental services and medically necessary devices, i.e. eyeglasses, which are damaged or destroyed during the crime.)

Yes No **MENTAL HEALTH** (Including grief therapy for family members of deceased victims.)

If you are already in therapy, please give the therapist's name _____ and phone number _____

Yes No **LOST WAGES** (Lost wages compensation is available to victims whose injuries, whether physical or mental, prevented them from working. This includes parents of injured children who are required to miss work to assist in the care of their child, and parents/spouses of deceased victims.)

Yes No **LOST SUPPORT** (May be requested for dependents of deceased victims.)

Please list the victim's dependents below if you are requesting lost support compensation (add a page if necessary):

Name _____ Age _____ Name _____ Age _____

Name _____ Age _____ Name _____ Age _____

Yes No **FUNERAL EXPENSES**

Yes No **OTHER** (Please contact your law enforcement-based victim advocate for further information. Please note that compensation for personal property i.e., automobiles, money, clothing, etc. cannot be awarded.)

SECTION 5- INSURANCE INFORMATION (This section must be completed before this claim may be processed.)

Please indicate if the following applies to you:

- Medical insurance
- Medicaid
- Medicare
- Worker's Compensation

SAMPLE (APPLICATION)

SECTION 6- RELEASE OF INFORMATION AND VICTIM'S RIGHTS AND RESPONSIBILITIES

I, the applicant of the Crime Victim Compensation Program of the First Judicial District of Colorado, do hereby attest that all information given on this application is truthful and accurate to the best of my knowledge.

I hereby authorize the release of all information from my employer, physician, hospital, medical and/or mental health service provider(s) and/or creditor(s) for the purposes of verifying the claims I have submitted, or to establish the validity of a restitution claim. I understand that untruthful statements will disallow payment of my claims. I further understand that any award is subject to the availability of funds and the discretion of the Board.

I hereby authorize release of funds awarded to me under the Colorado Crime Victim Compensation Act to be paid directly to the service provider(s) applicable to my claim.

I further agree that if, at a future date, I receive monies relative to this same matter from any collateral source such as the offender, anyone on behalf of the offender or a government program, I will immediately notify the Crime Victim Compensation office and provide documentation to the office of such receipt. A determination will then be made as to whether reimbursement to the Crime Victim Compensation Fund is required by Section 24-4.1-110, C.R.S. I agree to promptly make any reimbursement required by said section.

I am further aware that if I fail to cooperate in the investigation and prosecution of the criminal case from which my losses were sustained, I will be ineligible for any further compensation monies and will be fully liable to reimburse the Crime Victim Compensation Fund for any and all compensation awards received.

As an applicant, you are advised that if your Crime Victim Compensation claim is denied you have the right to request a hearing before the Crime Victim Compensation Board. You will be entitled to present evidence and witnesses. At said hearing, the burden of proof is upon you as the applicant to show that the claim is reasonable and compensable under the terms of the Colorado Crime Victim Compensation Act.

Signature of Victim, Parent/Guardian or Estate Executor

Date

RETURN APPLICATION AND ALL INFORMATION TO:

**Jefferson County DA's Office
Crime Victim Compensation Board
500 Jefferson County Parkway
Golden, CO 80401-6020**

SAMPLE (APPLICATION)

Crime Victim Compensation Board
First Judicial District
Jefferson and Gilpin Counties

DAVID J. THOMAS
DISTRICT ATTORNEY



QUESTIONS TO ASK WHEN CHOOSING A THERAPIST

Your choice of a mental health therapist/counselor is very important to your well being. Interview him/her in the same way any employer would interview a prospective employee. s/he will be working for as well as with you. You are the consumer. Do not hesitate to ask hard questions and do expect complete answers. Don't be intimidated. Competent, caring therapists will not be offended by your questions and will be honest with you. After all, your mental health and recovery from the trauma of the crime is at stake.

1. What experience do you have in working with victims of crime? How long have you done this kind of counseling? With what kind of crime victims have you worked?
2. What training or education do you have specifically related to working with victims of crime? Are you licensed or are you under the supervision of a licensed therapist? Are you a student or an intern? What training or education and experience does your supervisor have in this area?
3. Do you understand the criminal justice system process, including the function of the various agencies--law enforcement, city attorney, district attorney, municipal court, county court, district court--and the differences between them?
4. What is your experience in working with the criminal justice system, with police agencies, with prosecutors, with the courts? Are you qualified in this Judicial District as an "expert witness" related to working with victims of crime? Have you ever testified in court as a witness in criminal cases?
5. What is your philosophy or clinical perspective in working with a crime victim? Is this different than when working with other clients? If so, how--in what ways?
6. What is my (client/victim) responsibility in therapy/counseling?
7. What is the length of time you usually see clients with these kinds of problems/issues? How long can I expect to be in counseling?
8. What treatment services do you offer, i.e., individual, family, group, couple's counseling, bibliotherapy (outside reading)?
9. Will you accept the fee structure (\$70 per individual session, one session/week; \$35 per group session, one session/week) as determined by the First Judicial District (Jefferson/Gilpin Counties) Crime Victim Compensation Board? Will you accept and follow the policies and process determined by that Crime Victim Compensation Board?
10. Are you willing to meet personally with the Crime Victim Compensation Program administrator to discuss the program's policies and procedures?

SAMPLE (PRESS RELEASE)

Office of the District Attorney
First Judicial District
Jefferson and Gilpin Counties

DAVID J. THOMAS
DISTRICT ATTORNEY



April 22, 1999

NEWS RELEASE

For Immediate Release

Contact: **Aura Leigh Ferguson**
 Community Programs, 271-6892

Topic: DA announces plan for compensating Columbine High School Victims

District Attorney Dave Thomas is grateful to the Office of Victims of Crime for quickly making money available to help victims of the Columbine High School tragedy. His Office of Victim Assistance has developed a system to notify and respond to potential victims.

Crime Victim Compensation is a fund available through the Jefferson County District Attorney's Office to crime victims who have been physically or emotionally injured. Money for this program is obtained through assessments collected from adults and juveniles who have been convicted of crimes.

The Jefferson County District Attorney's Office is offering this assistance to all students, faculty and staff of Columbine High School and their immediate families. Some funds are also available to members of the community who witnessed this tragic event.

Compensation will be available for medical and hospital expenses, mental health counseling, grief counseling, funeral expenses and lost wages. The maximum total award allowed per state statute is \$20,000. The Jefferson County Crime Victim Compensation Board may have lower maximum awards in place for some categories.

The District Attorney's Office will mail an informational letter and application to the students, staff and faculty early next week. Community members who think they are eligible and would not receive a letter, are encouraged to call the Jefferson County District Attorney's Crime Victim Compensation Office at 303-271-6846.

A fact sheet follows with more information. Additional questions may be directed to the DA's Crime Victim Compensation Office at 303-271-6846.

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SAMPLE (PRESS RELEASE)

Office of the District Attorney
First Judicial District
Jefferson and Gilpin Counties

DAVID J. THOMAS
DISTRICT ATTORNEY



FACT SHEET FOR ACCESSING VICTIM COMPENSATION FUNDS FOR VICTIMS OF THE COLUMBINE HIGH SCHOOL TRAGEDY

WHAT IS CRIME VICTIM COMPENSATION?

Crime Victim Compensation is a fund available through the Jefferson County District Attorney's Office to crime victims who have been physically or emotionally injured. Money for this program is obtained through assessments collected from adults and juveniles who have been convicted of crimes.

WHO IS ELIGIBLE?

The Jefferson County District Attorney's Office is offering this assistance to all students, faculty and staff of Columbine High School and their immediate families. Some funds are also available to members of the community who witnessed this tragic event.

WHAT WILL BE COMPENSATED?

- Medical and hospital expenses
- Mental health counseling for students, faculty and staff of Columbine High School and witnesses in the community
- Grief counseling for family members of deceased victims
- Funeral expenses
- Lost wages of injured victims and their parents
- Lost wages of parents of deceased victims

The maximum total award allowed per statute is \$20,000. The Jefferson County Crime Victim Compensation Board may have lower maximum awards in place for some categories.

HOW CAN VICTIMS APPLY FOR FUNDS?

The District Attorney's Office is mailing an informational letter and application to students, staff and faculty this weekend. Should questions arise, or community members think they are eligible and would not receive a letter, are encouraged to call the Jefferson County District Attorney's Office Crime Victim Compensation Office at 303-271-6846.

SAMPLE

Memorandum

To: Victim Service Providers
From: Amy Greer, Crime Victim Compensation Administrator
Date: 5/25/99
Re: Compensation for Columbine victims

The following awards will be made available to the victims of the Columbine incident:

- Funeral expenses up to \$4,500. The contact for the anonymous donor who will pay for expenses over and above that which Compensation will pay is Nancy Lamb; she can be reached at 303-770-5770.
- Medical and hospital expenses at 80% as payment in full if insurance is not involved; medical and hospital co-pays if insurance is available.
- Lost wages for primary victims (all students, faculty and staff of Columbine) due to physical or emotional injury at 70% of gross wages for up to six months, based on statement from medical doctor or mental health professional. Employees of Columbine must first pursue payment of lost wages through Worker's Compensation. Per board policy in place at the time the incident occurred, we must have this documentation, as well as a statement from the victim's employer regarding time missed, wages and paid leave time available. As Crime Victim Compensation is the payor of last resort by law, victims must first access paid leave time through their employer before compensation will be available.
- Lost wages for parents of victims physically or emotionally injured for up to six months at 70% of gross wages. If parents are requesting reimbursement for lost wages because the emotional state of their child required them to stay home from work, please have them attach a letter to the application explaining the situation, as this will not be apparent from the information provided on the application. Documentation from the victim's doctor or mental health professional stating that it is advisable that the parent be with the child due to their injuries, and from the parents' employers regarding time missed, wages and paid leave time available, are required before payment of lost wages can be made. Again, any paid leave time that is available to the victim's parents must first be used before compensation will be available.
- Lost wages for parents of deceased victims for up to two weeks at 70% of gross wages. Recent pay stubs or letters from employers regarding the parents' salaries will be needed to make payment, as well as information from employers regarding paid leave time available to the parent. Paid leave time must first be accessed before compensation will be available.

SAMPLE

May 25, 1999

- Mental health compensation for primary victims as follows: Victims (students, faculty or staff) who were not at the school, or were at the school but did not witness violence directly, are eligible for 24 sessions at up to \$70 per individual session, or up to \$35 per group session, with the understanding that they may ask for further sessions if necessary. Victims who witnessed violent acts, were threatened with violent acts and/or were injured, will be awarded three assessment sessions and additional sessions will be awarded based on the therapist's assessment and treatment plan.
- Mental health compensation for secondary victims (immediate family, specified by the Board as parents, children, siblings and grandparents of the primary victims) as follows: Twelve sessions for immediate family of victims who were either not present at the school or did not witness violence, with the understanding that additional sessions may be available if needed at the end of those twelve sessions; immediate family members of those victims present when violence occurred or threatened by violence will be eligible for up to 24 sessions, with the understanding that additional sessions may be available if requested; immediate family members of injured or deceased victims will be awarded three assessment sessions and additional sessions will be awarded based on the therapist's assessment and treatment plan. If the family structure is such that other family members should be considered "immediate family", please attach a letter to the application explaining the situation so the appropriate family members are assisted.
- Twelve grief counseling sessions for each member of a deceased victim's "extended" family (includes aunts, uncles, cousins, etc.).
- The Board will consider reimbursement for airline and motel expenses if the victims' family members were not aware of the reduced rates which were available to them.

Please be aware that the \$20,000 statutory cap still applies in these cases. It is only necessary to complete an application for each primary victim; when the claims are approved, letters will be sent regarding services available to secondary victims.

Our phones are now set up so that 303-271-6846 is our main number; if both of my lines are busy, my phone will roll over to Cindy's (303-271-6843). If both of her lines are busy, calls will go to a large voice mailbox from which messages will be retrieved on a very regular basis and calls returned as soon as possible.

Please make copies of this transmission to distribute to the appropriate members of your staff.
Contact me if any needs arise which have not been addressed. I can be reached at 303-271-6846.

Thanks!

Columbine Connections

Newsletter for Families in Columbine Area

Volume 1, June, 1999

We would like to introduce you to Columbine Connections, the community center established with direction from and for students, parents and staff at Columbine High School. Several community agencies have come together to respond to the community's request for a single place to find information on all aspects of trauma recovery and provide links to community resources that can aid in recovery and identify those in need. The Center will be staffed with victim's advocates and victim's compensation staff and with mental health professionals with special training in the effect of trauma on children, youth, and families. This *Community Assistance and Resource Center*, will be located in the Ascot Theatre at 9136 West Bowles, two miles from the Columbine High School.

The services and assistance to be offered at Columbine Connections will include:

- victim's compensation assistance
- victim's advocacy services
- survivor counseling
- scheduled & immediate mental health counseling
- parent education & support services
- parent & adolescent peer counseling
- creative & recreational activities for adolescents and families
- SHOUTS – a teen drop-in center
- community outreach & linkages, including Foothills Park and Recreation, athletic leagues, the faith community, the arts community and the education systems.



Accessing Victim Compensation Funds For Victims Of The Columbine High School Tragedy

What is Crime Victim Compensation?

Crime Victim Compensation is a fund available through the Jefferson County District Attorney's Office to crime victims who have been physically or emotionally injured. Money for this program is obtained through assessments collected from adults and juveniles who have been convicted of crimes.

What Will Be Compensated?

- Medical and hospital expenses
- *Mental health counseling for students, faculty and staff of Columbine High School and witnesses*

- Funeral expenses
 - Lost wages of injured victims and their parents
 - Lost wages of parents of deceased victims
- How Can Victims Apply For Funds?**
The District Attorney's Office is mailing an informational letter and application to students, staff and faculty this weekend. Should questions arise, or community members think they are eligible and would not receive a letter, are encouraged to call the Jefferson County District Attorney's Office Crime Victim Compensation Office at 303-271-6846, or contact the victim advocate at Columbine Connections at 303-972-7977. Advocates can give resources and referrals for counseling if needed.

**Volunteers for
Columbine
Strengthening Our
Community
Come Join
Us!**

*Get the latest information about
Community resources
Learn how you can help*

**Columbine Connections
Adult Community Night
7-8:30pm
Thursday July 15th
9136 West Bowles
at the Ascot (2nd Floor)**

March 9, 2001

Governor's Commission:

Thank you for the opportunity to present on August 9, 2000, to the Commission regarding the crisis response to the shootings at Columbine High School. As a follow-up to that presentation, you asked our group to prepare a summary report about what we have learned in the process of assisting people impacted by this tragedy. This information is included for your review.

The report highlights what we believe worked well and the challenges that the community faced. It looks at a number of areas of the crisis response such as human resources needed, communication, planning and training. The report also includes information regarding actions that are in progress or suggested next steps to move toward improvements in our ability to respond to disasters in general, and especially to disasters such as the shootings that occurred at Columbine High School.

The conclusions and recommendations in the report reflect input gathered from two primary sources; an evaluation study conducted in February and March 2000 by Jefferson Center for Mental Health, titled *Survey of Response Agencies (if you would like a copy of the study please contact Jo Anne Doherty/JCMH)*, and a subsequent mail survey done by those who presented to the Governor's Commission in an effort to respond to some of the questions raised during the discussion.

Jefferson Center's evaluation study looked at four areas: disaster planning, effectiveness, collaboration, and staff or responder support. In the *Survey of Response Agencies*, thirty-three various individuals were interviewed from the following agencies: First Judicial District Attorney's Office, Adams Community Mental Health Center, Arvada Police Department, Ft. Logan, Colorado Mental Health Services, Colorado Division of Criminal Justice, Jefferson County School District, Jefferson County Sheriff's Office, Foothills Park & Recreation, Mental Health Association of Colorado and Jefferson Center for Mental Health. The interviews probed questions such as "How prepared were we?" and "Overall how effective was your agency in meeting the needs of those affected by the Columbine shootings?"

Governor's Commission

March 9, 2001

Page 2

After our presentation to the Governor's Commission, the group mailed out a survey to address the following additional questions: 1) What recommendations do you have for other communities who might experience a similar community disaster? 2) What were the biggest challenges? 3) What worked well? 4) What would you do differently? 5) What was already in place that supported a positive and effective response? The survey was mailed to the following agencies:

Jefferson County Sheriff's Office
Victim Outreach Information
Foothills Park & Recreation
Jefferson County R-1 Schools
West Bowles Community Church
Division of Criminal Justice
Mental Health Assoc. of Colorado
Intervention Services, JeffCo R-1 Schools
Safe & Drug Free Schools, JeffCo R-1 Schools
Colorado Organization for Victim Assistance

Colorado Mental Health Service
1st Judicial District Attorney's Office
Jefferson Center for Mental Health
Jefferson County Administrator
Health Services, JeffCo R-1 Schools
Light of the World Catholic Church
St. Francis Cabrini Catholic Church

Some of the key conclusions from the enclosed report include:

- Agencies worked well together to provide services. It was the incredible dedication and professionalism of the individuals of all the organizations and agencies that made this an effective response. Improvements, of course, could be made to enhance those working relationships and the effectiveness of the services provided.
- It is important to recognize that chaos is inherent in any high profile mass tragedy. Agencies may have carefully constructed command systems and response models in advance of violent criminal incidents. When tragedy does occur, it is usually necessary to modify these models to fit the individual needs of the victims and/or community impacted.
- As many have reported, the communication system presented numerous challenges. Many responders indicated that radios and cell phones were useless as a communication method. Airwaves were jammed and calls would not go through. This hampered responders communicating with each other, sharing of information within and among agencies, and alerting families of the status of students and staff of Columbine High School. An improved communication system to allow those involved to communicate during a time of crisis is crucial in future responses.

Governor's Commission
March 9, 2001
Page 3

We would be happy to provide additional information if needed. Please don't hesitate to contact me at 303-432-5005.

Sincerely,

Jo Anne Doherty
Jefferson Center for Mental Health
On behalf of the following individuals representing their agencies

Karen Joyce-McMahon
Victim Services Unit, Jefferson County Sheriff's Office

Betty Fitzpatrick
Health Services, JeffCo Public Schools

Betsy Thompson
Safe & Drug Free Schools, JeffCo Public Schools

Vista Exline
Victim Outreach Information

Amy Greer
Victim Compensation, 1st Judicial District Attorney's Office

Krista Flannigan
Jefferson County Victim Services Consultant

Robin Finegan
Jefferson County Victim Services Consultant

Kim Slaughter
1st Judicial District Attorney's Office

Jean McAllister
Division of Criminal Justice

Jeanne Oliver
PIO, Jefferson Center for Mental Health

Crisis Response to Columbine High School Shootings of 4/20/99

The following report was prepared in March 2001, nearly two years after the tragic shootings at Columbine High School in Littleton, Colorado. This report was prepared as a summary for the Governor's Commission following a presentation to the Commission in the fall of 2000. Several individuals in key positions during the response participated in the development of the report. The report also reflects information gathered from numerous individuals and organizations from two post-crisis evaluation efforts.

The report highlights what we believe worked well as well as the challenges that the community faced. It looks at a number of areas of the crisis response such as human resources needed, communication, collaboration disaster planning, training and staff or responder support.

The report also includes information regarding actions that are in progress or suggested next steps to move toward improvements in our ability to respond to disasters in general, and especially to disasters such as the shootings that occurred at Columbine High School.

Some of the key conclusions from the report include:

- Agencies worked well together to provide services. It was the incredible dedication and professionalism of the individuals of all the organizations and agencies that made this an effective response. Improvements, of course, could be made to enhance those working relationships and the effectiveness of the services provided.
- It is important to recognize that chaos is inherent in any high profile mass tragedy. Agencies may have carefully constructed command systems and response models in advance of violent criminal incidents. When tragedy does occur, it is usually necessary to modify these models to fit the individual needs of the victims and/or community impacted.
- As many have reported, the communication system presented numerous challenges. Many responders indicated that radios and cell phones were useless as a communication method. Airwaves were jammed and calls would not go through. This hampered responders communicating with each other, sharing of information within and among agencies, and alerting families of the status of students and staff of Columbine High School. An improved communication system to allow those involved to communicate during a time of crisis is crucial in future responses.

Challenges faced in response to the shootings at Columbine High School

The impact of the disaster was beyond anything agencies had previously experienced. Many people were affected by the shootings at Columbine High School. There was an enormous need for debriefing and support services requiring additional personnel from throughout this state to respond. Staffing was adequate to handle coordination of the initial response, but there was an inevitable fatigue factor which set in on the third day. We did not have an advance plan for how to relieve fatigued staff and replace them with fresh, well-rested people.

Although volunteer assistance was critical, a major challenge was the extremely large number of people who volunteered to help. Hundreds of phone calls came in daily the first few weeks after the shootings. Almost one-third of these phone calls were from other mental health and victim services personnel wanting to volunteer. A tremendous amount of people power, time and energy was needed to respond to the calls, sort out the expertise and train the volunteers, deploy them and locate required resources. This applied also to the hundreds of unsolicited volunteers who appeared at the scene.

The Federal Emergency Management Agency (FEMA) and the State Office of Emergency Preparedness (SOEP), accustomed to responding to natural disasters, quickly stepped in to offer advice and models to follow. SOEP initially suggested an Incident Command Structure, which was not effective. Natural disaster response models do not necessarily fit with violent crimes/human caused disasters. We learned that we had to tailor these models to meet our needs. As a result, agency representatives in the 1st Judicial District subsequently developed a community protocol to respond to large-scale disasters and law enforcement in Jefferson County have agreed to a collaborative incident command system, which now includes Victim Services (*see attached JGCCRT Statement of Purpose*).

Also challenging was the duration of the disaster. Lack of clarity about available financial and other resources was a challenge for some participating agencies (i.e., JeffCo R-1 School District, Jefferson Center for Mental Health), and made it difficult to plan and maintain the response. Additionally, the long-term nature of the effects of the shootings made it difficult to identify the needs of the community and people impacted by the shootings.

Another challenge was the live coverage by the local and national media, which interfered with the ability of first responders to respond to victims. As one example, media personnel immediately interviewed some victims as they were coming out of the school before they could be debriefed or be reunited with their family members. It also, in our opinion, contributed to more widespread and more extensive trauma to the community. We recognize that media will be on scene at any major disaster and often their goals will conflict with the needs of victims, as well as those of victim services and mental health responders. It is vitally important that media coordinate with victim responders. The media coverage disseminated both accurate and inaccurate information.

While it was helpful to the community to receive quick information about how to access help, some of the inaccuracies in information reported actually hindered the response. The assignment of victim advocates to the media outlets to provide support for victims being interviewed and to offer community education regarding trauma worked well. A consideration would be to put a plan in place similar to the media consortium model used during the Oklahoma City bombing trials. The Oklahoma City media consortium helped to facilitate communication and planning regarding victim's needs. Media should also be involved in advance planning, as appropriate.

Strengths of the Response

The professionalism, compassion and flexibility of the individuals responding assured that despite occasional role ambiguity, people impacted by the tragedy were well served. The command center structure set up by JCMH, the Colorado Organization for Victim Assistance (COVA), the school district and Victim Services was effective and relatively efficient in organizing and coordinating our response. Similarly, the system's response was effective because the dedication and genuine desire to help allowed responders to set aside potential interagency conflicts in order to respond to those in need. Support from co-workers and other agencies, and the positive attitudes of responders were important. Site management and speed of response to provide services to victims, responders and the media was successful.

The fact that mental health and victim services staff had been involved in the Oklahoma City bombing trials that were held in Denver, Colorado was very beneficial. Staff had accessed training in critical incident stress debriefing that we were able to draw upon in the response to the shootings. Individuals got to know and trust each other and the capabilities of the various involved organizations. Consultation with school districts and victim assistance agencies where school shootings had previously occurred was also very helpful. In addition, information from the Oklahoma City bombing response was very helpful in shaping the response to the shootings at Columbine High School, both from the literature, direct consultation and ongoing involvement with people involved in the Oklahoma City response.

Respondents in the Survey of Response Agencies were overwhelmingly impressed with the way agencies came together in response to the Columbine shootings. Ninety-four percent of respondents said they were highly or moderately satisfied with the collaboration among agencies with a rating of 3.36 on a scale from 1 to 4 (Not At All Satisfied to Highly Satisfied). Respondents were even more satisfied with collaboration among individuals with a rating of 3.67. Throughout the interviews respondents reported on how impressed they were with people going above and beyond the normal call of duty citing examples of increased flexibility, and finding creative solutions by "working outside of the box." One conclusion was that agencies supported the response and individuals made it happen. The individual commitment and effort was critical to the success of the response.

Another strength was that faith communities offered immediate services to their congregations. Many churches opened their doors to the whole community and offered the use of their facilities and drop-in counseling centers, safe havens and places of refuge.

Resources and services that were in place and that supported a positive and effective response:

A critical element that supported a positive, effective response was the number of staff and volunteers who had a great deal of knowledge and experience, along with an unparalleled willingness to help.

A key factor that influenced the effectiveness of the response was the interagency relationships that existed prior to the Columbine shootings. An interagency planning committee called MasterPlanning has been in place in Jefferson County and meeting regularly for a number of years to discuss and plan for meeting the needs of youth and families. The relationships that had developed among agency representatives on that committee greatly facilitated the collaboration of the provision of services. In addition, a long history of collaboration between the Jefferson County School District and Jefferson Center for Mental Health, including having mental health counselors in fourteen schools prior to Columbine, was another key element. In general, agencies in Jefferson County have worked together on numerous collaborative projects. This laid the groundwork for effective collaboration in responding to the disaster. Examples of those relationships and strong presence in the county are as follows:

- Domestic violence task force, childcare, juvenile justice, development of children's advocacy center.
- PACCT (Parents and Community Connecting Together) is a grassroots community organization involved in a statewide effort to integrate positive asset building into programs in all settings that serve children and adolescents.
- Strong relationships exist among law enforcement based Victim Services. Similar training and standards allowed all victim services units to assist in the enormous task of making the initial contact with 2,052 victims.
- Crime victims compensation in Colorado is decentralized. This gives local control to disburse funds to eligible victims in a timely manner. Good relationships with Division of Criminal Justice and Federal Office for Victim's of Crime enable Victim Services to easily access emergency funds.
- Expertise of public information professionals in the county and relationships with each other and with local media.
- Over 150 professionals statewide were previously trained in trauma response in order to assist with the Oklahoma City bombing trials. This provided a ready resource.

- Jefferson County School District had a crisis response plan and numerous staff trained in crisis response. They also immediately pulled in expert consultants from across the country on school shootings, and actively sought consultation from JCMH and Victim Services.
- Jefferson Center for Mental Health with over 40 years experience in mental health and disaster management, had a strong background in trauma response. Numerous staff were formally trained in trauma and critical incident stress debriefing.
- Colorado Mental Health Services (the state mental health authority) used their credentialing experience from the Oklahoma City bombing trials to credential and deploy volunteers. This provided a network of trained volunteers to be readily available.
- Statewide First Responders Debriefing Team (Mayflower) was in place and provided debriefing and trauma services to first responders.
- Triage-Trauma physician was sent to the triage scene to assist with dispersing victims to the appropriate Level 1 trauma centers.

What we would do differently...

The overwhelming and urgent need to respond immediately to victims can interfere with planning. The best way to ensure that coordination of efforts occurs is to make this a primary responsibility for designated personnel. Also, it is important to recognize the possible duration of the disaster and schedule shifts of responders in order to prevent fatigue and burnout.

There is a rapidly growing body of literature on the effects of vicarious trauma on disaster responders. Indeed, response agencies in the Survey of Response Agencies indicated a significant amount of emotional distress among their agency staff responding to the shootings. As one survey respondent commented, "We are good at taking care of others, but not always so good at taking care of ourselves." Although debriefings were provided during the initial crisis phase these services proved difficult to maintain over the ongoing response effort. There were a number of challenges to providing effective debriefing services including lack of attendance, inadequate services, decentralized debriefings resulting in a "patchwork" effort, and concern on the part of some that the need for professional support would be stigmatizing. In spite of this, a significant portion of survey respondents indicated the response had a positive impact on staff morale and relationships. This appeared to be due to an increased focus on making a contribution to the victims and a greater sense of unity as the result of working together so intensely for a common cause.

The Survey of Response Agencies recommended that a detailed provision for staff support and stress debriefings be integrated into each agency's disaster response plan. We would, therefore, have crisis and media plans in place, provide more training in crisis

response, maintain a volunteer database, and plan for how to assist areas in the rest of the state who were also impacted. The response needs to be planned for and practiced. This would include having a system crisis plan, providing conferences and training related to providing services to victims. *(refer to JGCCCRT Statement of Purpose)*.

Recommendations for other communities who might experience a similar community disaster

Plan in advance. It is critical to develop relationships between community leaders and agencies before a crisis occurs. The planning should be collaborative and include:

- define agency and responder roles;
- establish protocols for which agency will be the lead agency for which kind of disaster;
- identify means for coordinating resources and response agencies (including faith community), volunteers, staff;
- design systems for communicating between organizations responding to a disaster;
- determine resources and strategies for providing debriefing and responder support, both immediate and ongoing;
- Victim Services should be part of the Incident Command Structure to communicate victim's needs;
- establish plans to manage the outpouring of donations (i.e., money, in-kind);
- develop procedures and protocols for working with media, and;
- inventory existing resources across the county; (e.g., number & types of trained staff/volunteers, etc.).

Collaborative training is important and to the extent possible, mock disaster training is valuable. It is important to ensure that all players are included in the mock disaster training. An expert or consultant should be on hand to evaluate the effectiveness of the response to the mock disaster. Advance planning in these areas will enable the community and responders to trust the response and each other, maintain a positive outlook and provide the most coordinated and effective services.

Oklahoma City Nine Years Later

"Assisting people who have been involved in mass casualty incidents can have a profound affect on us, regardless of our past experience or how well prepared we think we are. It is important to take care of yourself and your co-workers by recognizing when it's time to take a break from the crisis so it does not consume you."

Suzanne Breedlove, Administrator

Oklahoma Crime Victims Compensation Board

Information Shared by the Oklahoma Crime Victim Compensation Board

- I. Things I Have Learned Since the Bombing in Oklahoma City on April 19, 1995**
- II. Statistics**
- III. Legislation**

Things I Have Learned Since the Bombing in Oklahoma City on April 19, 1995

By: Suzanne Breedlove, Crime Victims Compensation Board Administrator

- ✓ As compensation administrators, we must understand that we will never be able to completely know, in advance, what we may be expected to do after a mass casualty incident. We can, however, make contacts in advance and have a plan in place should we be faced with having to respond to the unthinkable.
- ✓ The state-level response may be determined by the number of casualties and the agencies that have jurisdiction. We can do all we can to collaborate and plan, but keep in mind that flexibility will be needed depending on the scope of the tragedy.
- ✓ The majority of compensation claims are received in the first three months following an attack; claims continue to be received 9 years later.
- ✓ Decide now if victims of terrorist acts or mass casualty incidents will be given a different level of compensation than other crime victims.
- ✓ Decide now if donated funds and other resources will be considered collateral sources after a mass casualty incident.
- ✓ If legislation is needed to address these issues, push for legislation BEFORE an attack so that sound decisions are made, free from emotions.
- ✓ Beware of the “sponges”. These are people who attempt to milk the system by presenting themselves as valid victims after a large-scale mass casualty incident. Be prepared to address how your office will respond to those who allege to be in the vicinity when no proof is available. In a large-scale mass casualty incident, it may be difficult for the compensation office to determine who is and who is not eligible.
- ✓ FEMA goes on-site and provides immediate assistance for basic human needs after a mass casualty incident. Victims’ compensation is of greater assistance later, after FEMA has done their part.
- ✓ Prepare to be shocked by the number of professionals responding to a mass casualty incident who have NEVER heard of victims’ compensation; many will be from disaster relief agencies. Because they do not understand what we do, they will be reluctant to accept you with open arms into the command post.
- ✓ Work to get your agency listed on the Emergency Response Task Force and make sure your state’s Homeland Security Office is aware of your program.
- ✓ Victims of other crimes should not be forgotten in the midst of the chaos. Their injuries and the deaths of their loved ones are equally worthy of our attention.

- ✓ Don't let the media and others RUSH you to precedent-setting decisions that may affect your program for years to come.
- ✓ Have an OVC kit available with all necessary forms needed to file for all various anti-terrorism grant funds that may be administered through your office after a mass casualty.
- ✓ Take care of yourself, your family obligations and the needs of your staff. The chaos can consume you if you let it. DON'T! If you don't take care of yourself, you will be of little assistance to anyone else. Share the load. People desperately want to help after a devastating incident ... let them.
- ✓ Use the many resources available through OVC. They will be of great assistance to you.
- ✓ If you are fortunate to have been spared a mass casualty incident, offer assistance to state programs if you are able. A simple phone call, even if your help is not needed right then, is very comforting to your fellow state compensation administrator. It helps to know that you are not going through it alone.
- ✓ Prepare yourself for the fact that you may be dealing with victims of a mass casualty incident for many years to come. Some may think it "goes away" in a year or two. It doesn't. As long as there are constant triggers and trials, your office will have contact with the victims.
- ✓ Resist the urge to be involved in various projects that are not related to the mission of your organization. It is easy to get involved in outside projects because you are in the business of helping others. Keep in mind that projects that do not relate to your mission have the potential of zapping the strength you will need to do a good job for the victims you are serving.
- ✓ Finally, we can never completely prepare ourselves for the emotional toll a mass casualty incident will have on us. Whether the attack comes from within our country or from others who seek to harm us, America will never accept violence as a way of life. Each tragedy we have experienced in this country has a way of shattering our own personal sense of security and freedom for a brief period of time. In the end, we are stronger and more united having lived through it.

MURRAH CRIME VICTIMS COMPENSATION FUND

*Summary of Receipts and Expenditures
May 1, 1995 through February 29, 2004*

Statistical Summary

| | | | |
|------------------|---------------------|-----------------|-----|
| Deposits to Fund | \$348,254.73 | Claims Received | 360 |
| Expenditures | <u>\$348,254.73</u> | Claims Approved | 112 |
| Fund Balance | \$ 0 | Claims Denied | 248 |
| | | Claims Pending | 0 |

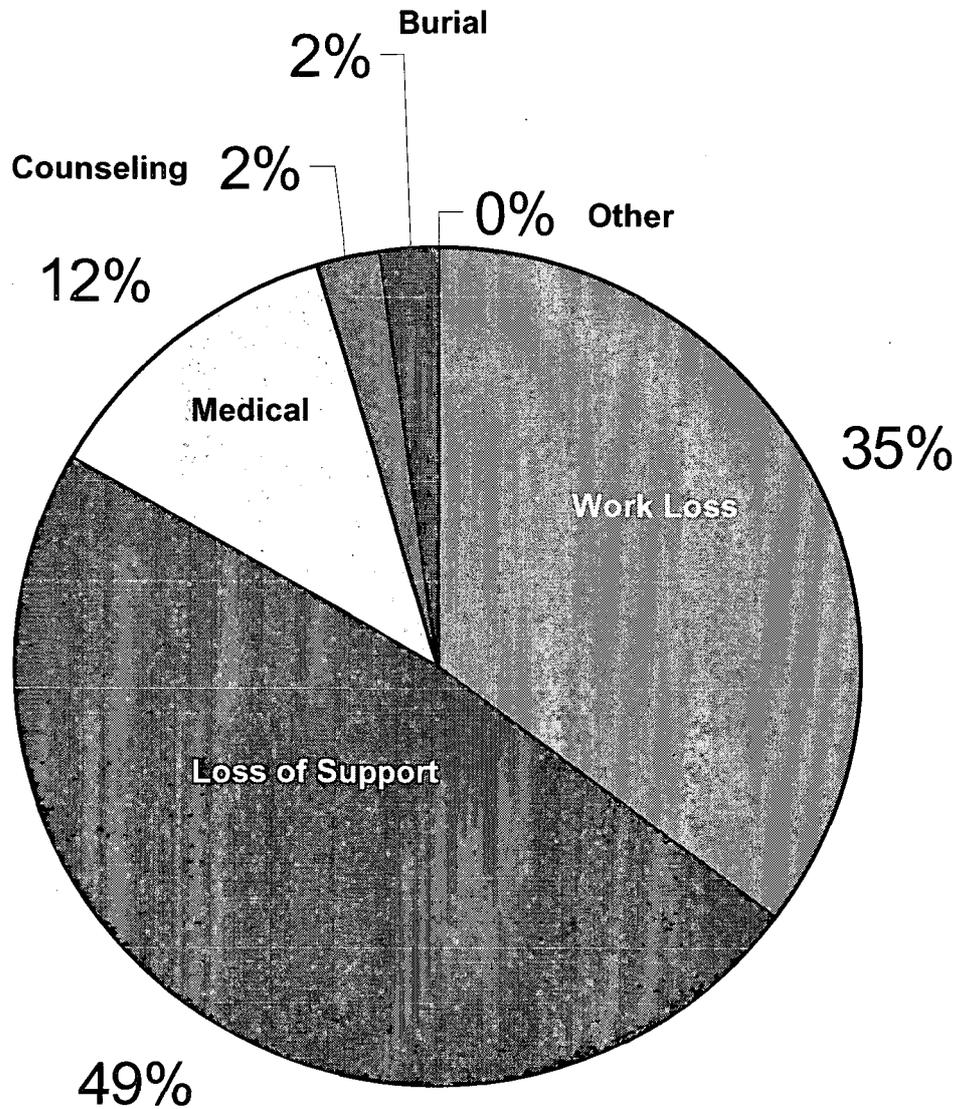
Types of Expenses Compensated

| | |
|---------------------------|---------------------|
| Medical | \$ 41,698.47 |
| Counseling | \$ 8,596.60 |
| Loss of Wages | \$122,523.77 |
| Loss of Support | \$167,634.57 |
| Burial Expenses | \$ 7,699.07 |
| Other Expenses | <u>\$ 102.25</u> |
| Total Expenditures | \$348,254.73 |

There were 33 claims filed under regular victims' compensation, with a payout of \$141,923.27.

Claims were filed with the Crime Victims Compensation Board between April 1995 and August 2003. The majority of claims were filed in the three months following the incident. The next spike in claim filing occurred in April 1996; one year after the incident.

**Types of Expenses Compensated
Murrah Fund
5/1/95 - 2/29/04**



21 O.S. 142.31 Short title

Sections 1 through 6 of this act shall be known as the "Murrah Crime Victims Compensation Act".

21 O.S. 142.32 Murrah Crime Victims Compensation Fund-- Eligibility--Contributions--Restrictions on expenditure of monies

A. There is hereby created in the State Treasury a revolving fund to be administered by the Oklahoma Crime Victims Compensation Board to be designated the "Murrah Crime Victims Compensation Fund". The Fund shall be a continuing fund, not subject to fiscal year limitations, and shall consist of all monies received by the Oklahoma Crime Victims Compensation Board from any source for the purpose of implementing the provisions of the Murrah Crime Victims Compensation Act. All monies accruing to the credit of the Fund shall be budgeted and expended exclusively to compensate victims and the families of victims of the bombing on April 19, 1995, that took place in front of the Alfred P. Murrah Federal Building in Oklahoma City, Oklahoma. Expenditures from the Fund shall be made upon warrants issued by the State Treasurer against claims filed as prescribed by law with the Director of State Finance for approval and payment. For the purposes of the Murrah Crime Victims Compensation Fund, "families" shall include dependents, as defined by the Oklahoma Victims Compensation Act, parents and spouses.

B. The Administrator of the Oklahoma Crime Victims Compensation Board is authorized to accept and expend contributions from any lawful source to be used for the purposes of the Fund. The Administrator is further authorized to accept and expend any contributions from the crime victims compensation systems of any other state or other governmental entity for the use of the Fund. The Administrator of the Oklahoma Crime Victims Compensation Board is authorized to accept the services of the victims compensation system of any other state or governmental entity in the processing of any claims received against the Murrah Crime Victims Compensation Fund; provided, that the employees of such entities shall not be considered as employees of the State of Oklahoma.

C. The monies deposited in the Murrah Crime Victims Compensation Fund shall at no time become monies of the state and shall not become part of the general budget of the Oklahoma Crime Victims Compensation Board or any other state agency. No monies from the Fund shall be transferred for any purpose to any state agency or any account of the Oklahoma Crime Victims Compensation Board or be used for the purpose of contracting with any other state agency or reimbursing any other state agency for any expense. No monies from the Fund shall be used to pay or reimburse the Oklahoma Crime Victims Compensation Board for, in whole or in part, the salary of any employee involved in the administration of the Murrah Crime Victims Compensation Act. Payment of claims from the fund shall not become or be construed to be an

obligation of this state. No claims submitted for reimbursement from the Fund shall be paid with state monies.

21 O.S. 142.33 Processing of claims--Power of Administrator of Crime Victims Compensation Board

The Administrator of the Oklahoma Crime Victims Compensation Board is authorized to process any claim against the Murrah Crime Victims Compensation Fund submitted by victims or the families of any victims upon proof that the claimant is a victim or the family of any victim of the bombing that took place in front of the Alfred P. Murrah Federal Building on April 19, 1995. The Administrator is specifically authorized to collect the necessary information to establish said fact in the most expeditious and efficient manner possible, is authorized to establish claim forms and to modify such forms as necessary, and is authorized to process and pay claims based upon information submitted in the claims process.

21 O.S. 142.34 Compensation for loss--Limits

A. To the extent that funds from the Murrah Crime Victims Compensation Fund are available, the claimants shall be compensated for all losses which would otherwise be compensable under the Oklahoma Crime Victims Compensation Act and in addition shall be compensated for the costs of any counseling or mental health care for the victims and families of victims which is necessary as a result of the bombing that took place in front of the Alfred P. Murrah Federal Building on April 19, 1995, provided, a claimant shall not be compensated for a loss which is compensated through a collateral source or a private fund established for that purpose.

B. The Administrator of the Oklahoma Crime Victims Compensation Board is authorized to expend amounts from the Murrah Crime Victims Compensation Fund for individual claims up to the limits otherwise provided in the Oklahoma Crime Victims Compensation Act; provided, that the Administrator is further authorized to expend additional monies from the Fund on a pro rata basis to all claimants, if the amounts within the Fund are sufficient to allow the Administrator to exceed the limits set by this section.

21 O.S. 142.35 Denial of claim under act not to be construed as denying rights under Oklahoma Crime Victims Compensation Act--Presumption

If any victim is denied compensation or does not receive full compensation under the Murrah Crime Victims Compensation Act, the Murrah Crime Victims Compensation Act shall not be construed to deny such victim the right to receive compensation as otherwise provided under the Oklahoma Crime Victims Compensation Act. Any person or the family of any person injured as a result of the crime specified in the Murrah Crime

Victims Compensation Act shall be presumed to be a victim of crime compensable under the Oklahoma Crime Victims Compensation Act.

21 O.S. 142.36 Rules

The Administrator of the Oklahoma Crime Victims Compensation Board is authorized to promulgate any rules necessary to implement the provisions of the Murrah Crime Victims Compensation Act. Due to the gravity of the need for total implementation of the Murrah Crime Victims Compensation Act, the Oklahoma Crime Victims Compensation Board is directed to promulgate emergency rules as soon as practicable.

Appendices

- *Appendix A:
Office for Victims of Crime*
- *Appendix B:
Networking*
- *Appendix C:
Resources*
- *Appendix D:
When a Natural Disaster Occurs*

Appendixes A, B, C, D

"While compensation programs have a long history of assisting victims of mass violence, the increasing frequency of bombings and shootings in recent years has dramatically demonstrated how crucial a quick response can be when these terrible incidents occur. By planning in advance with other victim-service and disaster-relief agencies, as well as moving rapidly and appropriately when tragedy strikes, compensation programs can make a real difference in helping individuals and communities recover."

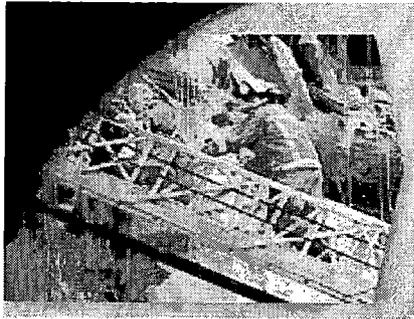
Dan Eddy, Executive Director

National Association of Crime Victim Compensation Boards

Appendix A • Office for Victims of Crime

Information on the Office for Victims of Crime

- I. Antiterrorism and Emergency Assistance Program**
- II. Application**
- III. Accessing Information**



Antiterrorism and Emergency Assistance Program

Responding to Victims of Terrorism
and Mass Violence Crimes

Help for Communities Responding to Victims of Terrorism and Mass Violence Crimes

Office for Victims of Crime

The Office for Victims of Crime (OVC) is committed to promoting justice and healing for all victims of crime. As an agency of the U.S. Department of Justice, OVC administers Federal funds to support victim services, provides training for diverse professionals who work with victims, develops projects to enhance victims' rights and services, and undertakes public education and advocacy activities on behalf of crime victims. OVC works with international, national, tribal, state, military, and local victim assistance and criminal justice agencies and other professional organizations to promote fundamental rights and comprehensive services for crime victims.

Crimes of Terrorism and Mass Violence

The threat of terrorism and criminal mass violence against Americans, both in the United States and abroad, has increased in recent years. Such acts leave victims with serious physical and emotional wounds and challenge government officials and communities to respond immediately with appropriate effort. Victim assistance and compensation providers face the daunting task of coordinating effective and timely responses, providing information and assistance to victims, and working closely with other agencies and victim service organizations.

OVC can help. Through the Antiterrorism and Emergency Assistance Program, we are committed to providing assistance to communities reeling from terrorist attacks and other cases of mass violence.

Available Assistance

OVC offers five categories of assistance to respond to terrorism and mass violence: crisis response, consequence management, criminal justice support, crime victim compensation, and training and technical assistance. Assistance in each category targets a specific phase in the aftermath of a crisis and is designed to meet the immediate and extended needs of victims and the community.

- ✦ **Crisis response grants** (available up to 9 months) provide funds to help victims build adaptive capacities, decrease stressors, and reduce symptoms of trauma immediately following the terrorism or mass violence event.
- ✦ **Consequence management grants** (available up to 18 months) provide supplemental funds to help victims recover from the traumatic event and to restore their sense of equilibrium.
- ✦ **Criminal justice support grants** (available up to 36 months) facilitate victim participation in an investigation or prosecution directly related to the terrorist or mass violence event.
- ✦ **Crime victim compensation grants** (available any time during crisis aftermath) provide supplemental funds to state crime victim compensation programs to reimburse victims for out-of-pocket expenses related to their victimization.

Training and technical assistance (available any time during crisis aftermath) provide tools to help Federal, state, and local authorities identify victim needs and needed resources, coordinate services to victims, develop strategies for responding, and address related issues.

Allowable Activities

Efforts that may be supported with Federal funding from OVC include but are not limited to—

- ✦ Crisis counseling.
- ✦ Needs assessments and planning.
- ✦ Protocols for coordination and collaboration.
- ✦ Outreach plan development.
- ✦ Emergency transportation and travel.
- ✦ Temporary housing assistance.
- ✦ Emergency food and clothing.
- ✦ Victim information Web sites.
- ✦ Vocational rehabilitation.
- ✦ Victim outreach and education.
- ✦ Victim notification systems.
- ✦ Victim advocacy.

Compensation for medical and mental health costs, lost wages, and funeral expenses.

In addition, a limited amount of available funding, as agreed upon by OVC and the applicant, may be used for administrative purposes deemed **necessary and essential** to the delivery of services and assistance to victims.

Eligible Applicants

Eligible applicants for funds include state victim assistance and victim compensation programs; U.S. Attorneys; Offices; victim service and nongovernmental organizations; and Federal, state, and local governments. (Note: Funding is not available to foreign governments.)

If multiple requests for funding are received from a single jurisdiction, applicants must describe plans for collaboration. In addition, funded activities should be coordinated with agencies such as state emergency preparedness agencies, state mental health agencies, local chapters of the American Red Cross and the United Way, and Federal and state law enforcement and prosecution personnel.

Antiterrorism and Emergency Assistance Programs funds may be used to provide services and assistance to—

- ✦ Victims and surviving family members.
- ✦ Emergency response personnel.
- ✦ Nationals of the United States.

For More Information

The Antiterrorism and Emergency Assistance Program guidelines (appearing in the Federal Register, Vol. 67, No. 21, under Victims of Crime) and the application process now are available online. Reviewing the materials now will best prepare you to take immediate action if a crisis occurs. OVC stands ready to help you deliver timely assistance to victims of terrorism and mass violence crimes. For more information about the Antiterrorism and Emergency Assistance Program or to obtain information about precrisis planning, please contact Program Manager, Terrorism and International Victims Unit, Office for Victims of Crime, 810 Seventh Street NW., Washington, DC 20531 (phone 202-307-5983).

**“When a major terrorist
incident occurs . . . ,
we can provide significant
Federal resources to assist.”**

**U.S. Attorney General John D. Ashcroft,
speaking at the National Governors
Association Summit on Domestic
Terrorism
in Washington, D.C., July 2001.**

Photo at top courtesy of Oklahoma City KWTW 9. Building photo courtesy of Federal Emergency Management Agency.

This document was last updated on March 24, 2003

Application • Office for Victims of Crime

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

ANTITERRORISM AND EMERGENCY ASSISTANCE PROGRAM



Office for Victims of Crime

Application deadline: Open

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Antiterrorism and Emergency Assistance Program

I. Introduction

The Office for Victims of Crime (OVC) is pleased to provide this Application for the Antiterrorism and Emergency Assistance Program. OVC developed this Application to assist applicants seeking financial assistance, training, and technical assistance.

II. Background

The threat of terrorism and criminal mass violence against Americans, both in the United States and abroad, has increased in recent years. Such acts leave victims with serious physical and emotional wounds and challenge government officials and communities to respond immediately with appropriate resources. Victim assistance and compensation providers face the daunting task of coordinating effective and timely responses, providing information and assistance to victims, and working closely with other agencies and victim service organizations.

Following the bombing of the federal office building in Oklahoma City on April 19, 1995, Congress amended the Victims of Crime Act of 1984 to authorize the OVC Director to provide support to jurisdictions and assistance to victims of terrorism and mass violence crimes using moneys that were deposited into the Crime Victims Fund and set aside for the Antiterrorism Emergency Reserve. Funding from the Reserve has been used to provide support to the victims of the Oklahoma City bombing, the bombing of Pan Am Flight 103, the bombing of the U.S. embassies in Kenya and Tanzania, the two cases of mass violence

resulting from school shootings in Oregon and Colorado, and the September 11, 2001, terrorist attacks on America, among others.

This program has been designed to provide timely assistance to jurisdictions to address victim needs in the **aftermath** of an act of terrorism or mass violence. We hope you will never need to access this funding, but if you do, OVC stands ready to help.

This Application may be used to apply for funds for only two situations:

- To compensate and assist victims of terrorism and mass violence that occur within the United States.
- To assist victims of terrorism and mass violence that occur outside the United States.

The funds available through this Application may supplement other resources and services available to jurisdictions responding to acts of terrorism or mass violence. Specifically, Antiterrorism and Emergency Assistance Program support may be granted if any of the following circumstances exist:

- The jurisdiction cannot adequately provide needed services with its existing resources.
- The provision of services and assistance to terrorism or mass violence victims by the jurisdiction will result in undue financial hardship on the jurisdiction, impairing its ability to respond to general population crime victims in a comprehensive and timely manner.

- A response by the jurisdiction will impede its ability to respond to other victims of crime.

For additional information, please contact the Office for Victims of Crime (OVC) at 202-307-5983, or visit the OVC Web site at www.ojp.usdoj.gov/ovc and select "Grants and Funding."

III. Authority

Funding and other assistance is authorized by the Victims of Crime Act of 1984 [42 U.S.C. §10601], as amended by the Antiterrorism and Effective Death Penalty Act of 1996, the Omnibus Consolidated Appropriations Act of 1997, the Victims of Trafficking and Violence Protection Act of 2000, and the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001 (USA PATRIOT ACT).

IV. Eligible Applicants

Applicants eligible for funding include state victim assistance and victim compensation programs; public agencies including federal, state, and local governments; and victim service and nongovernmental organizations.

In cases within the United States, applications will be accepted only from the jurisdiction in which the crime occurred unless a statute establishes a special authorization and appropriation supporting allocations to other jurisdictions, or a compelling justification can be provided to the OVC Director supporting requests from other jurisdictions.

Note: OVC does not provide funding to foreign or domestic organizations operating for the purpose of engaging in any significant political or lobbying activities, nor to individual crime victims, except OVC does provide compensation benefits to individuals when international terrorism occurs outside the United States. [Regulations for this program are pending approval.]

V. Eligible Recipients

In cases of **terrorism abroad**, eligible recipients include victims who are nationals of the United States or officers or employees of the United States Government as defined in section III. B. 11. of the final Antiterrorism and Emergency Guidelines for Terrorism and Mass Violence Crimes. Unless otherwise indicated, these individuals are generally eligible for assistance from federally funded victim assistance programs as well as reimbursement for qualified expenses associated with their victimization in an incident of terrorism occurring outside the United States.

In cases of **terrorism and mass violence within the United States**, eligible recipients for assistance and services include victims as defined in section III. B. 12. of the final Antiterrorism and Emergency Guidelines for Terrorism and Mass Violence Crimes. In addition, because of the nature of terrorist incidents, the term victim will also include individuals who are likely to suffer traumatic effects from the incident, such as people who were in direct proximity to the crime and emergency responders.

VI. Types of Assistance

Five types of assistance are available from OVC to respond to terrorism and mass violence:

A. Crisis Response Grant

(emergency/short-term, up to 9 months). Funding to help rebuild adaptive capacities, decrease stressors, and reduce symptoms of trauma immediately following a terrorism or mass violence incident.

B. Consequence Management Grant

(ongoing/longer-term, up to 18 months). Funding to help victims adapt to the trauma event and to restore the victims' sense of equilibrium.

C. Criminal Justice Support Grant

(ongoing, longer-term, up to 36 months). Funding to help facilitate victim participation in an investigation and prosecution related to an act of terrorism or mass violence.

D. Crime Victim Compensation Grant

(available at any time). Funding to reimburse victims for out-of-pocket expenses related to an act of terrorism or mass violence. Emergency Reserve dollars may not be used to cover property loss or damage.

E. Training and Technical Assistance

Funding to assist in identifying resources, assessing needs, coordinating services to victims, and developing strategies for responding to an act of terrorism or mass violence.

Note: Jurisdictions are not limited to receiving only one type of assistance.

Funding may be awarded for each type of assistance available. A separate application must be submitted for each. If applications are submitted by different agencies or organizations for different types of assistance, coordination among the applicants is required.

VII. Eligible Criminal Event

A. Mass Violence occurring within or outside the United States. The term "mass violence" is not defined in VOCA or any statute amending VOCA, nor is it defined in the U.S. Criminal Code. Thus, OVC has developed a working definition of this term. For the purposes of the Antiterrorism and Emergency Assistance Program, the term "mass violence" means an intentional violent criminal act for which a formal investigation has been opened by the Federal Bureau of Investigation or other law enforcement agency and which results in physical, emotional, or psychological injury to a sufficiently large number of people so as to significantly increase the burden of victim assistance and compensation for the responding jurisdiction, as determined by the OVC Director.

B. Terrorism occurring within the United States. For the purposes of the Antiterrorism and Emergency Assistance Program, "terrorism occurring within the United States" is defined by the term "domestic terrorism" found in 18 U.S.C. §2331, as amended. (As of the publication of these Guidelines, 18 U.S.C. §2331 reads as follows: "'domestic terrorism' means activities that-- (A) involve acts dangerous to human life that are a violation of the criminal laws of the United States or of any State, (B) appear to be intended -- (i) to

intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination or kidnaping; and (C) occur primarily within the territorial jurisdiction of the United States.” [18 U.S.C. §2331j)

C. Terrorism occurring outside the United States. The term “international terrorism” is being used to signify terrorism outside the United States. (As of the publication of these Guidelines, 18 U.S.C. §2331 reads as follows: “‘international terrorism’ means activities that ... (A) involve violent acts or acts dangerous to human life that violate the criminal laws of the United States or of any State, or that would be a criminal violation if committed within the jurisdiction of the United States or of any State; (B) appear to be intended ... (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by assassination or kidnaping; and (C) occur primarily outside the territorial jurisdiction of the United States, or transcend national boundaries in terms of the means by which they are accomplished, the person they appear intended to intimidate or coerce, or the locale in which their perpetrators operate or seek asylum ...” [18 U.S.C. §2331j)

VIII. Allowable Activities

This section outlines the range of services that OVC will support for terrorism and mass violence victims. The services and assistance identified are intended to complement services that are available from other agencies and organizations as well as

provide a base level of assistance for terrorism and mass violence victims. Funding for services and other support may include activities that are deemed *necessary and essential* for the provision of services and are not limited to assistance categories below. In addition, a limited amount of available funding, as agreed upon by OVC and the applicant, may be used for administrative purposes deemed *necessary and essential* to the delivery of services and assistance to victims.

Crisis Response Assistance

- Crisis counseling
- Intervention with employers & creditors
- Child & dependent care
- Assistance securing compensation
- Emergency food, housing & clothing
- Toll-free telephone lines
- Emergency travel & transportation
- Needs assessment (limited)
- Outreach, awareness & education
- Automated telephone services
- Coordination

Consequence Management Assistance

- Counseling & group therapy
- Intervention with employers & creditors
- Information Web sites for victims
- Rehabilitation expenses
- Emergency travel & transportation
- Vocational rehabilitation
- Automated telephone services
- Temporary housing, per diem & relocation
- Needs assessment (expanded)
- Coordination
- Outreach, awareness & education

Criminal Justice Support Assistance

- Victim identification
- Information & referral coordination
- Case briefings
- Outreach, awareness & education
- Counseling
- Advocacy
- Needs assessment
- Victim information (printed & electronic)
- Automated telephone services
- Travel to trial/criminal justice proceedings
- Criminal justice notification
- Assistance with Victim Impact Statement
- Closed-circuit monitoring of trial

Crime Victim Compensation Assistance

- Telephone expenses
- Autopsy, refrigeration & transport of body
- Insurance copayments
- Outpatient mental health treatment/therapy services, rehabilitation & physical therapy, diagnostic examinations, prosthetic devices, eyeglasses
- Outreach, awareness & education
- Emergency travel/transportation costs
- Medical expenses (nonmedical attendant)

Note: Allowable activities in one category may be necessary and authorized in another funding category.

IX. Amount of Funding Available

The amount of funding awarded is decided on a case-by-case basis considering factors

such as the availability of other resources (including VOCA formula grant dollars and funds generated through private fundraising), the severity of the impact, and the number of people suffering from physical, emotional, and psychological injury. Requests for funding must identify all other federal and nonfederal contributions (cash or in-kind). If amounts awarded are not expended by the end of the grant period, they must be returned to OVC for deobligation in accordance with the applicable provisions of the *OJP Financial Guide* and Section 1402(e) of VOCA.

X. Grant Period

The grant period for Emergency Reserve support is negotiable within the parameters outlined in VOCA and the Final Program Guidelines. Because of the nature of this funding program, OVC will not provide long-term funding support for a single terrorist or mass violence incident, except for criminal justice grants when an investigation or prosecution is prolonged. If special circumstances exist, funding and other assistance may be provided for an extended period of time, as determined by the OVC Director based on acceptable justification supplied by the applicant.

XI. Applicant Requirements

Application Requirements for State Crime Victim Compensation Programs

Funding will be made available to state crime victim compensation programs in the form of grants. Requests for funding from State Crime Victim Compensation Programs may be made at anytime and should include (1) a description of the qualifying crime, (2)

the projected number of claims to be paid and the projected number of claimants to receive payments, (3) the state's maximum award amount by category, such as medical, mental health, lost wages, funeral, etc., and (4) a description of the range of expenses covered by the program and the amount of state funding available to cover victim claims. This information should be included as a single file attachment. In addition, the SF 424, Application for Federal Assistance should be completed as part of the GMS process.

Application Requirements for All Other Eligible Applicants

All applicants seeking funding support are required to submit a *letter of request* containing the following information:

- Type of crime and description of the criminal event.
- Identification of the lead law enforcement agency conducting the investigation.
- Estimated number of victims affected by the crime.
- Description of the applicant's role in responding to the victim population since the date of the incident.
- Description of services that this funding will support and how these efforts will complement services already in place or will respond to an unmet need.
- The amount of funding requested and the timeframe for support.

- Description of outreach and coordination with other public and private entities during the process of preparing the request for assistance.

To Request Training and Technical Assistance Support

Requests for training and technical assistance *should not* be submitted via the GMS system. Applicants must submit a letter describing the nature of the problem, type of expertise or assistance needed, duration of assistance, and projected outcomes of the technical assistance or training. This letter may be faxed to OVC at 202-514-6383.

XII. How To Apply

The Office of Justice Programs (OJP) requires you to submit your application for funding through OJP's Grants Management System (GMS). Access through the Internet to this online application system will expedite and streamline the receipt, review, and processing of your request for funding. Final applications will be accepted only through our online application system. Call toll-free to receive technical assistance about online application processes: 1-888-549-9901. To use the GMS system, complete the following steps:

Step 1.

Go to www.ojp.usdoj.gov/fundopps.htm. An online **GMS Application Procedures Handbook** is available on this page. It links directly to OJP's Grants Management System, which will provide online "help" screens.

Step 2.

Select “**Logon directly to the Grants Management System (GMS)**” to apply for OJP grant funding.

Step 3.

If you have never used GMS, click on “**New User? Register Here**” and follow the on-screen instructions to register with GMS. After you register, select the “**OVC Antiterrorism and Emergency Assistance Program**” application.

If you are not a new user and have a GMS password, click on “**Login.**” If your password has expired, you will receive an “**Authentication Error**” or “**Unauthorized User**” message. In this case, click on “**Having Login Problems?**” for assistance in updating your password.

Please note: Applicants must ensure that the information for the authorizing official and alternate contact is entered correctly. The authorizing official is the individual authorized to accept grant funds in your organization (e.g., executive director, attorney general, Governor). If the individual applying online is not the authorizing authority, that individual *must* list the authorizing official’s name and contact information where appropriate.

Step 4.

Complete the online application, including the three required file attachments. After submission of the finalized application, the online system will notify you that the application has been received and sent to OVC. The GMS system will provide an

application identification number for future reference.

If you have any questions or need assistance applying online, contact the **GMS Hotline at 1-888-549-9901**, Monday – Friday, 7 a.m. to 9 p.m. (except federal holidays).

Organizations interested in submitting an application must complete required application forms and related documents. Please use this checklist to ensure that your application is complete. Applicants must include all of the following information and completed forms to qualify for consideration:

***Application for Federal Assistance (SF-424).** This form is completed as part of the GMS process.

***Certification/Assurances.** Applicants will “sign off” on these certifications and assurances electronically through GMS.

***Budget Detail Worksheet.** This is submitted as a single file attachment. The file must include a Budget Detail Worksheet and a Budget Narrative. A sample Budget Detail Worksheet is available at www.ojp.usdoj.gov/ovc/fund/forms.htm.

***Letter of Request.** This is submitted as a single file attachment.

***Other Program Attachments.** Any additional information you would like to include should be submitted as a single file attachment.

XIII. Application Process and Turnaround Time

An application for funding or technical assistance should be submitted to the OVC Director as soon as practical following a terrorist or mass violence incident. It is OVC's intention to provide rapid support to assist in a comprehensive, timely response to victims of terrorism or mass violence. Upon receipt of a request, an OVC staff person will review the request, contact the requesting agency to clarify any ambiguities, and make a recommendation to the OVC Director. The applicant can expect to receive notification of OVC's determination within 5 business days or as soon as is practical. The applicant may be notified by telephone, Internet, or facsimile.

After the OVC Director determines to make funding available, the application will undergo a complete review, including examination and approval of the budget by the Office of the Comptroller. Funds will be available upon completion of the review, OVC's electronic notification of the award, and the applicant's electronic acceptance. After approval of the application, the award document and special conditions will be sent to the applicant for review and signature.

XIV. Request for Reconsideration

The OVC Director may deny a request for funding if the purposes for which funding is being sought fall outside the statutory authority for use of OVC funding, the applicant fails to document the need for federal assistance, funding is unavailable, or for other reasons deemed appropriate by the OVC Director.

Applicants may ask for reconsideration of the request based on additional information, a change in circumstances, or the withdrawal or termination of funding from other sources. Applicants should direct their requests for reconsideration to the OVC Director and include the basis for reconsideration of the initial request. The OVC Director will review the request and render a decision within 5 business days of the submission. The OVC Director may request additional information from the applicant or recommend alternative support from OVC or other sources such as training and technical assistance in lieu of direct funding.

XV. Suspension and Termination

If, after notice, OVC finds that the recipient has failed to comply substantially with VOCA or relevant statutes amending VOCA, the *OJP Financial Guide*, the terms and conditions in the application or award document, the final Program Guidelines for the Antiterrorism and Emergency Assistance Program, or any implementing regulation or requirement, the OVC Director may suspend or terminate funding to the recipient agency and/or take other appropriate action. Under the procedures of 28 CFR Part 18, recipients may request a hearing on the justification for the suspension and/or termination of Antiterrorism and Emergency Assistance Program funding assistance.

XVI. Confidentiality and Privacy Requirements

Except as otherwise provided by federal law, no officer or employee of the Federal Government or recipient of funds under VOCA shall use or reveal any research or

statistical information gathered under this program by any person, and identifiable to any specific private person, for any purpose other than the purpose for which such information was obtained.

Such information, and any copy of such information, shall be immune from legal process and shall not, without the consent of the person furnishing such information, be admitted as evidence or used for any purpose in any action, suit, or other judicial, legislative, or administrative proceeding. In addition to such research or statistical information, no other records identifiable to a specific private person that are gathered by a recipient of VOCA funds for the purpose of providing victim assistance services as described in this guideline may be released without the specific written consent of that private person, except as otherwise provided by federal law, including, but not limited to, Department of Justice authority to access information for auditing, monitoring, or program oversight.

This is particularly important for victim service agencies that plan to develop victim databases containing specific victim information. These provisions are intended, among other things, to assure the confidentiality of information provided by victims to employees of VOCA-funded programs. There is nothing in VOCA or its legislative history to indicate that Congress intended to override or repeal, in effect, a state's existing law governing the disclosure of information that is supportive of VOCA's fundamental goal of helping crime victims.

Accessing Information • Office for Victims of Crime

Federal Agencies/Resources

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| Bureau of Justice Assistance | www.ojp.usdoj.gov/BJA |
| Bureau of Justice Statistics | www.ojp.usdoj.gov/bjs |
| Center for Substance Abuse Prevention | www.samhsa.gov/centers/csap/csap.html |
| Center for Substance Abuse Treatment | www.samhsa.gov/centers/csac2002/csac_frame.html |
| Centers for Disease Control and Prevention | www.cdc.gov |
| Federal Bureau of Investigation | |
| Uniform Crime Reports | www.fbi.gov/ucr/ucr.htm |
| Federal Judicial Center | www.fjc.gov |
| FirstGov for Nonprofits | www.firstgov.gov/Business/Nonprofit.shtml |
| National Archive of Criminal Justice Data | www.icpsr.umich.edu/NACJD/index.html |
| National Clearinghouse for Alcohol and Drug Information | www.healthfinder.gov/orgs/HR0027.htm |
| National Criminal Justice Reference Service | www.ncjrs.org |
| National Highway Traffic Safety Administration | www.nhtsa.dot.gov |
| National Institute of Corrections | www.nicic.org |
| National Institute of Justice | www.ojp.usdoj.gov/nij |
| National Institute on Alcohol Abuse and Alcoholism | www.niaaa.nih.gov |
| National Institute on Drug Abuse | www.drugabuse.gov |
| Office for Victims of Crime (OVC) | www.ojp.usdoj.gov/ovc |
| Office of Community Oriented Policing Services (COPS) | www.cops.usdoj.gov |
| Office of Justice Programs | www.ojp.usdoj.gov |
| Office of Juvenile Justice and Delinquency Prevention | www.ojjdp.ncjrs.org |
| Office of National Drug Control Policy | www.whitehousedrugpolicy.gov |
| Office on Violence Against Women | www.ojp.gov/vawo |
| Supreme Court of the United States | www.supremecourtus.gov |
| THOMAS: Federal Legislation | http://thomas.loc.gov |
| U.S. Department of Education, Higher Education Center for Alcohol and Other Drug Prevention | www.edc.org/hec |
| U.S. Department of Education | |
| Safe & Drug-Free Schools | www.ed.gov/about/offices/list/osdfs |
| U.S. Department of Health and Human Services Grantsnet | www.hhs.gov/grantsnet |
| U.S. Department of Health and Human Services: Grants Information | www.os.dhhs.gov/grants/index.shtml#grant |
| U.S. Department of Health and Human Services, HRSA Funding Opportunities | www.hrsa.gov/grants/default.htm |
| U.S. Department of Justice | www.usdoj.gov |
| U.S. Department of Veterans Affairs | |
| National Center on PTSD | www.ncptsd.org |
| U.S. Parole Commission | www.usdoj.gov/uspc |
| National Victim-related Organizations | |
| American Bar Association | |
| Center on Children and the Law | www.abanet.org/child |
| Commission on Domestic Violence | www.abanet.org/domviol |
| Commission on Law and Aging | www.abanet.org/aging |
| American Humane Association | www.americanhumane.org |
| American Professional Society on the Abuse | |

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| of Children | www.apsac.org |
| Anti-Defamation League | www.adl.org/hate-patrol/main.asp |
| Asian Task Force Against Domestic Violence | www.atask.org |
| Battered Women's Justice Project | www.bwjp.org |
| Child Abuse Prevention Network | http://child-abuse.com |
| Childhelp USA | www.childhelpusa.org |
| Child Quest International | www.childquest.org |
| Child Welfare League of America | www.cwla.org |
| Concerns of Police Survivors (COPS) | www.nationalcops.org |
| Family Violence & Sexual Assault Institute | www.fvsai.org |
| Family Violence Prevention Fund | http://endabuse.org |
| Institute on Domestic Violence in the African American Community | www.dvinstitute.org |
| Justice Solutions, Inc. | www.justicesolutions.org |
| Maryland Crime Victims Resource Center | www.mdcrimevictims.org |
| Mothers Against Drunk Driving | www.madd.org |
| National Association of Crime Victim Compensation Boards | www.nacvcb.org |
| National Association of Social Workers | www.naswdc.org |
| National Association of VOCA Assistance Administrators | www.navaa.org |
| National Center for Missing & Exploited Children | www.missingkids.org |
| National Center for Victims of Crime | www.ncvc.org |
| National Center on Elder Abuse | www.elderabusecenter.org |
| National Children's Alliance | www.nca-online.org |
| National Clearinghouse on Child Abuse and Neglect Information | www.nccanch.acf.hhs.gov/index.cfm |
| National Coalition Against Domestic Violence | www.ncadv.org |
| National Coalition of Homicide Survivors | www.mivictims.org/nchs |
| National Commission Against Drunk Driving | www.ncadd.com |
| National Court Appointed Special Advocates (CASA) Association | www.nationalcasa.org |
| National Crime Victims Research and Treatment Center | www.musc.edu/cvc |
| National Fraud Information Center | www.fraud.org |
| National Insurance Crime Bureau | www.nicb.org |
| National MultiCultural Institute | www.nmci.org |
| National Organization Against Male Sexual Victimization | www.malesurvivor.org |
| National Organization for Victim Assistance | www.trynova.org |
| National Organization of Parents of Murdered Children, Inc. | www.pomc.com |
| National Resource Center on Domestic Violence | www.nrcdv.org |
| National School Safety Center | www.nssc1.org |
| National Sexual Violence Resource Center | www.nsvrc.org |
| National Victim Assistance Academy (OVC) | www.ojp.usdoj.gov/ovc/assist/vaa.htm |
| National Victim Assistance Academy (VALOR) | www.nvaa.org |
| National Victims' Rights Constitutional Amendment Network | www.nvcan.org |
| National Violence Against Women Prevention Research Center | www.vawprevention.org |

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| Parents for Megan's Law | www.parentsformeganslaw.com |
| Prevent Child Abuse America | www.preventchildabuse.org |
| Rape, Abuse & Incest National Network (RAINN) | www.rainn.org |
| Safe Campuses Now | www.uga.edu/~safe-campus |
| Security on Campus, Inc. | www.securityoncampus.org |
| Stalking Resource Center | www.ncvc.org/src |
| Victim Assistance Online | www.vaonline.org |
| Voices for America's Children | www.childadvocacy.org |

National Criminal and Juvenile Justice- and Public Policy-related Associations

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| American Center for Law and Justice | www.acjl.org |
| American Correctional Association | www.aca.org |
| American Correctional Health Services Association | www.corrections.com/achsa |
| American Council for Drug Education | www.acde.org |
| American Jail Association | www.corrections.com/aja |
| American Probation and Parole Association | www.appa-net.org |
| Association of Paroling Authorities International | www.apaintl.org |
| Association for Conflict Resolution | www.acresolution.org |
| American Youth Policy Forum | www.aypf.org |
| Association of State Correctional Administrators | www.asca.net |
| Balanced and Restorative Justice Project | www.barjproject.org |
| Center for Restorative Justice & Peacemaking | http://ssw.che.umn.edu/rjp |
| Center for Sex Offender Management | www.csom.org |
| Center on Juvenile & Criminal Justice | www.cjcj.org |
| Coalition for Juvenile Justice | www.juvjustice.org |
| Community Anti-Drug Coalition Institute | www.cadca.org |
| Community Justice Exchange | www.communityjustice.org |
| Community Policing Consortium | www.communitypolicing.org |
| Correctional Education Association | www.ceanational.org |
| Council of State Governments | www.csg.org |
| Governors Highway Safety Association | www.ghsa.org |
| Higher Education Center for Alcohol & Other Drug Prevention | www.edc.org/hec |
| Institute for Law and Justice | www.ilj.org |
| International Association of Campus Law Enforcement Administrators | www.iaclea.org |
| International Association of Chiefs of Police | www.theiacp.org |
| Join Together | www.jointogether.org |
| National Association for Community Mediation | www.nafcm.org |
| National Association for Native American Children of Alcoholics | www.whitebison.org/nanacoa |
| National Association of Attorneys General | www.naag.org |
| National Association of Counties | www.naco.org |
| National Association of Drug Court Professionals | www.nadcp.org |
| National Association of Police Organizations | www.napo.org |
| National Association of State Alcohol & Drug Abuse Directors | www.nasadad.org |
| National Association of Women Judges | www.nawj.org |

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| National Center on Addiction and Substance Abuse | www.casacolumbia.org |
| National Center for Neighborhood Enterprise | www.ncne.com |
| National Center for State Courts | www.ncsconline.org |
| National Conference of State Legislatures | www.ncsl.org |
| National Consortium for Justice Information and Statistics | www.search.org |
| National Council of Juvenile and Family Court Judges | www.ncjfcj.org |
| National Criminal Justice Association | www.ncja.org |
| National District Attorneys Association | www.ndaa-apri.org |
| National Governors Association | www.nga.org |
| National Indian Justice Center | www.nijc.indian.com |
| National Judicial College | www.judges.org |
| National Juvenile Detention Association | www.njda.com |
| National Law Enforcement and Corrections Technology Center | www.nlectc.org |
| National League of Cities | www.nlc.org |
| National Mental Health Association | www.nmha.org |
| National Organization of Black Law Enforcement Executives | www.noblenatl.org |
| National Sheriffs' Association | www.sheriffs.org |
| Office of Correctional Education | www.ed.gov/offices/OVAE/AdultEd/OCE |
| Partnership for a Drug-Free America | www.drugfreeamerica.org |
| Police Executive Research Forum | www.policeforum.org |
| Police Foundation | www.policefoundation.org |
| Restorative Justice Online | www.restorativejustice.org |
| Restorative Justice Project | www.fresno.edu/pacs/rjp |
| Southern Poverty Law Center | www.splcenter.org |
| State Justice Institute | www.statejustice.org |
| Victim Offender Mediation Association | www.voma.org |
| State-level Crime Victim Compensation Programs | |
| Alabama | www.acvcc.state.al.us |
| Alaska | www.state.ak.us/admin/vccb |
| Arizona | www.acjc.state.az.us |
| Arkansas | www.ag.state.ar.us/outreach/cvictims/outreach4.htm |
| California | www.boc.cahwnet.gov/victims.htm |
| Colorado | http://dcj.state.co.us/ovp/comp.htm |
| Connecticut | www.jud.state.ct.us/faq/crime.html |
| Delaware | www.state.de.us/cjc |
| Florida | www.myfloridalegal.com |
| Georgia | www.ganet.org/cjcc |
| Hawaii | www.ehawaii.gov/cvcc |
| Idaho | www2.state.id.us/iic/index.htm |
| Illinois | www.ag.state.il.us |
| Indiana | www.state.in.us/cji |
| Iowa | www.state.ia.us/government/ag/cva.html |
| Kansas | www.ink.org/public/ksag/contents/crime/cvcbrochure.htm |
| Kentucky | http://cvcb.ppr.ky.gov |
| Louisiana | www.cole.state.la.us/cvr.htm |
| Maine | www.state.me.us/ag/crime/victimcomp.html |

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| Maryland | www.dpscs.state.md.us/cicb |
| Massachusetts | www.ago.state.ma.us |
| Michigan | www.michigan.gov/mdch/0,1607,7-132-2940_3184---,00.html |
| Minnesota | www.dps.state.mn.us/mccvs |
| Mississippi | www.dfa.state.ms.us/cvcomp.html |
| Missouri | www.dolir.state.mo.us/wc/cv_help.htm |
| Montana | www.doj.state.mt.us/victims/default.asp |
| Nebraska | http://nol.org/home/crimecom |
| New Hampshire | www.state.nh.us/nhdoj/index.html |
| New Jersey | www.state.nj.us/victims |
| New Mexico | www.state.nm.us/cvrc |
| New York | www.cvb.state.ny.us |
| North Carolina | www.nccrimecontrol.org/vjs |
| Ohio | www.ag.state.oh.us |
| Oklahoma | www.odawan.net/victim/victimcomp.asp?A=5&B=4 |
| Oregon | www.doj.state.or.us/CrimeV/welcome1.htm |
| Pennsylvania | www.pccd.state.pa.us |
| Rhode Island | www.state.ri.us/treas/vcfund.htm |
| South Carolina | www.govoepp.state.sc.us/sova |
| South Dakota | www.state.sd.us/social/cvc |
| Tennessee | www.treasury.state.tn.us/injury.htm |
| Texas | www.oag.state.tx.us/victims/cvc.shtml |
| Utah | www.crimevictim.state.ut.us |
| Vermont | www.ccv.s.state.vt.us |
| Virginia | www.vvc.state.va.us |
| Washington | www.wa.gov/lni/workcomp/cvc.htm |
| West Virginia | www.legis.state.wv.us/joint/court/victims/main.html |
| Wisconsin | www.doj.state.wi.us/cvs |
| Wyoming | http://vssi.state.wy.us |

State-level VOCA Victim Assistance Agencies

| | |
|----------------------|--|
| Alabama | www.adeca.alabama.gov/content/lts/lts_victims_of_crime.aspx |
| Alaska | www.dps.state.ak.us/Cdvsa |
| Arizona | www.azvictims.com |
| Arkansas | www.accessarkansas.org/dfa/intergovernmental/index.html |
| California | www.ocjp.ca.gov |
| Colorado | http://dcj.state.co.us/ovp/ovp.htm |
| Connecticut | www.jud.state.ct.us/faq/crime.html |
| Delaware | www.state.de.us/cjc/victim.htm |
| District of Columbia | http://dc.gov/agencies/detail.asp?id=1026 |
| Florida | http://myfloridalegal.com/victims |
| Georgia | www.ganet.org/cjcc/voca.html |
| Hawaii | www.cpja.ag.state.hi.us/gr/index.shtml |
| Idaho | www2.state.id.us/crimevictim |
| Illinois | www.icjia.org/public/index.cfm?metaSection=Grants&metaPage=ICJIAGrants |
| Indiana | www.in.gov/cji/victim/index.htm |
| Iowa | www.state.ia.us/government/ag/cva.html |
| Kansas | www.ksgovernor.org/grants_vocapp.html |
| Kentucky | www.jus.state.ky.us |
| Louisiana | www.cole.state.la.us |
| Maine | www.state.me.us/dhs |

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| Maryland | www.dhr.state.md.us/victim |
| Massachusetts | www.state.ma.us/mova |
| Michigan | www.michigan.gov/mdch/0,1607,7-132-2940_3184---,00.html |
| Minnesota | www.dps.state.mn.us/mccvvs |
| Mississippi | www.dps.state.ms.us/dps/dps.nsf/divpages/ps2ojp?OpenDocument |
| Missouri | www.dps.state.mo.us/dps/DPS2002/victimservices/victimsservices.htm |
| Montana | http://bccdoj.doj.state.mt.us |
| Nebraska | www.nol.org/home/crimecom/Functions.htm#Crime%20Victim%20Assistance%20Programs |
| New Hampshire | webster.state.nh.us/nhdoj/victimwitness/victserviceindex.html |
| New Jersey | www.state.nj.us/lps/dcj/victimwitness/home.htm |
| New Mexico | www.state.nm.us/cvrc |
| New York | www.cvb.state.ny.us |
| North Carolina | www.gcc.state.nc.us/ForPreApp/victims.htm |
| Northern Mariana Islands | www.saipan.com/gov |
| Ohio | www.ag.state.oh.us/sections/crime_victims_services/assistance_program.htm |
| Oklahoma | www.odawan.net |
| Oregon | www.doj.state.or.us/CrimeV/voca.htm |
| Pennsylvania | www.pccd.state.pa.us/VICTIM/victim.html |
| Rhode Island | www.rjustice.state.ri.us/voca |
| South Carolina | www.scdps.org/ojp/voca/voca_grant.html |
| Tennessee | www.state.tn.us/finance/rds/ocjp.htm |
| Texas | www.governor.state.tx.us/divisions/cjd |
| Utah | www.crimevictim.utah.gov |
| Vermont | www.ccvvs.state.vt.us |
| Virginia | www.dcjs.org/victims |
| Washington | www1.dshs.wa.gov/ca/victimservices/crimevic.asp |
| West Virginia | www.wvdcjs.com/justiceprograms/victimsofcrime.html |
| Wisconsin | www.doj.state.wi.us/cvs/programs/voca.asp |
| Wyoming | http://vssi.state.wy.us |

Federal and State Corrections

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| Federal Bureau of Prisons | www.bop.gov |
| Alaska Department of Corrections | www.correct.state.ak.us |
| Alabama Department of Corrections | www.doc.state.al.us |
| Arizona Department of Corrections | www.adc.state.az.us |
| Arkansas Department of Correction | www.state.ar.us/doc |
| California Department of Corrections | www.corr.ca.gov |
| Colorado Department of Corrections | www.doc.state.co.us |
| Connecticut Department of Correction | www.doc.state.ct.us |
| Delaware Department of Correction | www.state.de.us/correct |
| Florida Department of Corrections | www.dc.state.fl.us |
| Georgia Department of Corrections | www.dcor.state.ga.us |
| Hawaii Department of Public Safety | www.hawaii.gov/psd |
| Idaho Department of Correction | www.corr.state.id.us |
| Illinois Department of Corrections | www.idoc.state.il.us |
| Indiana Department of Correction | www.ai.org/indcorrection |
| Iowa Department of Corrections | www.doc.state.ia.us |
| Kansas Department of Corrections | www.ink.org/public/kdoc |
| Kentucky Justice Cabinet | www.jus.state.ky.us |
| Louisiana Commission on Law Enforcement & Administration of | |

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| Criminal Justice | www.cole.state.la.us |
| Maine Department of Corrections | www.state.me.us/corrections |
| Maryland Department of Public Safety and Correctional Services | www.dpscs.state.md.us/doc |
| Massachusetts Department of Correction | www.magnet.state.ma.us/doc |
| Michigan Department of Corrections | www.michigan.gov/corrections |
| Minnesota Department of Corrections | www.corr.state.mn.us |
| Mississippi Department of Corrections | www.mdcc.state.ms.us |
| Missouri Department of Corrections | www.corrections.state.mo.us |
| Montana Department of Corrections | www.state.mt.us/cor |
| Nebraska Department of Correctional Services | www.corrections.state.ne.us |
| Nevada Department of Corrections | www.ndoc.state.nv.us |
| New Hampshire Department of Corrections | www.nh.gov/doc |
| New Jersey Department of Corrections | www.state.nj.us/corrections |
| New Mexico Corrections Department | http://corrections.state.nm.us |
| New York State Department of Correctional Services | www.docs.state.ny.us |
| New York City Department of Correction | www.ci.nyc.ny.us/html/doc |
| North Carolina Department of Correction | www.doc.state.nc.us |
| North Dakota Department of Corrections and Rehabilitation | www.state.nd.us/docr |
| Ohio Department of Rehabilitation and Correction | www.drc.state.oh.us |
| Oregon Department of Corrections | www.doc.state.or.us |
| Oklahoma Department of Corrections | www.doc.state.ok.us |
| Pennsylvania Department of Corrections | www.cor.state.pa.us |
| Rhode Island and Providence Plantations Department of Corrections | www.doc.state.ri.us |
| South Carolina Department of Corrections | www.state.sc.us/scdc |
| South Dakota Department of Corrections | www.state.sd.us/corrections/corrections.html |
| Tennessee Department of Correction | www.state.tn.us/correction |
| Texas Department of Criminal Justice | www.tdcj.state.tx.us |
| Utah Department of Corrections | www.cr.ex.state.ut.us |
| Vermont Criminal Justice Services | http://170.222.24.9/cjs/index.html |
| Virginia Department of Corrections | www.vadoc.state.va.us |
| Washington State Department of Corrections | www.doc.wa.gov |
| West Virginia Division of Corrections | www.wvf.state.wv.us/wvdoc |
| Wisconsin Department of Corrections | www.wi-doc.com |
| Wyoming Department of Corrections | http://doc.state.wy.us/corrections.asp |
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| Victims Rights Compliance Programs | |
| Arizona Voice for Crime Victims | www.voiceforvictims.org |
| Colorado: Division of Criminal Justice, Victim Rights Act Compliance | www.dcj.state.co.us/ovp/vra.htm |
| Connecticut: Office of Victim Advocate | www.ova.state.ct.us |
| Maryland Crime Victims Resource Center | www.mdcrimevictims.org |
| Minnesota: Office of the Crime Victims Ombudsman | www.ocvo.state.mn.us/homepage.htm |
| New Jersey: Crime Victim's Law Center | www.nj-vlc.com |
| South Carolina: Crime Victims' Ombudsman | www.govoepp.state.sc.us/cvolinks.htm |
| Wisconsin: | |

Victim Resource Center
Crime Victim Rights Board

www.doj.state.wi.us/cvs/programs/vrc.asp
www.doj.state.wi.us/cvs/programs/cvrb.asp

Other Victim Resources

Action Without Borders - Nonprofit Directory
Alliance for Justice

www.idealist.org
www.afj.org

American Psychological Association

www.apa.org

Boys & Girls Club of America

www.bgca.org

Children's Institute International

www.childrensstitute.org

Colorado Organization for Victim Assistance
Communities Against Violence

www.colorado.org

Network (CAVNET)

www.cavnet.org

Compassionate Friends

www.compassionatefriends.com

Connecticut Sexual Assault Crisis Services

www.connsacs.org

Corporate Alliance to End Partner Violence

www.caepv.org

Elder Abuse Prevention

www.oaktrees.org/elder

Indiana Victim Assistance Network

www.victimassistance.org

International Society for Traumatic Stress
Studies

www.istss.org

International Victimology Website

www.victimology.nl

Jewish Women International

www.jewishwomen.org

Justice for All

www.jfa.net

Michigan State University Victims and
the Media Program

www.victims.jm.msu.edu

Michigan Victims Alliance

www.mivictims.org/mva

Missouri Victim Assistance Network

<http://movan.missouri.org>

National Parent Information Network

www.npin.org

North Carolina Victim Assistance Network

www.nc-van.org

Post Trauma Resources

www.posttrauma.com

Rape Recovery Help and Information

www.geocities.com/HotSprings/2402

Safe Horizon (New York City region)

www.safehorizon.org

Sexual Assault Nurse Examiners

www.sane-sart.com

South Carolina Victim Assistance Network

www.scvan.org

The Stalking Victim's Sanctuary

www.stalkingvictims.com

Survivors of Stalking

www.soshelp.org

Texans for Equal Justice

www.tej.lawandorder.com/index.htm

Victim Assistance Online

www.vaonline.org

Violence Policy Center

www.vpc.org

Women's Justice Center

www.law.pace.edu/bwjc

Workplace Violence Research Institute

www.noworkviolence.com

Legal Research/Resources

Findlaw

www.findlaw.com

National Crime Victim Law Institute

www.lclark.edu/org/ncvli

State Law and Legislative Information

www.washlaw.edu

U.S. Supreme Court Decisions

<http://supct.law.cornell.edu/supct/index.html>

Media

Criminal Justice Journalists

www.reporters.net/cj

Dart Center for Journalism and Trauma

www.dartcenter.org

Newslink

www.newslink.org

News Index

<http://newsindex.com>

Newspapers.com

www.newspapers.com

Public Relations Society of America

www.prsa.org

NCVRW Resource Guide Co-sponsors

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| American Correctional Assn. Victims Committee 4380 Forbes Boulevard Lanham, MD 20706 | Phone: 301-918-1800 Fax: 301-918-1900 Web site: www.aca.org |
| American Probation and Parole Association 2760 Research Park Dr. Lexington, KY 40511-8410 | Phone: 859-244-8203 Fax: 859-244-8001 Web site: www.appa-net.org E-mail: appa@csg.org |
| Association of State Correctional Administrators 213 Court Street, Suite 606 Middletown, CT 06457 | Phone: 860-704-6410 Fax: 869-704-6420 Web site: www.asca.net |
| California State University-Fresno Victim Services Programs Criminology Department 2225 East San Ramon Avenue Fresno, CA 93740 | Phone: 559-278-4021 Fax: 559-278-7265 Web site: www.csufresno.edu/criminology E-mail: jdussich@csufresno.edu |
| Child Abuse Prevention Network 210 Eddy Street Ithaca, NY 14850 | Phone: 607-275-9360 Fax: 775-213-7517 Web site: www.child-abuse.com |
| Childhelp USA 15757 North 78th Street Scottsdale, AZ 85260 | Phone: 480-922-8212 Fax: 480-922-7061 Hotline: 800-4-A-CHILD TDD: 800-2-A-CHILD (for hotline) Web site: www.childhelpusa.org |
| Concerns of Police Survivors P.O. Box 3199 – S. Highway 5 Camdenton, MO 65020 | Phone: 573-346-4911 Fax: 573-346-1414 Web site: www.nationalcops.org E-mail: cops@nationalcops.org |
| Maryland Crime Victims Resource Center (Formerly Stephanie Roper Foundation) 14750 Main Street, Suite B Upper Marlboro, MD 20772-3055 | Phone: 301-952-0063/877-VICTIM-1 Fax: 301-952-2319 Web site: www.mdcrimevictims.org E-mail: mail@mdcrimevictims.org |
| Mothers Against Drunk Driving (MADD) 511 E. John Carpenter Freeway, Suite 700 Irving, TX 75062 | Phone: 800-GET-MADD (438-6233) Fax: 972-869-2206/2207 Web site: www.madd.org |

**National Association of Crime Victim
Compensation Boards**
P.O. Box 16003
Alexandria, VA 22302

Phone: 703-313-9500
Fax: 703-313-0546
Web site: www.nacvcb.org
E-mail: nacvcb@nacvcb.org

**National Association of VOCA
Assistance Administrators**
5702 Old Sauk Road
Madison, WI 53705

Phone: 608-233-2245
Fax: 815-301-8721
Web site: www.navaa.org
E-mail: info@navaa.org

National Center on Elder Abuse
1201 15th Street, NW, Suite 350
Washington, DC 20005-2800

Phone: 202-898-2586
Fax: 202-898-2583
Web site: www.elderabusecenter.org
E-mail: NCEA@nasua.org

National Center for Missing & Exploited Children
Charles B. Wang International Children's Building
699 Prince Street
Alexandria, VA 22314-3175

Phone: 703-274-3900
Fax: 703-274-2200
Hotline: 800-THE-LOST
TDD: 800-826-7653 (for Hotline)
Web site: www.missingkids.com

National Center for State Courts
300 Newport Avenue
Williamsburg, VA 23185-4147

Phone: 757-253-2000
Fax: 757-564-2015
Web site: www.ncnonline.org

National Center for Victims of Crime
2000 M Street, NW, Suite 480
Washington, DC 20036

Phone: 202-467-8700/800-FYI-CALL
Fax: 202-467-8701
TTY/TTD: 800-211-7996
Web site: www.ncvc.org
E-mail: gethelp@ncvc.org

National Children's Alliance
1612 K Street NW, Suite 500
Washington, DC 20006

Phone: 202-452-6001/800-239-9950
Fax: 202-452-6002
Web site: www.nca-online.org

National Coalition Against Domestic Violence
P.O. Box 18749
Denver, CO 80218

Phone: 303-839-1852
Fax: 303-831-9251
Web site: www.ncadv.org

For public policy or legislative information:
1532 16th Street, NW
Washington, DC 20036

Phone: 202-745-1211
Fax: 202-745-0088
E-mail: policy@ncadv.org

National Crime Prevention Council
1000 Connecticut Avenue NW, 13th Floor
Washington, DC 20036

Phone: 202-466-6272
Fax: 202-296-1356
Web site: www.ncpc.org

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| National Crime Victims Research and Treatment Center Department of Psychiatry and Behavioral Sciences Medical University of South Carolina 165 Cannon Street, P.O. Box 250852 Charleston, SC 29425 | Phone: 843-792-2945 Fax: 843-792-3388 Web site: www.musc.edu/cvc |
| National Criminal Justice Association 720 Seventh Street, NW, Third Floor Washington, DC 20001 | Phone: 202-628-8550 Fax: 202-628-0080 Web site: www.ncja.org |
| National District Attorneys Association American Prosecutors Research Institute 99 Canal Center Plaza, Suite 510 Alexandria, VA 22314 | Phone: 703-549-9222 Phone: 703-549-4253 Fax: 703-836-3195 Web site: www.ndaa-apri.org |
| National Organization of Parents of Murdered Children 100 East Eighth Street, Suite B-41 Cincinnati, OH 45202 | Phone: 513-721-5683/888-818-POMC Fax: 513-345-4489 Web site: www.pomc.com E-mail: natlpomc@aol.com |
| National Organization for Victim Assistance 1730 Park Road NW Washington, DC 20010 | Phone: 202-232-6682/800-TRY-NOVA Fax: 202-462-2255 Web site: www.trynova.org E-mail: nova@trynova.org |
| National Sexual Violence Resource Center 123 North Enola Drive Enola, PA 17025 | Phone: 717-909-0710/877-739-3895 Fax: 717-909-0714 TTY: 717-909-0715 Web site: www.nsvrc.org E-mail: resources@nsvrc.org |
| National Sheriffs' Association 1450 Duke Street Alexandria, VA 22314 | Phone: 703-836-7827 Fax: 703-683-6541 Web site: www.sheriffs.org E-mail: nsamail@sheriffs.org |
| National Victims' Constitutional Amendment Network 789 Sherman Street, Suite 670 Denver, CO 80203 | Phone: 303-832-1522/800-529-8226 Fax: 303-861-1265 Web site: www.nvcan.org E-mail: nvcan@aol.com |
| National Violence Against Women Prevention Research Center 161 Cannon Street P.O. Box 250852 Charleston, SC 29425 | Phone: 866-472-8824 Fax: 843-792-3388 Web site: www.vawprevention.org |

Police Executive Research Forum
1120 Connecticut Avenue NW, Suite 930
Washington, DC 20036

Phone: 202-466-7820
Fax: 202-466-7826
Web site: www.policeforum.org
E-mail: perf@policeforum.org

Rape, Abuse & Incest National Network (RAINN)/National Sexual Assault Hotline
635-B Pennsylvania Avenue, SE
Washington, DC 20003

Phone: 202-544-1034/800-656-HOPE
Fax: 202-544-3556
Web site: www.rainn.org
E-mail: info@rainn.org

Security On Campus, Inc.
649 S. Henderson Road, Suite 6
King of Prussia, PA 19406-4216

Phone: 610-768-9330
Fax: 610-768-0646
Web site: www.securityoncampus.org

**University of New Haven
Crime Victim Study Center**
300 Orange Avenue
West Haven, CT 06516

Phone: 203-932-7041
Fax: 203-931-6030
Web site: www.newhaven.edu/psps/center.html

Victims' Assistance Legal Organization (VALOR)
8181 Greensboro Drive, Suite 1070
McLean, VA 22101-3823

Phone: 703-748-0811
Fax: 703-356-5085
E-mail: mmurray@valor-national.org

Appendix B • Networking

As stated in the first step of the Mass casualty Protocol, programs should network with other agencies—local, state, Federal and nonprofits—to prepare your state for a mass casualty victimization. Programs should ask to be included in other disaster relief agency protocols. Provide these agencies with education about your compensation program and make sure that they understand what services you can provide during a crisis.

Information Shared by Networking

- I. **Federal Emergency Management Agency**
- II. **National Voluntary Organizations Active in Disaster**



FEMA Continues To Respond To Apparent Terrorist Attacks In New York, Washington, D.C.

Release Date: September 12, 2001
Release Number: HQ-01-096

[» More Information on New York Terrorist Attack](#)

Washington, D.C., September 12, 2001 -- The Federal Emergency Management Agency (FEMA) continues to assist state and local officials in New York and Washington D.C., in the aftermath of apparent terrorist events in those two localities. FEMA is working closely with the White House to coordinate and manage the consequences of the events. The Department of Justice has immediate responsibility for crisis management.

Highlights of the Federal response:

- The President has granted a major disaster declaration for individual and public assistance, as requested by the governor of New York. The declaration includes Bronx, Kings, New York, Queens and Richmond counties.
- Gov. Gilmore has requested an emergency declaration for Arlington County. A declaration decision is pending.
- FEMA's Washington-based Emergency Response Team (EST) is fully activated and on 24-hour operations.
- FEMA is establishing a mobilization center in Washington D.C., at Anacostia Naval Station.
- A FEMA liaison is staffing the FBI Strategic Information Operations Center, in Washington, D.C., to help coordinate information.
- All 10 FEMA regions - headquartered in Boston, New York City, Philadelphia, Atlanta, Chicago, Denton, Tex., Kansas City, Kan., Denver, San Francisco and Bothell, Wash. - are fully activated.
- FEMA has activated the Federal Response Plan, which brings together 28 Federal agencies and the American Red Cross to assist local and state governments in response to national emergencies and disasters.
- The Red Cross has opened 12 shelters in New York City - 10 for the public and one each for families of firefighters and police. An additional 15 shelters have been opened in New Jersey. In Arlington, Va., two shelters have been opened. Mental health workers are on site to aid and counsel rescue workers. Family support centers have been opened at Ft. Belvoir, Walter Reed and Bethesda Medical Centers.
- Families seeking information about missing family members are directed to call their local Red Cross offices for assistance.
- Advance elements of an Emergency Response Team are at a mobilization center in Edison, N.J. An interim disaster field office has been set up in Arlington, Va.
- FEMA has deployed eight Urban Search & Rescue teams (US&R) to New York City to search for victims in the affected buildings. US&R teams are specially trained teams that include engineers and other technical experts as well as specially trained search dogs. Another four teams have been deployed to the Pentagon, for search and rescue efforts there. Four other teams are standing by.
- The U.S. Army Corps of Engineers is deploying a planning cell specializing in debris removal to New York City. Structural assessment teams are standing by in case needed. Additional debris planning cells will be deployed to Virginia once air restrictions are lifted.
- EPA Regions I and II are working to address potential air quality issues resulting from the release of asbestos within the World Trade Center and Pentagon.
- Four disaster medical teams and three disaster mortuary teams are being deployed to New York. Three disaster medical team and four disaster mortuary teams are stationed in Washington, D.C. to be deployed to the Pentagon, if necessary.
- People in the declared disaster counties in New York who are in need of temporary housing assistance, loans to

- replace personal property destroyed by the collapse of the World Trade Center, crisis counseling or other immediate disaster-related needs should call the FEMA toll-free number to register for assistance, **800-462-9029**.
- FEMA's immediate priorities are to render all possible Federal help to affected states and communities; identify, extract and treat injured survivors in collapsed structures; deploy response support teams; establish on-site facilities to support response operations; and establish and provide support to victims and their families.



FEMA Offers Advice On How To Talk To Children About Terrorist Attacks

Release Date: September 12, 2001
Release Number: HQ-01-099

[» More Information on New York Terrorist Attack](#)

[» En Español](#)

Washington, DC -- The terrorist events in New York and Washington, D.C., have not spared the children of the nation, said Joe M. Allbaugh, director of the Federal Emergency Management Agency (FEMA). They have seen the terrible television pictures and heard the adults in their lives discussing the tragic events. Yet many adults don't know how to talk to children about the disaster, or don't know how to recognize that their children are feeling distress.

FEMA for Kids, the part of the FEMA web site devoted to children, offers advice on how parents can discuss terrorism to their children. The site also includes general guidelines about dealing with disasters' impact on children and an opportunity for schools to submit artwork children have done in an effort to share their feelings. The address for the site is: www.fema.gov/kids.

"Children affected by disasters may suddenly act younger than they are or may appear stoic - not crying or expressing concern," said Holly Harrington, the FEMA for Kids manager. "Parents can help their children by talking to them, keeping them close and even spoiling them for a little while. We also advise that children not be overexposed to the news coverage of the terrorist events."

Talking to children about terrorism can be particularly problematic since providing them with safety guidelines to protect themselves from terrorism is difficult. According to psychologists, questions about terrorism are teaching opportunities. Adults should answer questions about terrorism by providing understandable information and realistic reassurance. And children don't need to be overwhelmed with information, so less is better than more in terms of details.

Children may exhibit these behaviors after a disaster:

5. Change from being quiet, obedient and caring to loud, noisy and aggressive or may change from being outgoing to shy and afraid.
6. Develop nighttime fears, have nightmares or bad dreams.
7. Be afraid the event will reoccur.
8. Become easily upset, crying and whining.
9. Lose trust in adults. After all, their adults were not able to control the disaster.
10. Revert to younger behavior such as bed wetting and thumb sucking.
11. Not want parents out of their sight and refuse to go to school or childcare.
12. Have symptoms of illness, such as headaches, vomiting or fever.
13. Worry about where they and their family will live.

What to do:

1. Talk with the children about how they are feeling and listen without judgment.
2. Let the children take their time to figure things out. Don't rush them.
3. Help them learn to use words that express their feelings, such as happy, sad, angry or mad.
4. Assure children that you will be there to take care of them. Reassure them often.

5. Stay together as a family as much as possible.
6. Let them have some control, such as choosing what outfit to wear or what meal to have for dinner.
7. Encourage the children to give or send pictures they have drawn or things they have written.
8. Help children regain faith in the future by helping them develop plans for activities that will take place later - next week, next month.
9. Allow the children to grieve losses.



Types Of Disaster Aid Available To Victims Of Terrorist Attacks

Release Date: September 12, 2001
Release Number: 1391-02

[» More Information on New York Terrorist Attack](#)

[» En Español](#)

Washington, DC -- The disaster declaration issued by President George Bush last night for parts of New York State triggers disaster assistance to those directly impacted by the effects of the apparent terrorist activities.

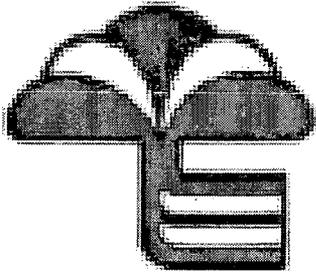
Government disaster assistance covers basic needs and will not normally compensate you for your entire loss. If you have insurance, the government may help pay for part of the loss not covered by insurance.

Disaster victims may be eligible for some of the following types of aid:

- Crisis counseling to help families and victims deal with the impact of the disaster;
- Help with funeral expenses;
- Disaster unemployment assistance for those out of work as a result of the disaster, including self-employed persons and others not normally eligible for unemployment;
- Low-interest loans or grants for renters or homeowners whose primary residences were damaged or destroyed or who face displacement from their homes as a result of the disaster;
- Low-interest loans or grants to repair or replace personal property damaged or destroyed as a direct result of the disaster;
- Business disaster loans to fund repair or replacement of real estate, machinery and equipment, inventory and other assets. For small businesses, low-interest loans may be available for working capital.

Victims of the disaster can register for assistance by calling the FEMA toll-free number, 800-462-9029 (TTY 800-462-7585). Others who are in need of assistance should call the local chapter of the American Red Cross or the Salvation Army.

If you have insurance, you should also call your insurance company or agent.



National Voluntary Organizations Active in Disasters

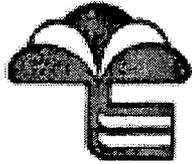
Purpose

NVOAD coordinates planning efforts by many voluntary organizations responding to disaster. Member organizations provide more effective and less duplication in service by getting together before disasters strike. Once disasters occur, NVOAD or an affiliated state VOAD encourages members and other voluntary agencies to convene on site. This cooperative effort has proven to be the most effective way for a wide variety of volunteers and organizations to work together in a crisis.

NVOAD serves member organizations through:

- Communication - disseminating information through electronic mechanisms, its Newsletter, the directory, research and demonstration, case studies, and critique.
- Cooperation - creating a climate for cooperation at all levels (including grass roots) and providing information.
- Coordination - coordinating policy among member organizations and serving as a liaison, advocate, and national voice.
- Education - providing training and increasing awareness and preparedness in each organization.
- Leadership Development - giving volunteer leaders training and support so as to build effective state VOAD organizations.
- Mitigation - supporting the efforts of Federal, state, and local agencies and governments and supporting appropriate legislation.
- Convening Mechanisms - putting on seminars, meetings, board meetings, regional conferences, training programs, and local conferences.
- Outreach - encouraging the formation of and giving guidance to state and regional voluntary organizations active in disaster relief.

Access www.nvoad.org to obtain phone numbers and email address for members.



National Members

Here is a list of National VOADs. Click on a name to link to information about each member. If you are currently not a member of a state or territory VOAD, but would like to become one, please [click here](#).

| | |
|---|--|
| • Adventist Community Services | • America's Second Harvest |
| • American Baptist Men | • American Disaster Reserve |
| • American Radio Relay League, Inc. | • American Red Cross |
| • Ananda Marga Universal Relief Team | • Catholic Charities USA |
| • Christian Disaster Response | • Christian Reformed World Relief Committee |
| • Church of the Brethren Disaster Response | • Church World Service |
| • Disaster Psychiatry Outreach | • Episcopal Relief and Development (formerly The Presiding Bishop's Fund for World Relief) |
| • Friends Disaster Service | • Humane Society of the United States |
| • International Aid | • International Critical Incident Stress Foundation |
| • International Relief Friendship Foundation | • Lutheran Disaster Response |
| • Mennonite Disaster Service | • Mercy Medical Airlift: National Patient Travel Center |
| • National Emergency Response Team | • National Organization for Victim Assistance |
| • Nazarene Disaster Response | • Northwest Medical Teams International |
| • Presbyterian Church (USA) | • REACT International, Inc. |
| • Society of St. Vincent de Paul | • Southern Baptist Convention |
| • The Phoenix Society for Burn Survivors, Inc. | • The Points of Light Foundation |
| • The Salvation Army | • United Jewish Communities |
| • United Methodist Committee on Relief and the General Board of Global Ministries | • Volunteers in Technical Assistance |
| • Volunteers of America | • Wider Church Ministries, United Church of Christ |
| • World Vision | |

Appendix C • Resources

Compensation programs are usually just one component among many in a state's victim-services network. Services can be provided to victims in an effective, efficient, and expedient manner if victim-service agencies are educated about each other's roles. Offering the appropriate referral to a victim can sometimes be the most valuable service available from a compensation program. In order to offer good referrals, a compensation program should maintain a directory of available local, state, Federal and nonprofit resources.

Information Shared by Using Comprehensive Resources

- I. Quick Reference
- II. Media Management: Checklist of Victim's Rights When Working with the Media
- III. Victim Assistance Resources

Quick Reference

Local/State Resources

- American Red Cross
- Charitable emergency funds
- Clergy associations
- Crisis Response Teams
- Department of Health and Human Services
- Department of Mental Health Services
- Mothers Against Drunk Driving (MADD)
- Parents of Murdered Children (POMC)
- Private businesses (airlines, car-rental agencies, telecommunications companies, grocery stores, clothing stores)
- Salvation Army
- State emergency funds
- State Victims Of Crime Act (VOCA) Victim Assistance Administrator
- United Way

National Resources

- American Red Cross - 703-248-4222 - www.redcross.org
- Bureau of Alcohol, Tobacco, and Firearms - 1-888-atf-tips - www.atf.gov
- Drug Enforcement Administration - 202-307-1000 - www.dea.gov
- Office for Victims of Crime - 202-307-5983 - www.ojp.usdoj.gov/ovc
- Office for Victims of Crime Call Center - 1-800-331-0075
- National Association of Crime Victim Compensation Boards - 703-780-3200 - www.nacvcb.org
- National Association of Victim Assistance Administrators Association - 606-233-2245
- www.navaa.org
- National Organization for Victims Assistance - 1-800-Try-NOVA
www.nova.org
- National Voluntary Organizations Active in Disaster - 703-339-5596
www.nvoad.org
- Salvation Army - 1-800-SAL-ARMY - www.salvationarmy.gov
- Social Security Administration - 1-800-772-1213 - www.ssa.gov
- U.S. Bureau of Immigration and Customs Enforcement - www.ice.gov
202-514-2895
- U.S. Department of Homeland Security - www.dhs.gov
- U.S. Department of Labor - 1-866-4-USA-DOL - www.dol.gov
- U.S. Postal Service - 1-800-275-8777 - www.usps.gov

● **Media Management**

A Checklist of Victims' Rights When Working with the Media

Victims have the right:

- 1) Say "no" to an interview.
- 2) Select the spokesperson or advocate of their choice.
- 3) Select the time and location for media interviews.
- 4) Request a specific reporter.
- 5) Refuse an interview with a specific reporter even though they have granted interviews to other reporters.
- 6) Say "no" to an interview even though they have previously granted interviews.
- 7) Release a written statement through a spokesperson in lieu of an interview.
- 8) Exclude children from interviews.
- 9) Refrain from answering any questions with which they are uncomfortable or feel are inappropriate.
- 10) Know in advance the direction the story is going to take.
- 11) Avoid a press conference atmosphere and speak to only one reporter at a time.
- 12) Demand a correction when inaccurate information is reported.
- 13) Ask that offensive photographs or visuals be omitted from broadcast or publication.
- 14) Conduct a television interview using a silhouette or a newspaper interview without having a photograph taken.
- 15) Completely give their side of the story related to the victimization.
- 16) Refrain from answering reporters' questions during trial.
- 17) File a formal complaint against a journalist.
- 18) Grieve in private.
- 19) Suggest training about media and victims for print and electronic media in their communities.

By Anne Seymour and Linda Lowrance

FOR IMMEDIATE RELEASE
Month/Day, Year

CONTACT: NAME
Phone Number(s)

CITY — In the aftermath of [mass casualty incident], [state/city/community] residents are being reminded that financial assistance is available for our state's crime victims.

The [compensation program] can pay up to [maximum award] to help eligible crime victims with expenses for medical care, mental health counseling, burial costs, rehabilitative treatment, and other crime-related expenses. For expenses not covered by the program, referrals may be available to other victim-service organizations.

For additional information about the [compensation program] or to obtain a compensation application, contact [agency] by calling [number].

-30-

***** optional

Citizens wishing to help provide financial assistance to [state] crime victims can contribute to the [compensation program] by sending donations, payable to [fund information] at [address].

● Victim Assistance Resources

Attached are several documents that may be helpful to compensation programs as they serve victims of mass casualty incidents. The documents are designed for easy duplication. Some compensation programs have photocopied these documents and mailed them with compensation applications.

- Code of Professional Ethics for Victim Assistance Providers
- After the Trauma
- Stress and Trauma
- Trauma and Loss
- Long-Term Crisis Reactions
- Long-Term Traumatic Stress Reaction
- Child Reactions to Trauma
- Coping Strategies for Children

Code of Professional Ethics for Victim Assistance Providers

Adopted by the NOVA Board of Directors, April 22, 1995

Victims of crime and the criminal justice system expect every Victim Assistance Provider, paid or volunteer, to act with integrity, to treat all victims and survivors of crime-their clients-with dignity and compassion, and to uphold principles of justice for accused and accuser alike. To these ends, this Code will govern the conduct of Victim Assistance Providers:

In relationships with every client, the Victim Assistance Provider shall:

1. Recognize the interests of the client as a primary responsibility
2. Respect and protect the client's civil and legal rights
3. Respect the client's rights to privacy and confidentiality, subject only to laws or regulations requiring disclosure of information to appropriate other sources
4. Respond compassionately to each client - withholding opinion or judgment, and accepting the client's statement of events as it is told, whether or not an offender has been identified, arrested, convicted, or acquitted
5. Provide services to every client without attributing blame, no matter what the client's conduct was at the time of the victimization or at another stage of the client's life
6. Foster maximum self-determination on the part of the client
7. Serve as a victim advocate when requested and, in that capacity, act on behalf of the client's stated needs without regard to personal convictions and within the social and legal parameters of the advocate's agency
8. Provide each client with personalized services, working for the client's welfare without concern about personal gain
9. Should one client's needs conflict with another's, act with regard to one client only after promptly referring the other to another qualified Victim Assistance Provider
10. Observe the ethical imperative to have no sexual relations with clients, current or past, in recognition that to do so risks exploitation of the knowledge and trust derived from the professional relationship
11. Make client referrals to other resources or services only in the client's best interest, avoiding any conflict of interest in the process
12. Provide opportunities for colleague Victim Assistance Providers to seek appropriate services when traumatized by a criminal event or a client

After the Trauma

You may want to consider applying for compensation for mental health counseling if you observe any of the following behaviors in any member of your immediate family:

- Recurring nightmares about the incident
- Acting or feeling as if the incident was recurring (includes a sense of reliving the incident, illusions, hallucinations and flashbacks, including those that occur on awakening or when intoxicated)
- Intense psychological distress when experiencing things that resemble an aspect of the traumatic incident (ie. firecrackers)
- Physical responses when experiencing things that resemble an aspect of the traumatic incident
- Efforts to avoid activities, places or people that arouse memories of the trauma
- Inability to recall an important aspect of the trauma
- Markedly diminished interest or participation in significant activities
- Feeling of detachment or estrangement from others
- Inability to feel a wide range of emotions
- Sense of a foreshortened future (ie. does not expect to have a career, marriage, children or normal life span)
- Difficulty falling and/or staying asleep
- Hyper-vigilance
- Exaggerated startle response

Stress and Trauma

Your Day-to-Day Life

Individuals exist in a normal state of "equilibrium" or balance. That emotional balance involves everyday stress, both positive and negative - like being late to work, getting a promotion, having a flat tire, getting ready for a date, or putting the children to bed. Occasionally, stress will be severe enough to move an individual out of his or her normal state of equilibrium and into a state of depression or anxiety. But most people most of the time stay in a familiar range of equilibrium.

When Trauma Occurs

Trauma throws people so far out of their range of equilibrium that it is difficult for them to restore a sense of balance in life. Trauma may be precipitated by stress: "acute" or "chronic."

1. Acute stress is usually caused by a sudden, arbitrary, often random event
2. Chronic stress is one that occurs over and over again - each time pushing the individual toward the edge of his state of equilibrium, or beyond.

Most trauma comes from acute, unexpected stressors such as violent crime, natural disasters, accidents or acts of war.

1. Some trauma is caused by quite predictable (but hated) stressors such as the chronic abuse of a child, spouse or elder abuse.
2. "Developmental crises" come from transitions in life, such as adolescence, marriage, parenthood and retirement
3. Though similar to acute stress, chronic and developmental crises have significant differences not covered in this review.

The Crisis Reaction

The normal human response to trauma follows a similar pattern called the crisis reaction. It occurs in all of us.

Physical Response

The physical response to trauma is based on our animal instincts. It includes:

1. Physical shock, disorientation, immobilization and numbness: "Frozen Fright."
2. "Fight-or-Flight" reaction (when the body begins to mobilize):
 - Adrenaline begins to pump through the body.
 - The body may relieve itself of excess materials by urinating, regurgitating or defecating.
 - Physical senses—one or more may become more acute while others "shut down."
 - The heart rate increases and one may hyperventilate, sweat, etc.
3. Exhaustion: physical arousal associated with fight-or-flight cannot be prolonged indefinitely. Eventually, it will result in exhaustion.

Emotional Reaction

Our emotional reactions are heightened by our physical responses.

1. Stage one: shock, disbelief, denial
2. Stage two: cataclysm of emotions—anger/rage, fear/terror, sorrow/grief, confusion/frustration, self-blame/guilt
3. Stage three: reconstruction of equilibrium - emotional roller-coaster that eventually becomes balanced, but never goes back to what it was before the crisis—a new sense of equilibrium will be developed.

Trauma and Loss

Trauma is accompanied by a multitude of losses:

1. Loss of control over one's life
2. Loss of faith in one's God or other people
3. Loss of a sense of fairness or justice
4. Loss of personally-significant property, self or loved ones
5. Loss of a sense of immortality and invulnerability
6. Loss of future

Because of the losses, trauma response involves grief and bereavement. One can grieve over the loss of loved things as well as loved people.

Trauma and Regression

Trauma is often accompanied by regression—mentally and physically.

1. Individuals may do things that seem childish later. Examples include:
 - Singing nursery rhymes
 - Assuming a fetal position or crawling instead of walking
 - Calling a law enforcement officer or other authority figure "mommy" or "daddy" – or at least thinking of them that way
2. Individuals may feel childish. Examples include:
 - Feeling "little"
 - Wanting "mommy" or "daddy" to come and take care of you
 - Feeling "weak"
 - Feeling like you did when you were a child and something went terribly wrong

Recovery From Immediate Trauma

Many people live through a trauma and are able to reconstruct their lives without outside help. Most people find some type of benign outside intervention useful in dealing with trauma.

Recovery from immediate trauma is often affected by:

1. Severity of crisis reaction
2. Ability to understand what happened
3. Stability of victim's/survivor's equilibrium after event
4. Supportive environment
5. Validation of experience

Recovery issues for survivors include:

1. Getting control of the event in the victim's/survivor's mind
2. Working out an understanding of the event and, as needed, a redefinition of values
3. Re-establishing a new equilibrium/life
4. Re-establishing trust
5. Re-establishing a future
6. Re-establishing-meaning

Long-Term Crisis Reactions

Not all victims/survivors suffer from long-term stress reactions. Many victims continue to re-experience crisis reactions over long periods of time. Such crisis reactions are normally in response to "trigger events" that remind the victim of the trauma. They can bring back the intense emotion that occurred with the original trauma. "Trigger events" will vary with different victims/survivors, but may include:

- Identification of the assailant in, say, a police lineup
- Sensing (seeing, hearing, touching, smelling, tasting) something similar to something that one was acutely aware of during the trauma
- "Anniversaries" of the event
- The proximity of holidays or significant "life events"
- Hearings, trials, appeals or other critical phases of the criminal justice process
- News reports about a similar event

Long-term stress or crisis reactions may be made better or worse by the actions of others. When such reactions are sensed to be negative (whether or not they were intentional), the actions of others are called the "second assault" and the feelings are often described as a "second injury."

Sources of the second assault may include:

- the criminal justice system
- the media
- family, friends, acquaintances
- hospital and emergency room personnel
- health and mental health professionals
- social service workers
- victim service workers
- schools, teachers, educators
- victim compensation system
- clergy

The intensity of long-term stress reactions usually decreases over time, as does the frequency of the re-experienced crisis. However, the effects of a catastrophic trauma cannot be "cured." Even survivors of trauma who reconstruct new lives and who have achieved a degree of normality and happiness in their lives - and who can honestly say they prefer the new, "sadder-but-wiser" person they have become - will find that new life events will trigger the memories and reactions to the trauma in the future.

Long-Term Traumatic Stress Reaction

When someone survives a catastrophe, they often experience stress reactions for years. Long-term stress reactions are natural responses of people who have survived a traumatic event. Long-term stress reactions are most often a result of imprinted sensory perceptions and reactions in the brain and body. Long-term stress reactions are not always pathological nor do they necessarily require intensive mental health interventions. The most common types of long-term stress reactions include:

A. Post-traumatic Character Changes

B. Post-Traumatic Stress Reactions

C. Post-Traumatic Stress Disorder (PTSD)

a. Re-experiencing the event both psychologically and with physiological reactivity.

- Intrusive thoughts
- Nightmares and distressing dreams
- Flashbacks

b. Numbing, avoidance, and isolation

- avoidance of thoughts or activities that remind one of the event
- avoidance of previous habits or pleasurable activities that the individual engaged in before the event
- estrangement and isolation
- reduced affect or feelings of "emotional anesthesia"
- partial amnesia
- a sense of foreshortened future

c. Behavioral arousal

- inability to concentrate
- insomnia or interrupted sleep patterns
- flashes of anger or irritability
- startle reactions or hyper-alertness

Duration of symptoms last for one or more months. The trauma reactions and symptoms impair functioning.

D. Acute Stress Disorder (ASD)

E. Adjustment Disorder

F. Complex PTSD or Diagnosis of Extreme Stress Not Otherwise Specified (DESNOS)

Symptoms may occur in persons who have survived complex, prolonged or repeated traumas during which they have been subjected to coercive control. Such control may be imposed through violence or threat of violence, control of bodily functions, capricious enforcement of petty rules, intermittent rewards, isolation, degradation, or enforced participation in the violence.

G. Depression

H. Simple Phobias

I.. Panic Disorder

J. Anxiety Disorder

It is not important to know all the symptoms for the stress reactions mentioned above. If you become concerned about your reactions or how long they last, it is useful to talk to a mental health professional who is a specialist in working with people who have experienced traumatic events.

Child Reactions To Trauma

- A. **Overview:** Children's reaction to a trauma will involve not only the impact of the catastrophe on their lives (what they saw, heard, felt, smelled and so on) but a sense of crisis over their parents' reactions. The presence or absence of parents and terror over a frightening situation – one that has rendered the children's parents helpless – all contribute to children's distress.

"A central theme that emerges from exploration of children's responses to disaster situations is that, in a way that is not generally appreciated, they, too, experience fear of death and destruction... Particularly influential in the young child's experience are the presence or absence of his parents and the terror of overwhelming physical forces that seem to render the 'all powerful' adult parents frightened and powerless."

B. *Birth - 2 Years*

1. High anxiety levels manifested in crying, biting, throwing objects, thumb sucking, and agitated behavior.
2. While it is unlikely that the child will retain a strong mental memory of the trauma, the child may retain a physical memory.

C. *2 Years - 6 Years: pre-school*

1. Children may not have the same level of denial as do adults so they take in the catastrophe more swiftly.
2. Engage in reenactments and play about the traumatic event – sometimes to the distress of parents or adults.
3. Anxious attachment behaviors are exhibited toward caretakers – may include physically holding on to adults; not wanting to sleep alone; wanting to be held.
4. May become mute, withdrawn and still.
5. Manifest a short "sadness span" but repeat sadness periods over and over.
6. Regress in physical independence – may refuse to dress, feed, or wash self; may forget toilet training; may wet bed.
7. Sleep disturbances, particularly nightmares are common.
8. Any change in daily routines may be seen as threatening.
9. Does not understand death (no one does) and its permanency – reaction to death may include anger and a feeling of rejection.

D. *6 Years - 10 Years: School age*

1. Play continues to be the primary method of expression. Often art, drawing, dance or music may be integrated in the play.
2. The sense of loss and injury may intrude on the concentration of the child in school.
3. Radical changes in behavior may result – the normally quiet child becoming active and noisy; the normally active child becoming lethargic.
4. May fantasize about event with "savior" ending.
5. Withdrawal of trust from adults.
6. May become tentative in growth towards independence.
7. Internal body dysfunctions are normal – headaches, stomach aches, dizziness.
8. May have increasing difficulty in controlling their own behaviors.
9. May regress to previous development stages

E. 10 Years - 12 Years: girls' pre-adolescence

12 Years - 14 Years: boys' pre-adolescence

1. Become more childlike in attitude.
2. May be very angry at unfairness of the disaster.
3. May manifest euphoria and excitement at survival.
4. See symbolic meaning to pre-disaster events as omens and assign symbolic reasons to post-disaster survival.
5. Often suppress thoughts and feelings to avoid confronting the disaster.
6. May be judgmental about their own behavior.
7. May have a sense of foreshortened future.
8. May have a sense of meaninglessness or purposelessness of existence.
9. Psychosomatic illnesses may manifest themselves.

F. 12/14 Years - 18 Years

1. Adolescents most resemble adult post-traumatic stress reactions.
2. May feel anger, shame, betrayal and act out their frustration through rebellious acts in school.
3. May opt to move into adult world as soon as possible – to get away from the sense of disaster and to establish control over their environment.
4. Judgmental about their own behavior and the behavior of others.
5. Their survival may contribute to the sense of immortality.
6. They are often suspicious and guarded in their reaction to others in the aftermath.
7. Eating and sleeping disorders are common.
8. Depression and anomie may plague the adolescent.
9. May lose impulse control and become a threat to other family members and him/herself.
10. Alcohol and drug abuse may be a problem as a result of the perceived meaninglessness of the world.
11. Fear that the disaster or tragedy will repeat itself adds to the sense of a foreshortened future.
12. May have psychosomatic illnesses.

Coping Strategies for Children

- A. Rebuild and reaffirm attachments and relationships. Love and care in the family is a primary need. Extra time should be spent with children to let them know that someone will take care of them and, if parents are survivors, that their parents have reassumed their former role as protector and nurturer is important. Physical closeness is needed.
- B. It is important to talk to children about the tragedy – to address the irrationality and suddenness of disaster. Children need to be allowed to ventilate their feelings, as do adults, and they have a similar need to have those feelings validated. Reenactments and play about the catastrophe should be encouraged. It may be useful to provide them with special time to paint, draw, or write about the event. Adults or older children may help pre-school children reenact the event since pre-school children may not be able to imagine alternative "endings" to the disaster and hence may feel particularly helpless.
- C. Parents should be prepared to tolerate regressive behaviors and accept the manifestation of aggression and anger especially in the early phases after the tragedy.
- D. Parents should be prepared for children to talk sporadically about the event – spending small segments of time concentrating on particular aspects of the tragedy.
- E. Children want as much factual information as possible and should be allowed to discuss their own theories about what happened in order for them to begin to master the trauma or to reassert control over their environment.
- F. Since children are often reluctant to initiate conversations about trauma, it may be helpful to ask them what they think other children felt or thought about the event.
- G. Reaffirming the future and talking in "hopeful" terms about future events can help a child rebuild trust and faith in his own future and the world. Often, parental despair interferes with a child's ability to recover.
- H. Issues of death should be addressed concretely.

Appendix D • Suggestions When a Natural Disaster Occurs

"My hope is whether incidences of school shootings, workplace violence, mass violence or crimes created by natural disasters that compensation programs can create opportunities to work with disaster relief agencies to better assist crime victims."

Sandra K. Morrison, Director

Mississippi Crime Victim Compensation Program

Natural Disasters

- I. How Can Crime Victim Compensation Programs Be Involved in Natural Disasters?**
- II. Involvement by Disaster-Related Agencies**
- III. Media and Public Awareness**
- IV. Training**
- V. Donations, Emergency-Preparedness Funds and Supplemental Funding**
- VI. Mobilization**
- VII. Program Logistics**
- VIII. Program Guidelines**
- IX. Staff Stress**
- X. Standard Operating Procedures**

How Can Crime Victim Compensation Programs Be Involved in Natural Disasters?

Crime victim compensation programs are not directly involved in natural-disaster responses. However, please consider:

- ◆ Injuries to natural disaster victims while trying to prevent looting.
- ◆ Increased domestic violence after a wide-spread natural disaster.
- ◆ Possible rise in crime after a natural disaster.

Involvement by Disaster-Related Agencies

Determine your state's governmental and private agencies that are involved in natural disaster responses.

- ◆ Educate agencies about crime victim compensation and scenarios that might apply during a natural disaster.
 - ◆ Looting victims.
 - ◆ Domestic violence victims.
 - ◆ Increase in crime.
- ◆ Keep Memorandums of Understanding [MOUs] or Mutual Aid Agreements [MAAs] with agencies.
 - ◆ Specify a confidentiality clause for information sharing purposes.

Contact your state's Office of Emergency Management and State Voluntary Organizations Active in Disaster [VOAD].

- ◆ Participate in national/state VOAD meetings.
 - ◆ Educate membership on crime victim compensation and how it might apply to a natural disaster when a criminal incident occurs.
 - ◆ Clarify programs benefits, limitations and payer of last resort status.
 - ◆ Maintain resource directories for natural disaster responders.

Contact your state's Office of Emergency Management.

- ◆ Request training presentations and the opportunity to tour their facility.
- ◆ Seek information on pre-determined disaster incident command centers.
- ◆ Ask if crime victim compensation information may be included in their informational briefings to the public [if applicable].

Media and Public Awareness

Ask compensation spokesperson or public information officer from your agency to develop a crime victim compensation awareness press release if a scenario arises where program may be needed.

Work with victim-assistance professionals that may see a rise in crime after a natural disaster.

- ◆ Educate disaster management-agencies, nonprofits and community workers in the affected area.
- ◆ Encourage victim-assistance programs to increase outreach efforts.

Training

Take the opportunity to learn more about disaster responses through your state office of emergency services.

- ◆ Evaluate the networking benefits that may be used later if a mass casualty incident occurs.

Donations, Emergency-Preparedness Funds and Supplemental Funding

Observe natural disaster-response agencies [FEMA and American Red Cross] as they collect donations and disburse funds.

- ◆ Explore way that their system may work for your program in the event of a criminal mass casualty event.

Mobilization

Observe mobilization techniques by Federal and state agencies as they respond to natural disaster victims.

- ◆ Continue to observe and incorporate "best practices" into your standard operating procedure.
- ◆ Assess if practices can be used during a criminal mass-victimization.

Program Logistics

Observe required credentials and identification used by professional natural-disaster responders.

- ◆ Determine if these may be incorporated into your program.

Program Guidelines

Discuss scenarios that might apply to victims and responders during a natural disaster.

- ◆ If looting or other crimes developed, would your program treat the authorized disaster-related victim list as the police report?

PROPERTY OF

Staff Stress

Create method to observe physical and emotional stress during a natural disaster.

- ◆ Has staff lost family, friends, homes or personal property?
 - ◆ Allow for breaks and the opportunity to talk about their reactions.

Standard Operating Procedures

Review your Standard Operating Procedures.

- ◆ Build in natural-disaster situations that may turn into eligible crime victim compensation claims.
- ◆ Create flow-chart that every staff member, volunteer, disaster-related agency and nonprofit disaster relief agency can have.

nacvcb

National Association

of Crime Victim

Compensation Boards

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