



## 20 Years Later: Mass Casualty Events and the Evolution of Victim Services

2021 Conference • August 25 – 26 • New York, NY

### CONFERENCE AT A GLANCE

#### WEDNESDAY, AUGUST 25, 2021

9 a.m. – 11:45 a.m.	Conference Registration	Grand Ballroom Foyer
10 a.m. – 11:30 a.m.	SPECIAL LIVESTREAM PRESENTATION <i>Choosing Love over Fear</i> With Scarlett Lewis	Grand Ballroom
Noon – 1:30 p.m.	WELCOME AND CONFERENCE OPENING <i>9/11 Memorial and Museum: The Urgency of 9/11</i> With Noah Rauch and Bill Spade	Grand Ballroom
1:30 p.m. – 2 p.m.	Break	
2 p.m. – 3:30 p.m.	<b>Breakout Session 1</b>	Breakout Rooms
3:30 p.m. – 5 p.m.	<b>Breakout Session 2</b>	Breakout Rooms

#### THURSDAY, AUGUST 26, 2021

8:30 a.m. – 10 a.m.	MORNING PRESENTATION <i>Turning Agony into Action: A Father's Journey to Make Schools Safe after the Parkland School Shooting</i> With Max Schachter	Grand Ballroom
10 a.m. – 10:30 a.m.	Break	
10:30 a.m. – Noon	<b>Breakout Session 3</b>	Breakout Rooms
Noon – 1:30 p.m.	Lunch Break	
1:30 – 3 p.m.	AFTERNOON PRESENTATION <i>Radical Collaboration and Healing through Relationship</i> With Eric McGriff	Grand Ballroom
3 p.m. – 3:30 p.m.	Break	
3:30 p.m. – 5 p.m.	<b>Breakout Session 4</b>	Breakout Rooms



## WORKSHOP SESSION BREAKDOWN

WEDNESDAY, AUGUST 25, 2021				
	<b>Workshop 1</b>	<b>Workshop 2</b>	<b>Workshop 3</b>	<b>Workshop 4</b>
<b>Session 1</b> 2 - 3:30 p.m.	The Case for Disaster Mental Health Training for Victim Advocates	Effects of Mass Violence Incidents on Communities and Resources to Build Readiness, Response and Resilience	Breaking Barriers: Connecting Service Providers with the Online Community	Organizational Transformation: Addressing the Effects of Race, Intersectionality and Oppression
<b>Breakout Room:</b>	<b>Grand Ballroom</b>	<b>Financial I</b>	<b>Financial II</b>	<b>Financial III</b>
	<b>Workshop 5</b>	<b>Workshop 6</b>	<b>Workshop 7</b>	<b>Workshop 8</b>
<b>Session 2</b> 3:30 p.m. – 5 p.m.	Early Intervention after Mass Violence Incidents: PFA and SPR	Community-Based Resources for Gun Violence Survivors: Interrupting Cycles of Violence through Locally-Driven, Culturally Competent Care	Emergency Legal Guidance for Victims and Families after a Disaster	Harm Reduction in Youth: Where are We Now, and How Do We Move Forward?
<b>Breakout Room:</b>	<b>Grand Ballroom</b>	<b>Financial I</b>	<b>Financial II</b>	<b>Financial III</b>
THURSDAY, AUGUST 26, 2021				
	<b>Workshop 9</b>	<b>Workshop 10</b>	<b>Workshop 11</b>	<b>Workshop 12</b>
<b>Session 3</b> 10:30 a.m. – Noon	Preparing for and Responding in the Aftermath of a Mass Violence Incident	Urban Indigenous People: Providing Services with Cultural Humility	What Can We Learn from Previous Mass Violence Events?	Date Night in Vegas: A Case Study of a Husband and Wife who Experienced the 2017 Las Vegas Shooting
<b>Breakout Room:</b>	<b>Grand Ballroom</b>	<b>Financial I</b>	<b>Financial II</b>	<b>Financial III</b>
	<b>Workshop 13</b>	<b>Workshop 14</b>	<b>Workshop 15</b>	<b>Workshop 16</b>
<b>Session 4</b> 3:30 p.m. – 5 p.m.	Assisting Survivors and Communities Affected by Hate-Motivated Mass Violence	Preparing Your Community for Response and Recovery to Mass Violence Incidents	"We Regret to Inform You..." Providing Sensitive Death Notifications with Professionalism, Dignity and Compassion	Building BRAVE: COVID and Construction of a New Hospital-Based Violence Intervention Program
<b>Breakout Room:</b>	<b>Grand Ballroom</b>	<b>Financial I</b>	<b>Financial II</b>	<b>Financial III</b>



## **PLENARY PRESENTATIONS**

*Note that all plenary presentations will be livestreamed for virtual attendees.*

**Wednesday, August 25, 2021**

### **Special Livestream Presentation – 10 a.m.**

#### *Choosing Love Over Fear*

Scarlett Lewis – Founder and Chief Movement Officer of Choose Love Movement, Mother of Sandy Hook Shooting Victim Jesse Lewis



Social and Emotional Intelligence consists of essential life skills, tools and attitudes that enable us to find meaning and purpose in our lives and flourish! This helps us to grow through, and even be strengthened by life's challenges. If anxiety is my reaction to an external stressor, is there a way that I can shift control of my life from external to internal? Is there a simple formula that I can use to be able to take my personal power back by thoughtfully responding with love to what is happening in my life rather than impetuously reacting with frustration, anger and fear? Yes!

There is a straightforward method that will lead you to being able to Choose Love in any situation, circumstance, or interaction! We are all connected as humans by the want and need to love and be loved yet we also face difficulty and feel pain. The ability to choose love addresses the cause of so much of the suffering we're experiencing in our world today and can reduce and even prevent the majority! Be part of the solution and join the movement to Choose Love!

### **Welcome and Conference Opening – Noon**

9/11 Memorial and Museum: The Urgency of 9/11

Noah Rauch – Senior Vice President, Education & Public Programs, 9/11 Memorial and Museum

Bill Spade – Firefighter, FDNY (ret.)



As we approach the 20th anniversary of 9/11, this session will offer an in-depth look at the attacks and highlight the role of the Office of Victim Services in its aftermath. A talk by Noah Rauch, Senior Vice President for Education & Public Programs at the 9/11 Memorial & Museum, will be followed by retired FDNY firefighter, Bill Spade, sharing his firsthand experiences that day. A Q&A will follow.





**Thursday, August 26, 2021**

**Morning Presentation – 8:30 a.m.**

*Turning Agony into Action: A Father's Journey to Make Schools Safe after the Parkland School Shooting*  
Max Schachter – Founder and Executive Director, Safe Schools for Alex, Father of Parkland School Shooting Victim Alex Schachter



Max Schachter is a national school safety advocate. His 14-year-old son Alex was one of the 17 innocent victims murdered in the Parkland school shooting on Valentine's Day 2018. Since the heartbreaking day that changed Max's life forever, he has been fighting for policy change at the highest levels of the United States government. Through Safe Schools For Alex, the 501(c)(3) he created to honor his son, he provides the most current school safety leading practices to students, parents, school districts, and law enforcement so that all children can learn in a safe environment. Max's unique style of presentation shows his pain, vulnerability, and unrelenting drive for accountability during the three years since his son's murder. Max speaks not only from the perspective

of a father of a victim of mass violence. He also is member of Marjory Stoneman Douglas High School Public Safety Commission that was tasked with investigating the worst high school shooting in United States history. While Max has worked as an advisor to the U.S. Secret Service National Threat Assessment Center on preventing the next tragedy, he has also been a staunch advocate for developing a standard of care to assist the next community in its recovery. Max will detail his efforts to develop a Mass Casualty Rapid Response Team.

**Afternoon Presentation – 1:30 p.m.**

*Radical Collaboration and Healing through Relationship*  
Eric McGriff – Prevention Coordinator, Crime Victims Treatment Center



How do we engage community after a collective trauma, like those we face today? What work are we doing in our organizations and through our collaborative efforts to prepare us for the next adaptive challenges that an increasingly complex, uncertain, and interconnected world will continue to throw at us?

This interactive workshop will allow participants to experience a participatory and relational model for planning, implementing, and evaluating coordinated community responses to violence by calling attention to the ways we hold space; as facilitators, trainers, community advocates, and leaders. It will invite folks to make subtle yet powerful changes in the ways we interact with the communities we serve in order to create fertile ground for the "radical collaboration" that will help us adapt and tap into a community's evolutionary potential. Participants will explore the social technology of complex facilitation, psychological safety, and participatory decision-making as a means through which we can exercise a humble inquiry to engage and support communities impacted by harm. None of us can see into the future, and we cannot know what folks don't feel safe enough to share, but maybe we can develop the ability to sense what's next for us. With a new social technology that embraces our collective minds, and hearts, we can create favorable conditions for navigating through uncertainty, and sense toward our greatest possibilities, together.



## **Workshops**

*Note that workshops 1, 5, 9, and 13, marked with an \*, will be livestreamed for virtual attendees.*

### **Wednesday, August 25, 2021**

#### **Breakout Session 1: 2 p.m. – 3:30 p.m.**

##### **Workshop 1\***

##### ***The Case for Disaster Mental Health Training for Victim Advocates***

Steven Moskowitz – Director, Emergency Preparedness and Response, NYS Office of Mental Health

Dr. Karla Vermeulen – Deputy Director, Institute for Disaster Mental Health, Associate Professor of Psychology, SUNY New Paltz

While OVS personnel may have extensive experience working with traumatized individuals, it's important to recognize that different skills are needed when responding to the distinct demands of a mass casualty incident or other large-scale disaster. Given the collective nature of these events, and the often chaotic and unpredictable response environment, helpers need to understand how the mental health needs of disaster survivors differ from those dealing more individual forms of trauma – and to recognize the impact responding can take on even the most seasoned clinicians. The key to both responding effectively, and to minimizing the risk of occupational hazards like vicarious traumatization, is to obtain Disaster Mental Health-specific (DMH) training before helpers deploy to disaster locations where survivors have been exposed to trauma on a large scale. DMH responder training not only provides a firm grounding in how to apply the skills of Psychological First Aid to assist survivors, but also a fuller awareness of the psychological dynamics of the disaster environment and how to bring effective support under difficult circumstances. This includes insight into the etiology of traumatic stress and how to provide rapid triage, crisis intervention, and other related supportive services in diverse and often difficult settings. Seeking this specialized training is essential to protect both survivors and responders.

##### Learning Objectives:

1. Understand differences between reactions to mass disasters versus individual trauma
2. Understand key aspects of disaster mental health practice environments
3. Recognize the need for Disaster Mental Health-specific training and self-care before and after deploying, regardless of experience



## **Workshop 2**

### ***Effects of Mass Violence Incidents on Communities and Resources to Build Readiness, Response and Resilience***

Angela Moreland – Associate Professor, Medical University of South Carolina

This session will highlight key findings from landmark needs assessments in three communities that experience a mass violence incident. More than 2,000 individuals responded to the survey and the session will focus on the survey findings such as the prevalence of PTSD and depression among adults; its relationship to degree of exposure; the degree of social support and its impact on mental health outcomes; the degree and impact of prior violent victimization; and the MVIs impact on fear and fear-related protective measures. This information may help professionals to better understand the needs of these victims and the challenges in helping them on a path toward healing. Participants will also be provided a brief overview of the latest resources available from the National Mass Violence Victimization Resource Center (NMVVRC) which was established in October of 2017 in partnership with the Office for Victims of Crime (OVC). Many of the resources were developed with guidance and input from State Administrators and other stakeholders, including mass violence survivors.

Learning Objectives:

1. Understand the latest resources available from the NMVVRC
2. Define the findings of mental health outcomes following mass violence
3. Better understand the needs of victims and the challenges in helping them on a path toward healing

## **Workshop 3**

### ***Breaking Barriers: Connecting Service Providers with the Online Community***

Mark Cardona – Assistant Director of Administration, WestCOP – Victims Assistance Services

Thomas Cambria – Victim Advocate and Legal Advocate, WestCOP – Victims Assistance Services

Over the years, WestCOP VAS has recognized the importance of bridging the gaps of access to underserved populations such as the deaf or hearing, people with disabilities and non-English speakers. Ensuring services are safe and accessible to all, is oftentimes one of the most significant challenges service providers face. In efforts to make necessary changes, providers must understand the needs, barriers and strengths of the community.

COVID-19, shifted in many ways how we provide services, we had to adapt to remote and virtual spaces while maintaining confidentiality, safety and access to victims. It was imperative for us all to embrace technology and integrate new tools to expand our reach and client's access. We began exploring tools to make services accessible in a new technological space. The research indicated the need for more contact options for clients, such as online chats and text messaging. We quickly learned that this new form of communication allowed unsafe spaces to become safe and gave access to clients where transportation, location and language might have been a barrier.

This workshop will elaborate on the research, planning and implementation process of this additional service. We will discuss in detail the barriers and limitations, trial and error period, feedback we received and lessons we continue to learn. Additionally, we will showcase the platform we use, provide tips and walk you through how this can be integrated at your respective programs.

Learning Objectives:

1. Provide understanding of groups of people/populations overlooked by victim service providers
2. Increase awareness for the need of comprehensive and adaptable services within multiple populations
3. Be able to use technology as a tool to enhance services and increase access and reach



## **Workshop 4**

### ***Organizational Transformation: Addressing the Effects of Race, Intersectionality and Oppression***

Ms. Randi Bregman – Co-Executive Director, Vera House, Inc.

Ms. Angela Douglas – Co-Executive Director, Vera House, Inc.

Not recognizing the effects of race, intersectionality and oppression is to be complicit in the continued marginalization and traumatization of BIPOC and AAPI communities. This workshop will unpack the internal work of leaders and staff in addressing the impacts and challenges necessary to better serve crime victims, with a particular focus on survivors of domestic and sexual violence. Systemic racism and white supremacy will be explored in the context of work with victims, and frameworks for dismantling racism will be offered. The co-presenters, Co-Directors of Vera House, will share their journey with this work to date and the essential work ahead.

Learning Objectives:

1. Identify the effects of racism and oppression within our own organizations and services
2. Think strategically about addressing the resistance and challenges in our work to end systemic racism and white supremacy
3. Recognize the personal work and endurance necessary to truly address systemic racism

## **Breakout Session 2: 3:30 p.m. – 5 p.m.**

### **Workshop 5\***

#### ***Early Intervention after Mass Violence Incidents: PFA and SPR***

Dr. Alyssa Rheingold – Director of Response Division, National Mass Violence Victimization Resource Center

Victims of mass violence incidents are at risk for experiencing a range of mental health problems including posttraumatic stress disorder, depression, and substance abuse. Several acute interventions have been developed over the past decade with the goal of being implemented shortly following a traumatic event (i.e., within four weeks), with the aim of reducing risk for longer-term mental health problems. This workshop will provide clinicians, health care providers, first responders, victim advocates, and other professionals with an overview of mental health challenges faced by mass violence victimization and traumatically bereaved persons as well as an introduction to the basic concepts of Psychological First Aid (PFA) and Skills for Psychological Recovery (SPR), two early intervention approaches relevant to the needs of mass violence victims and survivors. Participants will have an opportunity to observe role play examples as well as practice skills.

Learning Objectives:

1. Identify early intervention models after mass violence incidents
2. Describe basic components of Psychological First Aid for victims of mass violence
3. Describe basic components of Skills for Psychological Recovery for victims of mass violence



## **Workshop 6**

### ***Community-Based Resources for Gun Violence Survivors: Interrupting Cycles of Violence through Locally Driven, Culturally Competent Care***

Melissa Paquette – Counsel, Community Safety Initiatives, Everytown for Gun Safety

Michael Sean Spence – Director of Community Safety initiatives, Everytown for Gun Safety

Survivors of firearm homicide or assault are especially concentrated in Black and brown communities, where services have been historically underfunded and left without adequate resources. In these communities, survivors of gun violence are overwhelmingly adolescent, particularly young Black males, many of whom sustain wounds that result in lifelong physical and emotional complications, limiting their opportunities far into adulthood. Community-led services can assist survivors by responding to incidents of gun violence in their community and providing ongoing care in the months and years that follow. Community-led services are often provided by credible, local, active messengers who may themselves be survivors of gun violence. Due to shared experiences and cultural competence, these community service providers are often more successful in engaging with survivors than advocates employed within the criminal justice system, particularly where community relationships with law enforcement are fractured.

Robust services for gun violence survivors are also a critical component of gun violence prevention, because one of the strongest predictors of future violence for young people is surviving it. In order to interrupt this cycle and facilitate physical and emotional healing, survivors need short- and long-term wraparound services. Meeting the needs of survivors furthers community healing and can stop the perpetuation of gun violence.

#### Learning Objectives:

1. Types of community-based service models proven to interrupt cycles of violence and improve outcomes for survivors of gun violence
2. The importance of partnerships with community-based service providers
3. The state and federal policies that are funding community-based services





## **Workshop 7**

### ***Emergency Legal Guidance for Victims and Families after a Disaster***

David Fischler – Chair, Mass Disaster Response Committee, NYS Bar Association

Howard Protter – Vice-Chair, Mass Disaster Response Committee, NYS Bar Association

The New York State Bar Association (NYSBA) Committee on Mass Disaster Response was formed in the aftermath of a train crash. NYSBA is the only state bar association in the country that has such a committee. There were painful and sobering lessons learned about the legal profession during that tragedy. It was clear that nothing was in place to prevent unlawful solicitation, nor to explain the legal process and answer legal questions raised by the victims and their families.

The NYSBA Committee on Mass Disaster Response seeks to aid victims of mass disasters by (1) providing free, short-term legal assistance to victims in the immediate aftermath of the disaster; and (2) preventing unlawful solicitation of victims.

The New York State Bar Association Committee on Mass Disaster Response consists of volunteer lawyers, geographically dispersed throughout the state, with varying legal backgrounds and practices, and a small number of non-lawyers who bring special skills and experience in working with victims of mass disasters. Committee members receive training specifically geared to helping victims of disasters. Our members are trained in the National Incident Management System (NIMS) and attend a three day course on Family Assistance Centers at the National Transportation Safety Board's Training Center.

The Committee's principal functions are to address legal issues faced by victims in the immediate aftermath of a disaster and to prevent unlawful solicitation of victims.

Learning Objectives:

1. Understand the need for legal guidance for victims or their families at a Family Assistance Center.
2. Serve as a model for other states implement a state bar association Mass Disaster Response group.
3. Understand the restrictions on attorney solicitation and the mechanism to address abuse

## **Workshop 8**

### ***Harm Reduction in Youth: Where are We Now, and How Do We Move Forward?***

Ms. Ahlea Howard – Human Trafficking Program Coordinator, International Institute of Buffalo

Harm reduction is grounded in justice and human rights and focuses on supporting people in truly trauma-informed methods. Its efficacy is becoming increasingly recognized as an effective approach to supporting trauma survivors beyond its origins in substance use work. Human rights based anti-trafficking work broadly recognizes harm reduction as an effective frame for engagement with adult survivors of human trafficking, yet often struggles to do so with youth survivors. Youth programs are frequently caught between emerging frames of trauma-informed care and supporting youth autonomy, and concerns for mandated reporting and liability.

This session will review key harm reduction principles, identify benefits of engaging with youth from a harm reductionist frame, and discuss concrete implementation strategies and challenges when implementing harm reduction programming with youth.

Learning Objectives:

1. Develop an understanding of harm reduction principals
2. Recognize harm reduction as best practice in anti-trafficking work
3. Review strategies for implementing harm reduction with youth
4. Strategize around bridging the risk-tolerance gap with other youth programs



**Thursday, August 26, 2021**

## **Breakout Session 3: 10:30 a.m. – Noon**

### **Workshop 9\***

#### ***Preparing for and Responding in the Aftermath of a Mass Violence Incident***

Dr. Staci Beers – Victim Services Coordinator, FBI Victim Services Division

Angela Jackson – Victim Specialist, FBI Victim Services Division

Are you ready for responding to a mass casualty incident? Do you have a response plan? Do you know who will be providing services to crime victims? This workshop will prepare you for developing tools to build a comprehensive victim assistance plan. Best practices and lessons learned will be shared. Experiential examples will be provided.

This workshop will provide participants an overview of the FBI Victim Services Division's initiative to develop a Victim Assistance Plan in all 56 Field Offices.

Learning Objectives:

1. Define the various steps for developing a Victim Assistance Plan
2. Identify best practices for mass casualty response
3. Learn about community emergency management partners and resources

### **Workshop 10**

#### ***Urban Indigenous People: Providing Services with Cultural Humility***

Ariel Richer – CEO, Director of Research, Urban Indigenous Collective

Urban Indigenous people (i.e. American Indian, Alaska Native, Native Hawaiian, Pacific Islander) in the greater Lenapehoking region (NYC tri-state area) have a unique history marred by a settler colonial project and historical trauma. As such, trust and subsequent use of services is very low. This workshop delves into the unique history of urban Indigenous people, with a focus on NYC. Additionally, we will discuss needs of the urban Indigenous community, and how to enact cultural humility through direct services, programming, and support.

Learning Objectives:

1. Understand the history of urban Indigenous people in the greater Lenapehoking area AKA NYC tri-state areas
2. Understand the tenets of cultural humility and community-based, participatory work with urban Indigenous people



## **Workshop 11**

### ***What Can We Learn from Previous Mass Violence Events?***

Jacklyn Schildkraut – Associate Professor of Criminal Justice, SUNY Oswego

Mass casualty events, such as mass shootings and acts of terrorism, have provided important insight for victim services providers with respect to the needs of those who have been impacted by such tragedies. Importantly, when responding to these mass casualty events, service providers must plan and prepare not only for the immediate aftermath, but also the needs of impacted individuals, including the broader community, for the long term. Based on research conducted with survivors of the mass shootings at Columbine High School (1999), Virginia Tech (2007), Sandy Hook Elementary School (2012), Las Vegas (2017), and others, this presentation highlights considerations for the immediate, intermediate, and long-term related to services and resources needed to support such communities. Topics to be touched upon include liaising with the media, coordinating support services, funding, and the establishment of community response and resiliency centers. Additional consideration will be given to the role of survivors of previous tragedies supporting the work of victim services to provide a robust and holistic approach to supporting survivors and communities. The presentation also emphasizes the importance of self-care during the process to be able to provide the most effective services to those impacted by mass casualty events.

Learning Objectives:

1. Understand the various needs for communities impacted by mass violence
2. Understand the other individuals who will be impacted in mass violence events beyond the immediate victims and survivors who may need resources
3. Identify the impact of these events on victim advocates

## **Workshop 12**

### ***Date Night in Vegas: A Case Study of a Husband and Wife who Experienced the 2017 Las Vegas Shooting***

Myra Strand – Chief Servant Leader, Strand Squared Solutions

*Note: this case study is presented with the full approval of John and Jill Jones.*

John and Jill Jones were excited to travel to Vegas for the Route 91 Harvest Music Festival. There they anticipated listening to Eric Church, Sam Hunt and Jason Aldean. John, an active-duty police officer, needed time-off and he couldn't think of a better evening than an outdoor music festival with the love of his life.

Around 10:10 pm, on October 1, 2017, Stephen Paddock opened fire upon the concert crowd from his 32nd floor window in the Mandalay Bay Hotel. He killed 59 people, wounded 411 and due to panic – more than 850 people were injured. This was the deadliest mass shooting in modern US history.

John and Jill were especially excited to see Jason Aldean, so they worked hard to be close to the stage for a good vantage point. When the shooting began and chaos ensued, they found themselves in the middle of things. John and Jill fiercely clung to each other as they fled to safety. Their hands desperately intertwined, their next 30 minutes are described in dramatically different ways. It is almost as if they had totally different experiences.

This presentation will explore the complicated way in which humans experience mass casualty events through the eyes of John and Jill as they navigated chaos, collected survivors, and led many others to safety. Further, it will provide a case as to why adopting trauma informed care is essential to quality services to ensure that victims transcend trauma and return to health.

Learning Objectives:

1. Provide, through case study, the basic facts of the 2017 Las Vegas shooting
2. Explore, through case study, how people share events but have different experiences
3. Articulate the role that understanding trauma plays in effective service delivery from trauma to transcendence



## **Breakout Session 4: 3:30 p.m. – 5 p.m.**

### **Workshop 13\***

#### ***Assisting Survivors and Communities Affected by Hate-Motivated Mass Violence***

Anne Seymour – Associate Academic Program Director, National Mass Violence Victimization Resource Center

Maggie Feinstein – Director, 10.27 Healing Partnership

Aurelia Sands Belle – Research Instructor, MUSC National Crime Victims Research and Treatment Center

Clarissa Walker Whaley – Victim/Witness Coordinator/Victim Services Manager, U.S. Attorneys Office

While the impact of any mass violence incident (MVI) is devastating, there are unique and far-reaching impacts when the victims and community are specifically targeted with hate violence. The repercussions extend far beyond those directly impacted, to the entire community that is targeted because of their race, ethnicity, religion, or other personal demographic factors.

#### Learning Objectives:

1. Define a hate-motivated MVI
2. Identify “lessons learned” from victim service providers & responders to previous hate-motivated MVIs in the US
3. Describe strategies to help survivors and their immediate geographic community, as well as the larger targeted community, after hate-motivated MVI

### **Workshop 14**

#### ***Preparing Your Community for Response and Recovery to Mass Violence Incidents***

Dr. Alyssa Rheingold – Director of Response Division, National Mass Violence Victimization Resource Center

This presentation will provide an overview discussion of current definitions of mass violence incidents (MVIs), impact on victims and communities, as well as current best practices in preparing for and responding to events. Participants will learn about short-term and long-term approaches to assisting communities in healing after a MVI. In addition, participants will be provided an overview of the latest resources available from the National Mass Violence Victimization Resource Center (NMVVRC) which was established in October of 2017 in partnership with the Office for Victims of Crime (OVC) within the Office of Justice Programs, U.S. Department of Justice. NMVVRC serves as the source for best evidence to achieve a social understanding of mass violence upon which civic leaders, mental health professionals, journalists, policy makers, and victim assistance professionals can rely.

#### Learning Objectives:

1. Identify risk factors of recovery and resilience for victims of MVIs
2. Describe current best practices in immediate and long-term mental health response to MVIs
3. Discuss lessons learned and consider approaches for community preparedness for MVIs



## **Workshop 15**

### ***“We Regret to Inform You...” Providing Sensitive Death Notifications with Professionalism, Dignity and Compassion***

Dr. Staci Beers – Victim Services Coordinator, FBI Victim Services Division

The way family members are notified that their loved one has died can impact their grief and mourning process. Survivors are often in a state of shock and anguish, with their emotional reactions significantly influenced by the way the death notification is made. The FBI's Victim Services Division, Office for Partner Engagement, and Penn State University partnered together and developed a research informed online training using a four-step model initially developed by Mothers Against Drunk Driving (MADD).

This workshop will provide participants a review the four process and discuss recent initiatives lead by the FBI to ensure families receive an informed death notification after a tragic incident.

Learning Objectives:

1. Define all four steps of the death notification process
2. Identify best practices and pitfalls during a death notification
3. Develop a death notification plan for their community

## **Workshop 16**

### ***Building BRAVE: COVID and Construction of a New Hospital-Based Violence Intervention Program, Lessons Learned***

Paula Kovanic Spiro – Coordinator BRAVE/SNUG Buffalo, Erie County Medical Center

Erie County Medical Center received VOCA funding in 2019 to provide patients who were victims of violence advocacy and wraparound care vital for their healing post traumatic injury. ECMC treats a significant number of shootings, stabbings, and severe intimate partner violence. Prior to the grant's initiation, the hospital was dependent on community partners. External partners were not able to access medical records or support patients admitted to the hospital. The creation of Buffalo Rising Against Violence (BRAVE) allowed for the hiring of skilled staff to care for all types of victims. Just as BRAVE worked to get buy in from hospital staff, COVID took hold. Community partners pivoted to virtual services. PPE became precious and anxiety plagued providers. Shootings and intimate partner violence (IPV) calls increased past pre-pandemic levels. Victims of IPV began to present from ECMC's psychiatric emergency room and detox program, their injuries exacerbated by co-morbidities of severe mental health and addiction. BRAVE and ECMC quickly became a lifeline as structural and economic inequalities disproportionality impacted patients from Brown and Black neighborhoods leading to an increase in violence while limiting the impact of outreach workers. BRAVE quickly shifted from program building and hiring into in-person crisis response. This workshop will address how a new program developed in a pandemic while negotiating increased acuity in victim needs.

Learning Objectives:

1. Understand advocacy during COVID to DV victims seeking medical care through nontraditional avenues
2. Identify partnering strategies to support communities of color disproportionately impacted by COVID and gun violence.
3. Connect availability, advocacy, and collaboration to program build in a pandemic