

2nd NTH – Recording Transcript

Anne Seymour: Good afternoon and good morning and welcome to everyone big thanks to all of you for tuning into our second national Town Hall, on mass violence readiness. I am Anne Seymour, I'm the Associate Academic Program Director for the National Mass Violence Victimization Resource Center known as the NMVRC. I'll be your moderator today, and we are going to wait a quick minute to let folks tune in to today's webinar, thank you for your patience.

BRIEF BREAK

Anne Seymour: Alright, I am ready to roll if y'all are, let's go with the slides. Let me just start with some fun facts and important information for y'all, we have nearly 400 participants from 40 states and seven countries, welcome to all, especially our international participants who know that mass violence and terrorism are universal challenges for us all.

Anne Seymour: We want to make sure you know that the information and resources that we'll be providing and chat will be summarized and available on our website following today's town hall. The national town hall is being recorded and will also be available on the NMVRC website.

Anne Seymour: We want to thank you for the many questions that you all submitted in advance, we're going to try to respond to as many as we can, as time allows and we're going to make sure we leave time at the end. And really important, please note that when you leave the national town hall, you will be directed to an evaluation form, we thank you in advance for your feedback, it's really important, so that we can improve our future national town halls.

Anne Seymour: This is the second national Town Hall, on mass violence, focusing on readiness, we are always grateful to the US Department of Justice office for victims of crime and please make sure to read the little disclaimer at the bottom that says that opinion, findings, and conclusions or recommendations expressed are those of the authors and not necessarily the DOJ office for victims of crime.

Anne Seymour: Okay today if we are successful, by the end of the national town hall y'all are going to be able to identify the many traditional and non-traditional professionals who are involved in responding to mass violence incidents and what their specific roles and responsibilities are.

Anne Seymour: Hopefully you'll be able to describe the structures and collaborative strategies that you need to think about and planning for effective survivor centered mass violence readiness and preparation. And finally, you'll be able to describe the importance in core elements of advanced planning you're going to hear that emphasized, a lot to strengthen your state or community's readiness to respond to a mass violence crime.

Anne Seymour: We have an amazing a team of presenters today and I want to remind you that their bios are included in the invitation that you receive to the webinar so please honor them. By reading their very impressive bios. We have Eugenia Pedley, who is our Senior Program Manager from the US Department of Justice Office for Victims of Crime.

Anne Seymour: Amanda Egan is the Senior Training and Technical Assistance Specialist with the ICP TTA assisting victims of mass violence and domestic terrorism. Michelle Garcia in my own backyard she is Director of the District of Columbia Office of Victim Services and Justice Grants. Team Hawaii features Pamela Ferguson-Brey the Executive Director of Hawaii's Crime Victim Compensation Commission and Randy Barreto, who is the Commission's Special Projects Coordinator and, last but not least, Dr. Alyssa Rheingold is the Director of our centers Preparedness, Response, and Recovery Division, welcome to all of our presenters.

Anne Seymour: And speaking of welcome, we are just really fortunate to have Eugenia Pedley to provide you with some welcoming remarks today, thank you Eugenia.

Eugenia Pedley: Thanks Anne. Hi everybody, I'm really glad that you can join us today for this important topic.

Eugenia Pedley: So, let's get to it, OVC has been talking about preparing for mass violence events for a really long time, and obviously we're not trying to recreate existing emergency response plans, but we really do want people to think about how to help victims before these incidents occur and that's often missing from a lot of these plans and you know let's be honest it's not always an easy sell we kind of all know, we should be considering this topic.

Eugenia Pedley: But these events really aren't something we want to think about happening in our areas and let's not ignore the fact that people are busy and agencies are understaffed. It's probably human nature to kind of keep putting it off for a whole host of reasons, but if time and events have shown us anything it's not only can these things happen, where we don't expect them to, but they do repeatedly.

Eugenia Pedley: Just think about a small elementary school in Newtown, Connecticut or not a very big church here in Charleston, South Carolina or a tiny congregation in Sutherland Springs, Texas; these are just some of the places that I'm sure did not expect to have a mass shooting.

Eugenia Pedley: And it's pretty clear that these terrible things can happen almost anywhere and at any time, and so I remember years ago when I first went out to the field, maybe it was like 2012 or so. person from one of the offices told me they thought their response to an incident went reasonably well because they had taken the time previously to build relationships with people and other organizations.

Eugenia Pedley: And that didn't mean the response was perfect, I think they forgot about cell phone chargers and we're running to their cars to charge their phones. But knowing who to call really helped them and folks in those other agencies knew them and trusted them.

Eugenia Pedley: And that's recent said, you really don't want to be meeting people, for the first time in these extreme situations and those comments really struck me and stuck with me. I'd like to add a caveat to this, you know that well knowing people and other agencies is great, it's even better if the relationships are institutionalized and don't exist, just because somebody happens to be sitting at a particular desk and they happen to know somebody at another agency because if that person moves on to another job the relationship ends and that can leave a gap.

Eugenia Pedley: After I got back from that trip all those years ago OVC started to push to have agencies do more planning for these horrific incidents and we first started with our national mass violence toolkit and OVC tech trained on the tool kit and then we added the mass violence Center here at MUSC because that's my acronym forth because it's a little name and, more recently, we funded the improving Community preparedness TPA project that you're going to hear about here in a few minutes.

Eugenia Pedley: If you're paying attention the conclusion, you can reasonably draw is the OVC has poured a lot of manpower and money into this topic over a long stretch of time and that means that we're really committed to this and think it's critically important because, unfortunately, we sometimes see a more muddled response when people didn't do any planning.

Eugenia Pedley: And let's face it, you know we all want the best possible outcomes for victims and the responders who helped them and planning usually helps achieve that goal, or at least gets us a little closer so with that, I'll turn it back over to Anne and hope you enjoy the rest of this webinar.

Anne Seymour: Thank you so much, and I think everyone sees why we have such great appreciation for the Office for Victims of Crime and personally for Eugenia. You just gave us a great overview of why folks should know before they need to you don't expect it's going to happen, we hope it doesn't the readiness is really important. And speaking of readiness here at the national mass violence victimization resource Center. Everything we do is guided by our stakeholders who include mass violence survivors and victims' service professionals their lived in learned experiences are foundational to our Center so let's take a moment to listen and learn from them about mass violence readiness.

<Start of video presentation>

Readiness for our family as far as I'm concerned wasn't possible.

We could have never anticipated this happening, I don't know how anyone can possibly be ready to be a victim of mass violence.

"Ready" - This to me means just be prepared, if a situation happens within your Community readiness to me was just the ability to protect my brain, I think, the more we learn from one Community and event, we need to be prepared to be adjusting and.

Accommodating best practices, so that everybody is as prepared as they can be. Readiness means to be prepared for the unknown in order to be ready, you have to get all the Stakeholders all the service providers together on one page so we'll be ready to understand what something might happen so when I think of the word readiness it actually makes me very sad.

The thought of having to be ready it's a difficult balance between being aware, rather than being on alert ready to save my life.

<End of video presentation>

Anne Seymour: Thank you to our Center stakeholders for sharing their sharing their personal experiences. Y'all heard be prepared and be ready, and even if you are, there's so much that we need to think about in the event that mass violence occurs. Let's go to the next slide please.

Anne Seymour: Okay, Amanda Egan is our first presenter today she's the Senior Training and Technical Assistance Specialist from ICP TTA Program assisting victims of mass violence and domestic terrorism, welcome Amanda, we're so glad you're here today.

Amanda Egan: Thank you so much.

Amanda Egan: All right, well, you heard a little bit in the video about the importance of readiness, the importance of planning and getting all of our stakeholders.

Amanda Egan: On the same page before something like this were to happen and that's entirely what the ICP TTA program is intended to do. I'm hopeful that, today, I can give you a little bit of an overview of what our program is and some of the foundational components of the planning process and then give you a little bit of information if you want to utilize our services and get more involved in the planning process for your particular jurisdiction, and how you can go about contacting us and allowing us to assist you with that process, next slide, Thank you.

Amanda Egan: The ICP TTA project, it actually stands for Improving Community Preparedness to Assist Victims of Mass Violence and Domestic Terrorism, Training and Technical Assistance Program which, as others have said, is a mouthful, and so we do abbreviate to ICP TTA.

Amanda Egan: But what we are is a program that is made up of more than 20 subject matter experts from a variety of fields that have actual experience responding to incidents of mass violence, so our team consists of representatives from victim services, emergency management, law enforcement, so on and so forth.

Amanda Egan: And like I said, all of them have had experience responding to some of the incidents that Eugenia mentioned, some of the incidents that you saw in the video, and then some additional ones as well. What all of those subject matter experts have learned from their experience is that a lot of times mass violence planning ends, when a threat is neutralized. Oftentimes those who survive an incident of mass violence and the families are forgotten about, or become a bit of an afterthought, and our goal is really to help jurisdictions prepare for all of the moving parts that come with supporting victims and their families, after an incident occurs and the scene is secured. We really hope to build on existing plans to continue them through the support process for victims and their families. If we could go to the next slide.

Amanda Egan: Thanks, what we know is: Victim Services knows what they do, Emergency Management knows what they do, Law Enforcement knows what they do, and everyone does their jobs, really, really well. But our goal is to create a common system and a common understanding that really creates avenues for different folks to get involved in the response at the time that it makes sense for them to get involved and be working together efficiently to really support victims and their families, through what is oftentimes the most challenging thing that has happened in their lives, and so this is the preparation piece that allows us to help them move through that and walk with them on that journey.

Amanda Egan: And we do that by utilizing our subject matter experts to provide individualized training and technical assistance directly to their jurisdictions and using what we call our 16 best practices in planning, if you go the next slide.

Amanda Egan: As you're sitting here in this webinar I really encourage you to think about the existing plans that you have in your jurisdictions. As well as the 16 things that you're seeing on the screen.

Amanda Eagan: Are all the folks that would be involved in your response familiar with incident command? Are your victim services folks aware of how they fit into that and what their role is? Like the reporting structures, a plan for how you're going to manage large amounts of donations that come in that might exceed what you normally would see in a non-mass violence incident? do you know how you're going to manage the financial donation side? do you have the systems and structure set up to both collect and distribute large amounts of funds, and do you know how you're going to support potentially hundreds and thousands of victims, through a criminal justice system? And, have you exercised those types of things?

Amanda Eagan: I really just encourage you to take a look at these 16 best practices, think about your plans and think about where you have things that are set up and are ready to go and where you might need some additional expansion and building upon those 16 best practices and these 16 best practices are really the foundation for everything that we do.

Amanda Eagan: They were developed by our subject matter experts who like I said, have responded to these types of incidents, and these are the things they say, if you have experience and plans ready to go in each of these 16 areas, you will have a smoother response.

Amanda Eagan: So, like Eugenia mentioned, we believe that it's important to not only know who the responding agencies in your area might be, but also what services they can provide and any laws, policies, and procedures that might govern how they do their work.

Amanda Eagan: Our program is here to help facilitate that relationship building whether it's an emergency manager who doesn't know who the victim services providers are in their jurisdiction, we can help you get connected to those people and do some research and figure out who they might be.

Amanda Eagan: Or the reverse, if you are a victim services, professional and you don't know where the emergency management department lives in your jurisdiction or how to get connected to them, we would be happy to help you do that in advance. You don't want to be exchanging business cards at the scene of an incident or really going through a crash course figuring out what does this other agency that's responding do and how do I not get in their way and how do I make sure that they're not getting in mine.

Amanda Eagan: And when something is happening, you really want to focus all of your efforts on your victims and their families, and you do that best by knowing who's doing what and when they're doing those things.

Amanda Eagan: One of the big roadblocks that we've seen when it comes to relationship building is knowing how to communicate, even with one another. Just take a moment to think about the many like acronyms, position titles, protocols, and structures that are part of your own agency; does it make sense to someone who is not part of your agency? The answer is probably not, and what you see on the screen, is an example of that.

Amanda Eagan: And so, if you can understand what that sentence says, kudos to you and you've probably done some relationship building between different agencies and fields within your jurisdiction, but most of the time you find that that's not necessarily the case and learning these things can really help you when you're responding at the embassy.

Amanda Eagan: So, before we get started with the jurisdictions that we're working with we take a lot of time to build common understanding of what everyone needs to know about the other entities that are in the room, and so victim services operations provide support information resources and advocacy for victims of violence and crime.

Amanda Eagan: Whereas emergency management is the process of mitigating planning preparing for and responding to different hazards, including incidents of mass violence and domestic terrorism, so what we'll do is we'll go through each of the different things that you see on your screen and talk about how the mass violence toolkit might relate to the core capabilities that an emergency manager might see. When we do that, our big goal is that we are helping folks to not only get on the same page, but also to hash out the responsibilities and the roles that are needed in a mass violence incident and to ensure that everyone has the processes and protocols that they need.

Amanda Eagan: We do that by helping you develop a mass violence and domestic terrorism annex to your all hazards plan that already exists within your emergency management department. I'm sure you can guess from some of the things that I've mentioned, there are different sections of that Annex that are dedicated to each of our 16 best practices.

Amanda Eagan: Really working through who needs to be involved when it comes to crisis communications, who needs to be in the room who's the one making decisions, and who do they need to communicate with both publicly and within the response itself, and

so on and so forth, for each of the each of the individual 16 and once we've developed that plan we will work with you to incorporate the elements of that Annex into the exercise calendar that already exists within emergency management to make sure that we're not only exercising the threat neutralization portion of mass violence incident, but we're also continuing that through how are we supporting victims and their families and through the immediate days, but also years following an incident.

Amanda Eagan: When we think about the time it takes (between 6 and 18 months) to develop that mass violence annex, it really depends on all the players in the room at any given time, and what already exists and what needs to be flushed out significantly more and that's going to vary from jurisdiction to jurisdiction.

Amanda Eagan: Also spending time really just talking about what is this best practice what goes into this best practice and what are all of the moving parts that are associated with each of those 16 things.

Amanda Eagan: Currently, when we think about the sites that we have actively, we have nine, which you can see on your screen, we are also in the process of onboarding three more and figuring out their plans and procedures that they have already.

Amanda Eagan: If you are interested, we would love for you to get your name added to the list and we'd love to help you develop either your entire mass violence annex, or just a couple of pieces. If you saw those 16 and you're like "we have a good plan for 12 of them, but there are 4 that we would like to focus on" - we'd love to assist you in that process.

Amanda Eagan: You can learn a little bit more about us on our website. Some other things you will find on our website if you're still thinking about if you want to get more involved in the plan development process, are resources you can take a look at to help you determine whether this program is right for you.

Amanda Eagan: Or if you just want to get a little bit more information about each of the best practices, we do have a variety of trainings that are also available.

Amanda Eagan: Some that are focused on communications and that are on resource management, again, they are centered around our 16 best practices, so if there is a best practice, there's a training that can tell you a little bit more about that.

Amanda Eagan: And one of the big resources that we're really excited about that came out in January is our exercise guide and so, if you are an emergency manager that wants to exercise and the victim services portion of your response to a mass violence incident we've developed a series of drills tabletop exercises full scale exercises that you can really just plug and play with and the scenarios are there, the injects are there they're all ready for you to put into practice.

Amanda Eagan: And we also offer a couple of live training So these are not ones that you're going to see on our website, but they are ones that we would be happy to work with you to put on live, and the reason for that is that we know that these ones require a little bit more explanation, a little bit more question answering.

Amanda Eagan: But we have three case studies that are centered around incidents that have happened so we'll walk you through.

Amanda Eagan: And the tactical response, the communications response and the victim services response and how all three of those intersect with one another and play a really important role, but we have them for the euro theater shooting in our developing them for both the pulse nightclub shooting in the Las Vegas harvest festival shooting.

Amanda Eagan: If you're interested, you can see the QR code on your screen and that will take you to our application where you can request, whatever it is that you feel like your community needs at this point in time, whether that is the whole annex development, or specific training around one of the 16 best practices that is catered to your community, and we'd be more than happy to provide as much training and technical assistance to you as you are working through the development process and getting as prepared as you possibly can.

Amanda Eagan: And there's my contact information if you want to learn a little bit more about what we do and the resources that we offer, we would be really happy to hear from you. Thank you so much for joining us, and I hope to hear from you soon.

Anne Seymour: All right, thank you so much Amanda and if we could all achieve your stated goal of common assistance and common understanding and readiness for mass violence crimes that would be a beautiful thing.

Anne Seymour: I am delighted to welcome Michelle Garcia, who is director of my community's Office of Victim Services and Justice Grants, thank you, Michelle.

Michelle Garcia: Thank you so much, and good day to everyone. It's an honor to be here with all the other presenters and thank you so much to Amanda, I was taking notes throughout your presentation and I am sure I will be in touch.

Michelle Garcia: And because I think one important takeaway from what you were saying is that response and preparedness for mass violence victimization is a journey, it's not a destination, it is something we are always working on and always evaluating and re-evaluating and ensuring that we are staying as prepared as we possibly can.

Michelle Garcia: And so, so thank you to the Center for asking us to talk a little bit about how we have done some of that work in the district, and I think particularly how we have worked to build that bridge between victim services and emergency management and that definitely it is, and has been a process of bridge building so next slide please.

Michelle Garcia: So first just for context, our office, the office of Victim Services and Justice Grant is we work to develop fund and coordinate programs that improve public safety, enhance the administration of justice and create systems of care for crime victim's youth, and their families in the district.

Michelle Garcia: We are the state administrating agency for VOCA (Victims of Crime Act) victim assistance dollars and a large part of what we do is we provide grant funding to Community based organizations that provide a comprehensive response to victims of crime all types of crime, as well as working in several other areas, but for the purposes of our discussion today really wanting to focus on that victim services component.

Michelle Garcia: Next slide please, so the District of Columbia, probably, like all or most of your jurisdictions has developed response plan for disaster and disaster very broadly looking at the range of natural disasters to mass violence incidents, crime or terrorism related incidents and within the district it's actually our department of human services that has the primary responsibility around emergency support function six, which is the mask, hair, food, emergency assistance, housing, and human services in response to a disaster, and so they are the lead agency in the district, to provide mass care and assistance during any type of disaster or emergency and that has been well established.

Michelle Garcia: DC I will say, given that we are the nation's capital, we're probably one of the most prepared areas when it comes to responding to emergencies and disasters and mass violence incidents, but also, we probably have so many challenges different than many other jurisdictions, given the large number of local and federal agencies present in the district that have roles and responsibilities and responding to mass violence incidents and so again this highlights the need for this continued conversation that continued relationship building.

Michelle Garcia: The continued updating of plans and protocols, because even as we do the planning, even as we think we're prepared an incident more than happen that will demonstrate to us that perhaps we weren't as prepared as we thought and that's exactly what happened in the district next.

Michelle Garcia: So folks may recall that there was a mass violence victimization incident at the Washington Navy Yard, there was a mass shooting that occurred, and in response to that there were several analyses done as to how we, as a district, and all the various responders who responded to that incident came together and what worked and what didn't work.

Michelle Garcia: As part of that after action report there was a focus through our office to look at how are the needs of victims met at in that day and in the days that follow that incident and where were their opportunities to enhance those specific responses to the victims, amidst everything else that was happening at the same time, in terms of assuring public safety trying to secure the scene, trying to ensure there were no other threats, but looking very specifically at how were victims getting their needs met, and so there were multiple recommendations that came out of that report next and those included that in incidents of criminally related or terrorism related mass disaster or mass fatality incidents the Office of Victim Services would have a role and responsibility and working collaboratively with our department of human services in a number of different ways.

Michelle Garcia: And this was because within the district government, we are that entity that has that relationship with the victim service providers throughout the District of Columbia and had that capacity to try and pull in those force multipliers and build the capacity for future incidents.

Michelle Garcia: So what has been identified, is that we have a role, working again in partnership with the Department of Human Services to provide individuals who have been trained, victim service providers who have been trained to assist with crisis intervention and support, including meeting those basic needs, food, water, shelter, transportation, registering loved ones and victims as they may enter or exit and initial response Center or family assistance Center.

Michelle Garcia: Providing crisis support in a victim identification Center before, during and after the ante mortem data collection process as families may be coming in, and given the nature of an incident to provide information to try and find a loved one, to provide perhaps DNA samples.

Michelle Garcia: Being that support with those individuals and families as they navigate that process, being part of the death notification for next of kin, this was a really critical piece that came out in this process around having support people in place for the families.

Michelle Garcia: As our office of chief medical examiner and the Metropolitan Police department and our department of behavioral health or whoever might have been the entities charged in an incident with providing those Death notifications, that there would be support and assistance with that and then also looking at how to provide those long-term options for ongoing victim advocacy, the enforcement of victims' rights, ongoing support case management, and access to mental health care. This is the role that we, our office, has stepped into since the Navy Yard incident and trying to create capacity within the district, to be able to fulfill those roles, should they be needed. Next please.

Michelle Garcia: And so, our approach to this was one recognizing that there was already great capacity amongst the victim service providers in the district, both in terms of individuals who already had existing training and experience around crisis intervention, crisis support, and crisis management.

Michelle Garcia: Psychological first aid, as well as clinicians and therapist trained and trauma informed responses, so individuals who had those experiences working in in victim services, whether that was already working with Community based on violence victims, or domestic violence victims, and survivors sexual assault victims and survivors, but having that skill set having that knowledge and then being able to blend that with the emergency management piece so again building that bridge between victim services and emergency management.

Michelle Garcia: And folding it into the world of training that we were already providing for victim services providers in the districts through our Victim Assistance Academy, so you can see (poster in slide).

Michelle Garcia: You know this is just one flyer for some of the trainings we were doing I believe this was back into perhaps 2018.

Michelle Garcia: Where we were building in that orientation and mass disaster training, along with ongoing trainings we were doing around other victim assistance topics like confidentiality, elder abuse, building capacity, and self-care. Really wanting to normalize that there is a role for victim service providers in emergency response in mass victimization response. Next, please.

Michelle Garcia: (Picture in slide) This is an example of the agenda from one of the training academies that we did, I believe this was in 2019, I'd have to double check.

Michelle Garcia: Also, I want to acknowledge that Anne Seymour has been one of our trainers for many years, and I want to thank her for her contributions to ensuring that the district is able to respond.

Michelle Garcia: And really what our focus on here was trying to establish a foundation of shared knowledge and information, and orient victim service providers again in what the emergency response and logistics would be in the district.

Michelle Garcia: Right so taking the skill sets that they already have, but then blending those with "Okay, this is what you can expect" when you come onto site in a mass violence victimization incident, here are some of the different roles that you might be playing whether this is in an Initial Response Center or a family assistance Center.

Michelle Garcia: Here is how you would receive information. Here's how we would look at even some of the logistics of being able to travel in and out of the city.

Michelle Garcia: The district of Columbia, surrounded on two sides by water, and so, depending on what happens there was a lot of conversation around "How would people actually move around?" and what would we do?

Michelle Garcia: And then just again, what are the different roles folks could play, both in the immediate aftermath, and then some of the longer-term aftermath of a mass violence victimization incident.

Michelle Garcia: We have partnered with our department of behavioral health to do this in in coordination and collaboration.

Michelle Garcia: With them and continue to do this, I will also say that our office for chief medical examiner has been a leading partner in the work that we've been doing around mass violence victimization and being a leader in training exercises both tabletop training exercises and full scale exercises so that again, we can plan, we can prepare doing that exercise is really critical because it allows you to try and identify where you still have opportunities to enhance your responses, where you have gaps, where you run into the "oh my gosh I can't believe none of us thought of that element".

Michelle Garcia: To again try and be best prepared as we possibly can, and again we continue to do this work, we continue to build the cadre of victim service providers who are prepared to respond.

Michelle Garcia: And really have, I think, embedded in our emergency response folks the recognition that victim service providers are force multipliers when it comes to emergency response.

Michelle Garcia: And my contact information was back in one of my first slides, but I'd be happy to if anyone has any specific questions to respond to those as well, when we get to the Q&A. Thank you.

Anne Seymour: I think everyone understands why Michelle Garcia, and her staff always make me, as we say DC proud when she said that this is a journey, not a destination, I got goosebumps because I've been doing this work for a long time and your VACO administrators like Michelle, your victim competent compensation administrators and folks from communities who have experienced mass violence are there for you to share the lessons learned and they are so willing to help pay it forward to everyone who has the misfortune of experience and mass violence or terrorism incidents, so thank you, thank you.

Anne Seymour: I have to say, a public service announcement all the resources, the PowerPoint the audio video recording everything that's in chat and we'll probably throw in a few bonus items will be available, following the National Town Hall at NMVVR.org. We're getting lots of questions in chat - that is the answer, so thank you.

Anne Seymour: I want to say aloha to two women who are just amazing people in my life personally and professionally.

Anne Seymour: Pamela Ferguson-Brey, is the director of the Hawaii Crime Victim Compensation Commission and Randy Barreto, is the Special Projects Coordinator.

Anne Seymour: Hawaii is one of the few states is actually developed a comprehensive strategic plan to prepare for incidents of mass violence and terrorism, so welcome to team Hawaii. Next slide please.

Pamela Ferguson-Brey: Good morning, everyone - a good morning from Hawaii and thank you for including us. Next slide please.

Pamela Ferguson-Brey: These are the items for discussion, we have, I think about a dozen different resources materials that are attached and we're hopeful that these materials and our experience will be helpful to everyone in creating a mass violence plan for their community, first, I just want to say a little bit about Hawaii

Pamela Ferguson-Brey: We're a small island state with about 1.4 million people, and a very large tourist population. We have a very close-knit victim service community that meets regularly, FBI, US attorney's, we have four county victim assistance programs.

Pamela Ferguson-Brey: So, we're all very close collaborators, so that was sort of the foundation of where we started in this planning effort. About 20 years ago we had our first nice violence incident, at a Xerox location and right after that we made some statutory changes to improve our response for mental health counseling, compensation services and then, we discussed probably for the next 16 years or so, we had regular discussions about well, we were really concerned, we really need to prepare and I think that probably many people have in the back of their mind this sort of mind concern as they hear about things unfolding in other states, you know, this could happen and we're not prepared so that's really where we were in 2017 so we've been thinking about it, discussing it, but we really hadn't moved forward. Next slide please.

Pamela Ferguson-Brey: So, we just had to begin, I guess, like everybody else, so one of the first things that we did was we identified gaps in needs. One of the biggest gaps with that I'm sure is true of everyone else is that people aren't really... specially first

responders and other folks involved in emergency management are not aware of victim services and the real need for specialized victim services and response to a mass violence incident. We looked at the county and state emergency management plans and they did not include Victim services or reference to mass violence incidents, we also had concerns about funding and staffing and on our ability to move forward in what is a very long journey and significant amount of work. What we looked at was the availability of funding and staffing, so we have included in your packet (website link).

Pamela Ferguson-Brey: The different grant requests we made for the Office of Victims of Crime Technical Assistance, without their staffing and assistance we would not have been able to move forward in the conferences that we originally started with bringing together a planning committee and creating the plan.

Pamela Ferguson-Brey: Another grant (the second bullet) we requested victims of VOCA assistance to bring our folks together every month for meetings to do more, nuts and bolts kind of planning, we need an MOU with the counties, we need to create lists of folks who were responders, change our application forms that could be translated and so we got VOCA systems funds, since we're an island state, we had to fly in folks before the pandemic for this meeting so funding was available for that.

Pamela Ferguson-Brey: One of the other funding resources and I'm sure everybody knows about it is that AEAP, we haven't had to use that yet, funding is available from OVC when there is an incentive mass violence to provide, assistance and compensation services. Also, we did a lot of state of self-funding, our compensation program where a standalone crime victim compensation program provided the majority of funding for trainings and meetings and stuff.

Pamela Ferguson-Brey: Also, the FBI, the US attorney's office, and Homeland Security also were able to throw in some funding for different training sessions so that's how we began, and how we were able to get resources. Also, MUSC, were very grateful and was also a part of our initial meetings and Dean Kilpatrick and also Kevin O'Brian provided us with assistance in the planning and training aspects of our program.

Randi U. Barretto: I do want to give credit to Amanda and Michelle for their presentations because this really does lay the groundwork. Amanda, with the importance of technical assistance and getting people to assist in the process and then Michelle kind of going down the process of what it took to take that technical assistance and actually turn it into something.

Randi U. Barretto: This slide right here is representative of Hawaii and then these are the partner in agencies that we had to work with in order for us to really push a plan forward. I put victim services in the middle and the big reason why I did that was because victim services was a big question mark for a long time.

Randi U. Barretto: We know what we do, we know what we can provide, unfortunately so many of these agencies did not and so we had to create our narrative. We had to get together, we had to have these collaborations with our own victim service agencies.

Randi U. Barretto: And really talk about what it is that we are going to provide to the overall plan and how we fit into every one of these plans and policies and I'm talking law enforcement, Emergency Management, civil defense, the hospitals, the NGOs, the medical examiner's - we had to get them to be on the same page with us. I do have to say and Pamela agrees, there was so much trial and error in this phase, because a lot of them had their policies in place and it's really hard for anybody that's going through this process now, sometimes it's really difficult to penetrate a system that has been going on for many, many years, so it really was important for us as a victim services team to have our story straight to let them know what our role was and what we could provide to the overall response.

Randi U. Barretto: Every single one of these agencies to date are now on our team and we're so proud of that, because it really was a matter of who were those point people. What collaboration were most important for us to be able to push our plan to get everybody on the same page and to really establish partnerships that we can continue and sustain throughout the process. Next slide please.

Randi U. Barretto: And these collaborations (referencing slide on presentation). So, Pam talked a little bit about the victim witness coordinators team, so the victim witness coordinators team, that's been going on for years and that really is a collaboration of victim service providers, such as the US attorney's office, the FBI, our four county victim witness directors, the crime victim compensation Commission.

Randi U. Barretto: And that team of people really had to get together and identify what the gaps were and our number one gap was - we didn't know how to get victim services out there. Nobody else knew about victim services, so we had to make sure to come together, have these conversations, really uncomfortable conversations, that made us recognize that maybe even we don't

understand what our role is. Once we were able to establish that, and once we are able to say “okay as a unit, we need to come together and start these collaborations and these partnerships”. Then we were able to get funding through the Department of the Attorney General. The Attorney general's office funded us and we were able to pay for travel for our county directors to come to a meeting, which is our mass violence planning work group.

Randi U. Barretto: This meeting combines the victim witness coordinators with emergency management, the medical examiners, and law enforcement. Everyone that would be part of that response team. Now I do want to say that as wonderful as all of this sounds, there was certainly trial and error. And the “trial and error” was really - we had so many people joining the group and then not coming into the group and then joining the group again.

Randi U. Barretto: So, finding consistency was certainly a barrier, so what happened out of all of this was we were able to identify those team players that knew the importance of mass violence response. And knew the importance of victim services in that response so today we actually have a mass violence planning group that involves every single one of those agencies that you just saw on the previous slide.

Randi U. Barretto: We are still working, right now we're currently in the phase of working with the hospitals and mental health providers, because we all know, that's an important component to the victim services team. But it is still a work in progress. And, of course, all of these conversations move forth to trainings. I emphasize the trainings and you'll see a little bit more down the presentation about these particular trainings. Next slide.

Pamela Ferguson-Brey: So next we're going to talk most about the response plan.

Pamela Ferguson-Brey: We're very, very grateful and without the help of the technical assistance from OVC, we would not have been able to complete the plan. Our plan, we look at it, as a work in progress, it requires that we revisit it every year, every once in a while, when I revisit it and read it, I'm astounded and like we agreed to do all that? like how are we going to do that?

Pamela Ferguson-Brey & Randi U. Barretto: My thought to about the plan is that there's so much information out there about what could be in the plan, who could be involved is that, like Voltaire said “don't let the perfect get in the way of the good”, so we just had to create a draft plan in order for people to respond and to get the information we needed.

Pamela Ferguson-Brey & Randi U. Barretto: The request for response from the agencies that we were working with is in in your packet (linked information) but one of the things that we asked them - what did they see their role, so we attach the draft plan and ask them what's your role? what resources do you have? what challenges do you see in developing this coordinated response?

Pamela Ferguson-Brey & Randi U. Barretto: So that served also our need to bring people in to collaborate with us, as well as getting information and moving the plan forward so that like, as I said that really helped us. It was a heavy lift and without the assistance of other agencies and technical assistance from OVC, we would not have been able to do that.

Pamela Ferguson-Brey & Randi U. Barretto: One of the other important things that we developed was a mutual aid agreement between our four county prosecutors and it's a very broad agreement, many thanks to San Francisco's district attorneys' folks who did the original plan that we base this on. But it provides an agreement that they'll respond when needed to each other. That they'll engage in training and that they'll continue to work together to create more detailed policies in relationship to responding.

Pamela Ferguson-Brey & Randi U. Barretto: Our victim services phone tree, sounds kind of easy to put together, but we needed to find a group of people who were willing to respond, who are willing to deploy to another island to help their sister agencies respond and also we had to resolve some issues related to civil service, state, and county employee responses.

Pamela Ferguson-Brey & Randi U. Barretto: The last thing on our list is one of the things we're most excited about that just happened is since about 2018, our first meeting with emergency management to discuss ESF6 started in this last month we finally had the draft incorporating victim services into Hawaii's emergency management plan. Next slide please.

Pamela Ferguson-Brey & Randi U. Barretto: So, I just want to summarize the challenges and lessons learned, we tend to be talking a little bit more because we're so excited about all of this. But this right here (slide on screen), challenges and lessons, those are one in the same, we had to achieve the buy in, nobody knew about victim services. We have to standardize policies, attain sustainable partnerships and maintaining the momentum during the pandemic, it was certainly an issue for us to be able to do that, but we were able to accomplish that.

Pamela Ferguson-Brey & Randi U. Barretto: Actually, just want one more lesson learned, I'll talk really fast, is we needed to stand next to the Office for Victims of Crime Department of Justice, our lieutenant governor's office, Anne Seymour and MUSC. We needed to be standing next to those folks in order to convey that people needed to buy in, that we were legitimate, that this little victim service guys that nobody knew about that there was a reason for policymakers and high-level people to engage with us so we really needed all those other folks for that reason as well.

Pamela Ferguson-Brey & Randi U. Barretto: So these next couple of slides, and you can move on to the next one, as well as the history and timeline of everything that we just spoke about the timeline kind of goes off into how we first started to where we are right now, in summary, really this is the process that we went through we're going to be going through this over and over again, because there's always going to be a new topic we always start with planning, collaboration, response, challenges and it'll repeat itself every time. There will always be a trial and error phase and that's how you solidify a plan that works. Next slide.

Pamela Ferguson-Brey & Randi U. Barretto: Okay, and the team did go ahead and put together a packet which it looks in the chat that you folks will be receiving it or is this a lot? We are happy and go ahead on to the next slide we're happy to go ahead and answer any questions that you have please feel free to contact us, because there is a lot of documentation for you folks Thank you so much, thank you.

Anne Seymour: Mahalo, Pam and Randy! A couple of quick comment, the superpower of Hawaii is being able to cobble together all kinds of funding streams to help with statewide strategic planning for mass violence, so please ask them any questions about that.

Anne Seymour: We mentioned, we do have a very large package, including the plan the mutual aid agreements, letters from the lieutenant governor, sample policies, it's all going to be available on our website and I just want to say folks laugh when I say go to Hawaii to learn about statewide strategic planning for mass violence that these two colleagues are the most experienced hospitable people, you will find so, mahalo to both of you. We're very grateful and it's my pleasure to introduce my colleague and my personal shero Dr. Alyssa Rheingold, who's going to talk about our center's resources related to mass violence readiness, Alyssa...

Alyssa Rheingold (she/her): Thank you very much and welcome everyone and I'm going to just move right along. I'm going to just wrap and tie together a couple points that a lot of our presenters talked about and a couple key areas as well. Before I jump in I just want to put a little teaser out for some things to be looking forward to in our town hall number three which will be coming sometime this summer, which is going to be more on response and all the factors that go into response related to mass violence.

Alyssa Rheingold (she/her): But I want to just highlight a couple points when it comes to response that is relevant to preparedness, because if you are not aware of some of these things as part of your preparedness, you are going to be already too late in the response phase, and so I think preparedness and response does so, to dovetail together.

Alyssa Rheingold (she/her): Because you need to be aware, in order to be able to best respond, I just want to highlight a couple areas of communication that several folks kind of alluded to making sure you know who your emergency planners are.

Alyssa Rheingold (she/her): An emergency planner needs to know who our victim systems folks are and there's also making sure victims services and mental health behavioral health services are integrated in mass violence in crisis response related to a joint operation Center. So making sure all those multiple agencies that are that may be involved in joint operation Center is working together and know each other and aware that there is an a joint information Center which is more of a centralized communication and media relations coordinated plan when it comes to the mass violence incident and making sure that we are all kind of aware around that to make sure that information that does get sent out to families victims, the community at large that it's timely that it's accurate and to be mindful of rumor control.

Alyssa Rheingold (she/her): I mean it's really important, as I mentioned that victim service professionals are looped in and so that needs to be looped in at the preparation stage it's too late, when you jump in during the response face.

Alyssa Rheingold (she/her): So just wanted to kind of highlight that also want to talk a little real briefly you'll again you'll hear a little bit more in over the summer and our next town hall about some federal resources and different federal agencies in their role and the response when it comes to certain mass violence incidents.

Alyssa Rheingold (she/her): Sometimes during specific types of mass violence incidents, the FBI victim service response team make maybe call to assist that community.

Alyssa Rheingold (she/her): In their mass violence response and so just being aware that those are resources that exist. You'll hear more about them next time, as well as the Bureau of alcohol, tobacco and firearms and explosives victims witness and assistance Program.

Alyssa Rheingold (she/her): Also, sometimes provide resources and communities and step in and help communities so just make sure you know you who your FBI and ATF colleagues are that represent your Community know who they are now before mass violence incident occurs. Because and you'll hear me kind of say throughout that relationships are really important in matter, and I know Eugenia kind of highlighted that at the very start to so making sure you have relationships, as well as systems and procedures in place.

Alyssa Rheingold (she/her): Also, just want to highlight again you'll hear more about this next month, but kind of knowing some of the difference in some of the language. As part of your preparation of depending on what role you play you just want to know some of the nuanced differences between an initial response Center often sometimes called a notification and information Center which is usually created concurrently or in the immediate aftermath of the mass violence incident.

Alyssa Rheingold (she/her): And it's usually provides coordinated crisis response, including assistance with applying to crime victim's compensation and Michelle talked a lot about that, and what that looked like in the DC area which is a little different from a family assistance Center which usually is kind of a spin off and usually occurs 24 to 48 hours after mass violence incident, it can exist for several weeks and it's meant to provide wraparound services for survivors and support the Community. And then kind of more on the resiliency phase you'll start to see in some communities, set up a resiliency Center which sometimes is created, with support from the office of victims of crime and provides more long-term support services for victims, services and their families, as well as just a Community impact the impact of Community as well.

Alyssa Rheingold (she/her): So, one area I do want to take pause and highlight is making sure not only "Are you prepared", from an emergency management perspective, from a victim service perspective, but also from a behavioral mental and behavioral health perspective.

Alyssa Rheingold (she/her): You want to make sure your mental behavioral health providers in your community are part of all your preparation and planning or at the table early on, to be able to help identify what are the resources in the Community, as well as the potential gaps when it comes to behavioral mental health services and to hopefully identify what the training needs maybe in your community and so that way you can bolster up your mental behavioral health and victim service professionals around mental behavioral health issues now before an event occurs, because when an event occurs early intervention training is a little late.

Alyssa Rheingold (she/her): So, know what are the evidence based mental health services for early intervention those include psychological first aid or (PFA). As well as skills for psychological recovery (SPR) and PFA are usually done within the first 24 to 72 hours after a disaster trauma mass violence incident were skills for psychological recovery can be done for the next several weeks to months after a mass violence incident, so making sure your professionals are trained in those early intervention strategies.

Alyssa Rheingold (she/her): And then also pay attention, whether you've got providers in your community that are trained up in long term interventions and evidence-based trauma focused treatments, for instance, such as prolonged exposure or cognitive processing therapy. And so just making sure that you have the capacity, when an event occurs, to be able to serve and now in your preparation phase may identify those gaps and see where you can bring those trainings in. I mentioned before, that partnership is key, and I can't really highlight this enough establishing relationships is crucial. I'm located in Charleston, South Carolina, at the National Crime Victims Research and Treatment Center in addition to the Mass Violence Center.

Alyssa Rheingold (she/her): Our Center provides behavioral health and victim services in our local community to victims of crime in shortly after the Mother Emanuel AME church shooting that occurred here in our Community in 2015, we were brought in to help with that early response, as well as the ongoing resiliency phase, and I have to say in our Community, we weren't quite as prepared for a mass violence incident, from the perspective of we didn't have all our MOU's all of our ducks in a row about what everybody's roles in. What saved us is that we actually had really good partnerships, so we knew exactly who to call up on the phone we knew where we trusted each other and that was really a big highlight of kind of the work we did in hindsight, we should have had some procedures in place, in addition, because, as Eugenia said people retire people move, and if we didn't have those relationships in place, I think our response would have looked very different.

Alyssa Rheingold (she/her): So start now establish those relationships and when you have, as are establishing those relationships create multidisciplinary planning committee team. And, as I mentioned, each incident is unique so having those relationships having

at least a core plan in place can help you manage to be flexible, then at that point when you're dealing with unique types of situations. You want to make sure you identify what everybody's roles within your model is going to be in your community.

Alyssa Rheingold (she/her): Well, how about a couple other key partners that are essential in mass violence readiness, these include hospitals and healthcare systems, they include governors and their statewide emergency response agencies and teams, and mayors and their administrators, so you want to make sure they're included in at the table as well.

Alyssa Rheingold (she/her): The National Mass Violence Victimization Resource Center have several principal partners, the American Hospital Association, the National Governors Association, and the US Conference of Mayors and we've been working with each of those essential partners to be able to help create some preparedness materials.

Alyssa Rheingold (she/her): But make sure in your communities, know who your hospital leaders are and make sure you have connections with your governor's office, as well as your mayor's offices. I'm going to talk about each of those really quickly.

Alyssa Rheingold (she/her): So, most hospitals and healthcare systems have surge capacity plans in place typically, but victim service professionals and mass violence planners often aren't aware of what those look like and so it's really important as victim service professionals that you know what those surge capacity plans are and your hospitals, you know who that contact individuals are and they know you.

Alyssa Rheingold (she/her): Because it's critical really to be prepared in advance, to know where victims and survivors are located, you need to make sure you have worked through your privacy protections and you know as far as kind of having potentially limited access to information when it comes to patients and hospital systems and HIPPA, so you need to make sure you work or work with your hospitals in your area in order to include that in your preparation phase.

Alyssa Rheingold (she/her): Our Center at the mass violence victimization resource center and the American hospital association are working together on finalizing a readiness checklist to help hospitals and healthcare systems to be prepared and to be sort of part of that coordinated response so if anybody's here from a health system beyond the look left look out that will be coming your way shortly.

Alyssa Rheingold (she/her): So, governors have the most important role and identifying a mass violence crisis and really garnering federal, state, and local emergency response resources. Through our partnership with the National Governors Association we've identified the need for increased awareness of the role of victim service professionals.

Alyssa Rheingold (she/her): So that our governor's offices are aware of what currently exists in their own communities in their own states and that really needs to be done in advance, before mass violence incident occurs. We've done a little bit of focus groups with state emergency planning agencies and we're going to we're continuing some of that work with the national governor's association to help with training and preparing different states around victim service approaches to mass violence. And then, lastly, knowing who the leaders in your community are and making sure you have good working relationships. Mayor's make a huge difference in messaging and in that immediate response here in Charleston, South Carolina Major Joe Riley, at the time was the leader in Charleston, really took the helm him in his office to try to ensure that messaging around a hate-based crime was not tolerated in our Community. Around trying as best we can to support our victims and survivors and to be able to work with the different agencies on our mass shooting incident here.

Alyssa Rheingold (she/her): The US Conference for Mayors united on guns mass shooting protocol, a newest "United on Guns" created a mass shooting protocol on a mass shooting playbook, and as part of that, they do have a chapter on victim and family assistance and so that is something that you can check out to see kind of what information they have for their mayors. We are in the process of we're working with the US conference of mayors of facilitating a round table of mayors who've experienced the mass violence incident to try to help continue to establish ongoing lessons learned for mayors and their offices.

Alyssa Rheingold (she/her): Now, I also do provide some consultation, upon request.

Alyssa Rheingold (she/her): Alright, I also want to highlight really quickly a couple other additional resources that we have at the National Mass Violence Victimization Resource Center website. We do have several tip sheets and guides and forever creating new ones, if you don't see one on our website and feel like there's a resource that's missing, please reach out to us, we either find one that exists and is out in the field, because we're not in the business of reinventing the wheel. If there's resources in the field will direct you to that and if there isn't, then we will work with our consultants and professionals in the field of create that.

Alyssa Rheingold (she/her): Right now, as it relates to preparedness, we have a couple tip sheets and guides, we have “The role of Victim Service Professionals and preparing for mass violence” tip sheet, we have a Victim Service Professionals’ and Victim Service Agencies’ “GO Kit”, we also have a document on “Unexpected Challenges During the Immediate Response to Mass Violence” and then lastly we had worked with (PERF) the Police Executive Research Forum and with them, we created a lessons learned document “The Role of Police Executives in Assisting Mass Violence Victims”.

Alyssa Rheingold (she/her): With that I just want to highlight before I turn it back over to Anne, if you would like any consultation or technical assistance, you can reach out to us at the National Mass Violence Victimization Resource Center. You can reach out to Amanda ICP TTA and then I also just want to highlight another resource that we didn't really how it too much in this town hall there highlighted in our first town hall but (OVCTTAC) The Office for Victims of Crime, Training and Technical Assistance Center can also provide some consultation around preparing for responding in their career phases of mass violence, so I just wanted to highlight their email and their contact information.

Alyssa Rheingold (she/her): All right, I'm going to hand it back over to you.

Anne Seymour: Well, thank you, Dr. Alyssa. I just want to add that on our website we're going to be sharing lots of resources, about short- and long-term interventions for mental and behavioral health that Alyssa discussed quickly. It's something that I really encourage you to take a look at when the national town hall is over, and I think this was a really good bookend, starting with Eugenia and ending with Alyssa, about why it's important to know before you need to. So, thank you so much Alyssa.

Anne Seymour: We are going to start with the questions that were submitted in advance to our presenters and if we have time Vickey can pull up some of the questions from chat.

Anne Seymour: Our biggest question that was asked by quite a few people, so I mooshed it into one question **“How do you make the connections in advance with critical mass violence response partners, such as safe community leaders, medical professionals, healthcare workforce, State and local emergency planning agencies, and a child trauma specialist?”** I'm going to toss that to team Hawaii if you have any suggestions.

Pamela Ferguson-Brey & Randi U. Barretto: So, for this one, we cannot emphasize enough the importance of collaboration and having those stakeholder meetings so that you're identifying the agencies that you would need as part of your response team. For ourselves we're still to this day making calls to hospitals, to chaplains, to anyone that would be of some type of service. Another thing that we need to look at is also your emergency management support functions. Those support functions kind of are the epicenter for a lot of the resources that you'll be needing and making those connections with those agencies. We can't emphasize that enough, so that you have a list of resources that you know that you can make context to in case it's needed.

Pamela Ferguson-Brey & Randi U. Barretto: Another thing that we want to emphasize is training. The training is so entirely important to make sure that these agencies that may not currently be part of the conversation are a part of the conversation. Getting them to understand what the mass violence response plan is, getting them to understand what victim services is, those two things are the best ways to get that type of response in advance situation.

Anne Seymour: Thank you Randy and I just wanted my editorial comment is that in Hawaii they are absolutely not afraid of picking up the phone and sending emails making cold calls. They are fearless and reaching out to people who need to be part of the readiness planning, so please follow the path of Hawaii and do not be afraid to reach out to folks you don't know so thank you so much for that.

Anne Seymour: Our next question is a very important one and Amanda, I'm going to ask you to take this on – **“Are readiness strategies the same for rural and urban communities and if there's any differences, could you please describe them?”**.

Amanda Eagan: Yeah, so this question makes me think a lot about our 16 best practices in planning and I would say, those 16 best practices are important and the foundation of all planning and response efforts and regardless of whether you are rural or in an urban area. That said how you kind of go about setting up the resources for each of those 16 will look a little bit different, and I think a lot about are the sites that we're working with right now and we do have one very rural area and they do not have a single victim services professional in the entire city. It's a very small city and for them what it looks like to get behavioral health support and what it looks like to get spiritual care support and all of those pieces of the 16 best practices requires them to build relationships with surrounding counties and state as a whole, as opposed to just being able to use the resources that are located in their specific area, because there are no resources located in their specific area.

Amanda Eagan: And, whereas if you're located in an urban area, you are likely to have more resources at your disposal in your specific area. So long story short, the 16 things that you really need to focus on as you're going about your planning efforts are very much the same, regardless of where you're located, but you might need to expand out into surrounding areas and get more MOU's in place, if you are located in a rural area just because the resources look a little bit different.

Anne Seymour: Great! Thank you so much Amanda, and I can also add that there are so many folks you're listening to some of them in this presentation, who are called upon especially in rural areas where there are less resources to be able to provide immediate response and technical assistance so I'm so grateful for the beauty of our field that allows for that.

Anne Seymour: I am going to go to our third question, and that is **“What are your recommendations for training strategies that involve mock responses?”** and we touched upon that a little bit. I'm going to ask Michelle Garcia, to take this and Amanda, please feel free to add on. I know in DC, they've done quite a bit with mock planning exercises, Michelle....

Michelle Garcia: Yeah, I think that piece is really critical, it is the road test really for your plan. It's your first road test, so you can put together a comprehensive plan. But if you don't actually exercise it you don't even begin to have a sense of is it going to work in a real-life scenario and exercises get us close, I will say again there's the likelihood you're not going to think of every single possibility, but it will get you there, so I think it is really important to engage in a range of different types of exercises and training opportunities from more or less intensive, less intensive tabletop exercises to full scale exercises and we've had the opportunity to do both of those multiple times in the district and routinely do those and they are important because it highlights those areas where the plan may need some tweaking may need some changing as circumstances evolve. Identify is where you know we thought the capacity that we had built into respond to X is really not sufficient once we've gotten into this exercise, and we have to actually expand that capability. And so, it is important to be able to do that and in a lot of different types of scenarios and I was, I was thrilled when Amanda talked about the sample exercises that they've put together. Because it's also a challenge, putting together those exercises trying to think through what this might look like so actually having those samples and those tools, I think, are just a phenomenal resource for communities who are doing this work.

Anne Seymour: Right, thank you so much, Michelle. Amanda, do you want to say a little bit about your exercises that are available for folks.

Amanda Eagan: Yeah, I talked about a little bit earlier, but we have, as Michelle mentioned, the varying types of exercises, so if you're looking for just kind of an introductory drill, we have some sample scenarios for you, if you're looking for something that's a full-scale exercise, we have some scenarios for you as well. And if you are someone who has put together an exercise related to victim services we do also as part of that guide, crowdsource injects and so, if you exercise, something that you think is really helpful for the field to know we really encourage you to submit that to us so that we can share that with the field as a whole. So, I would encourage you to do that and also the last thing I would say is it's really important to capitalize on the exercises that you already have planned. Your emergency management department has exercises that they are required to do on kind of a yearly basis, so if there is one that's related to a mass casualty incidents, that's a great opportunity for you to expand and just elongate that exercise to include the services for the living victims and potentially the families of the deceased so that you can really make sure that you're getting the full the full response into that exercise.

Anne Seymour: Thank you Amanda. I just want to reinforce the Hawaii approach, don't be afraid to call your statewide or Community emergency planning agencies, they will be really happy to hear from you, because they're the ones that are already doing the exercise. Amanda, thank you for that reminder.

Anne Seymour: Our next question is something that's very relevant to the work of our Center, we have helped in communities where mass violence claims have been motivated by hate and bias and so Alyssa, I'm going to ask you **“What are readiness strategies that are specific to mass violence crimes that are motivated by hate and by bias?”**

Alyssa Rheingold (she/her): I think for folks and communities, you really need identify in your specific unique community, what are the populations? What are the groups? Who are the marginalized people that may be targets of hate-based violence in your communities? and then you make sure that you establish relationships and connections with those grassroots agencies that serve those groups with those Community based nonprofits, LGBTQ Community, your religious leaders in your Community, your Imam, your rabbis, your pastors, and so you just want to identify who might be a target and then really outreach to those organizations, because again after an incident occurs it's a little too late to establish relationships especially amongst some groups of people who are often targets of hate-based crime who might not trust outside entities or trust the systems because of history. So really trying early on, to establish those and being thoughtful and intentional ahead of time I think it's important.

Anne Seymour: Thank you Alyssa. And we again, on our website have tip sheets that are specific to hate motivated mass violence crimes, so please check out our website. I'm going to try to squeeze in one more question and it's a big one since we have international friends with us today, **“What are your recommendations on preparing to respond to mass violence crimes where the victims and survivors are for many jurisdictions across the country?”** We saw that with the Las Vegas mass shooting or across the border with Canada and or Mexico, and we saw that with the El Paso mass shooting. Alyssa, do you want to start off on then we'll see if anyone else wants to pop-in, including Eugenia.

Alyssa Rheingold (she/her): Sure um, so I think just making sure that you work with if it is across state lines and other States, even if your community is the lead agency working that mass violence incident or lead agencies, that you work with state officials and governor's offices from the other States. Know those VOCA administrators or CV Comp administrators, even though they are not necessarily going to be taking a lead, they will have connections of who are the potential victim service providers in the hometowns of those victims and survivors that are might be leaving and going back to their home. So, they will be able to help you connect them to their local resources, I think, is really important, I also think You know, some instance work have federal agencies involved, and so they might be able to help connect you to the country's consulates or embassies and to be able to connect you to local resources in those different countries. I'm not sure, Eugenia you wanted to add to that?

Eugenia Pedley: Yeah, I mean that's exactly right Alyssa and in Las Vegas there were people from numerous countries that were attending that concert in fact several hundred, I believe from Canada, and so we did work with the Federal Government, so we work with other federal agencies and we can work with the FBI legal attaches and those offices and the Department of State. You know, again, have those connections there, and a lot of times too you know states themselves on the borders have cross border connections and I believe it was El Paso where the victim compensation programs, routinely dealt with the authorities in Mexico, because they had a lot of Mexicans that would typically come into Texas. Anyway, absolutely it goes back to having those connections, or at least knowing somebody who knows where to look.

Anne Seymour: And Eugenia, thank you for those examples, too, because we are very connected with victim services through OVC and others, both in Canada and Mexico and increasingly starting to be with literally around the world, and so being aware that so many of these mass violence crimes are not specific to a community and the survivors come from all over is just really important, so I want to thank you Eugenia for our big finish, and we are going to go to our wrap up now.

Anne Seymour: So, our first national town hall in January offered kind of a broad general overview of mass violence and today we've talked about readiness. Our next national town hall is going to focus on mass violence response. I think Alyssa gave you a couple of teasers, it's going to have some just really good resources for you all. It will be in July, three months from now, and if you got an invitation or you're on the list from either of the previous National town halls, this and the January one, you will receive an announcement in the invitation to join our national town hall in July, and we encourage you to do so, because that is going to be a good one and we'll go to the next slide.

Anne Seymour: I can't say enough gratitude to I told you all, we had an all-star cast of presenters my head is even spinning, and we also have an all-star cast of agencies and organizations that are here to help you, I am going to re-emphasize that the slides, the contacts, the emails, and the resources that were included in chat - check out our website and Vickey will correct me if I'm wrong in 24 hours and there will be a literal treasure trove for all of you to be able to access.

Anne Seymour: In our next slide. I just want to say thank you, this is our largest national town hall, almost 400 people that we've helped so far and we certainly appreciate your interest in readiness your interest in serving all victims of crime, but in particular victims and survivors and communities that are impacted by mass violence. It makes us all feel really good that we know we can rely on all of you in the future if needed when there's a mass violence crime in your Community if that happens.

Anne Seymour: Vickey, wants to really emphasize when you press the leave button for the national town hall, there will be a brief evaluation survey. We pay attention to evaluations and we always improve our training efforts when we get feedback from you all. It will take you maybe like two minutes or even less to complete the survey, we encourage you to do so, so that we can continue to improve our training and our national town hall series.

Anne Seymour: I got to end it, we'll go to the final slide, I want to thank Eugenia and OVC, they are just amazing in terms of providing leadership, but also funding the resources of so many of the programs that you heard about today, and I will say the teaser for next national town hall, we will be talking a lot about the AEAP program that is near and dear to OVC and to Eugenia's heart, so thank you so much, we do appreciate your support and we're grateful to you all for joining our national town hall. Thank you great and have a great morning or afternoon or evening.