

**ICP TTA**  
Assisting Victims of Mass Violence  
and Domestic Terrorism

## Integrating Victims Services into EOC Operations during MV/DT

INSTRUCTORS:  
CAROL WALTON & TERRY BOES

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**ICP TTA**  
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### ICP TTA OVERVIEW

- Improving Community Preparedness to Assist Victims of Mass Violence or Domestic Terrorism: Training and Technical Assistance (ICP TTA)
- The Office for Victims of Crime states that several studies show recent increases in both mass violence and domestic terrorism.
- ICP TTA has set out to assist communities build capability to assist victims of these incidents by integrating victim services into response planning.

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### EOC Operations for Victim Service Providers

### Agenda

- 1 NIMS Review
- 2 Terminology
- 3 Role of the EOC
- 4 Victim Service Roles
- 5 Activation Process

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**Objectives**



Upon completion of this lesson participants shall be able to:

1. Create staffing for Joint Family Support Operations Center (JFSOC) including the FRC and FAC
2. Simulate activation of the JFSOC, FRC and FAC using local jurisdiction protocols
3. Utilize communications protocols used by the local jurisdiction

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**Definitions**

**MASS VIOLENCE**

- ▶ The term "mass violence" herein means an intentional violent criminal act for which a formal investigation has been opened by the Federal Bureau of Investigation or other law enforcement agency that results in physical, emotional, or psychological injury to a sufficiently large number of people as to significantly increase the burden of victim assistance and compensation for the responding jurisdiction.

**DOMESTIC TERRORISM**

- ▶ Under the 2001 [USA PATRIOT Act](#), domestic terrorism is defined as "activities that (A) involve acts dangerous to human life that are a violation of the criminal laws of the U.S. or of any state; (B) appear to be intended (i) to intimidate or coerce a civilian population; (ii) to influence the policy of a government by intimidation or coercion; or (iii) to affect the conduct of a government by mass destruction, assassination, or kidnapping; and (C) occur primarily within the territorial jurisdiction of the U.S."




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**Section 1**

**NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS)**




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NIMS  
National Incident Management System

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NIMS Organization

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graph TD; NIMS[National Incident Management System] --> RM[Resource Management]; NIMS --> CC[Command and Coordination]; NIMS --> CIM[Communications and Information Management];
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Table 1. NIMS Organization (FEMA)

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NIMS and ICS

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Incident Command System (ICS) is a systematic approach to the command and control of an incident scene

NIMS is the US standardized approach to ICS

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Section 2

TERMINOLOGY

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FEMA Glossary



Common incident command and emergency operations center terms are defined in the glossary that is attached to this presentation

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Section 3



ROLE OF THE EMERGENCY OPERATIONS CENTER

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Role of the EOC



Objective: Support emergency operations

Main tasks:

- a) multiagency coordination
- b) upstream/downstream communication between city, county, state, tribal, region and federal agencies
- c) resource requesting and allocation

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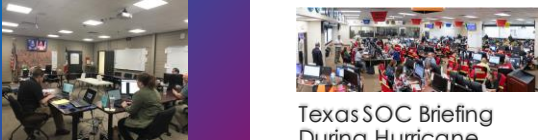
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Community EOC

Texas SOC Briefing During Hurricane Harvey

Like all NIMS elements, an EOC is scalable to the incident.

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EOC support for Victim Services

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**Activation & Notification for staff**

**Facility Services**

- ▶ Food Services
- ▶ Janitorial Services

**Security Services**

**Public Information Messages**

**Equipment**

- ▶ Communications
- ▶ Computers and Printers

**IT Services**

- ▶ Software
- ▶ Service calls and repair

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Activation

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**Elements**

- \*Who
- \*What
- \*When
- \*Where
- \*How

**What to bring**

- \*Credentials
- \*Resources

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### Coordination = Information Hub

An IBC acts as a primary and secondary flow of information via a uniform chain of command, coordinate multiple agencies and disciplines working on a specific disaster.



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### Resource Coordination

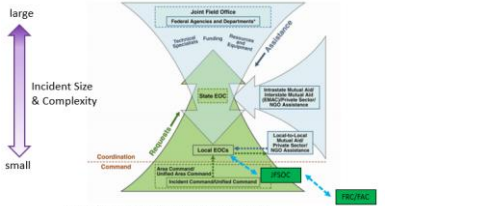


Table 2. Flow of Information and Requests



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### NIMS Guidance

It is made very clear in NIMS that following the chain of command for communications including flow of information and resource requests is vital to the success of the response.



**Avoid Bypassing Systems**

All of those with responsibilities for managing resources, including public officials, should recognize the limitations inherent in requesting resources by circumventing the official resource coordination process within the multiagency coordination system supporting the incident(s). These requests do not proceed within the context of orderly resource management systems, and typically lead to inefficient use and/or lack of accounting of resources.

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EOC coordination for Victim Services

Mutual Aid Requests	Long Term Recovery Planning	Financial Needs
<ul style="list-style-type: none"> <li>Activation of preexisting mutual aid agreements.</li> <li>FEMA Typed teams and asset ordering.</li> <li>Support in locating and requesting state and federal disaster trained behavioral health professionals and agencies that can assist the victim services response.</li> </ul>	<ul style="list-style-type: none"> <li>The EOC can coordinate with agencies required to initiate long term resiliency activities in a timely manner while local resources are providing immediate response needs of the FAC.</li> </ul>	<ul style="list-style-type: none"> <li>The EOC can support JISOC and FAC requests for funding ongoing activities.</li> </ul>

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About an EOC

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Section 4

VICTIM'S SERVICE ROLES AND RESPONSIBILITIES WITHIN EMERGENCY OPERATIONS

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Victim Services responsibilities within Emergency Operations



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- Operate within the local ICS parameters
- Provide status reports (daily or by operational periods)
  - FEMA 207 Op Chart - Personnel and contact information
  - FEMA 209 Status Summary
  - FEMA 214 Activity Log
- Do Your Job

Link to all ICS forms provided with course materials

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Victim Services responsibilities within Emergency Operations



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**COMMUNICATIONS**

- Communications – a vital part of each EOP operations. The EOC will have set methods for communications.
  - Emergency Communications
  - Resource Requests
  - Status Reports
  - Purchases and Requisitions
  - Information Requests

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Victim's Services Place in the EOC/ICS Organization



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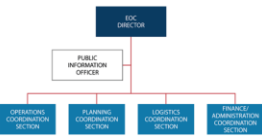


Table 3. EOC Organization (FEMA)

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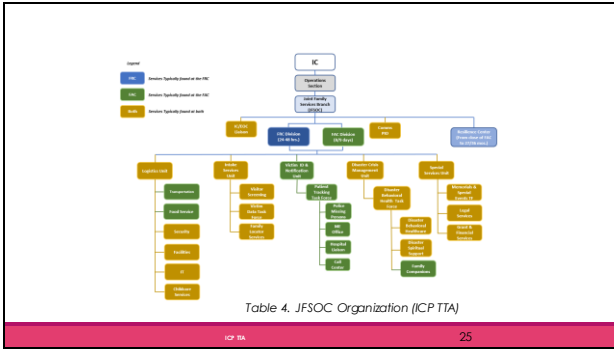
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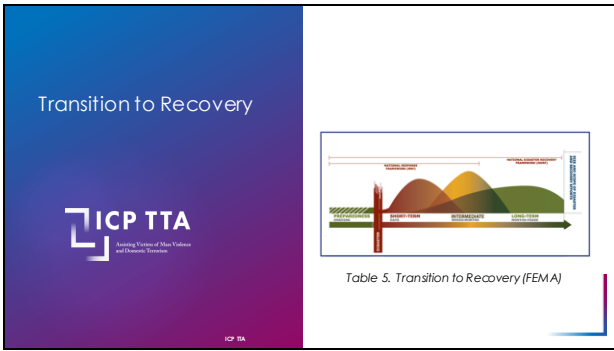
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WHAT HAPPENS AFTER ACTIVATION

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I have been activated.  
Now what?



Prepare	Prepare your family and household for your activation as soon as you are alerted. Notify family and friends.
Report on time	Report on the scenario at all potential locations as you coordinate the response.
Ensure Access	Ensure the reporting location is accessible to emergency responders. Obtain the proper credentials to get into the location.

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Reporting to Duty



- ▶ Sign in as soon as you arrive.
- ▶ Report to your supervisor for immediate orders or instructions.
- ▶ Log on to any IT equipment assigned to you and test it for operability.
- ▶ Obtain briefing or review situation status report

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JFSOC/FRC/  
FAC Unique Role



- ▶ In most of these events, the initial response can be over after minutes or hours from their start. In most cases the perpetrator is either killed or apprehended quickly.
- ▶ What this means is that FRC and FAC activities may be the focus of the response from early in the event. The IC post may be terminated before the FAC is activated.

The remaining needs will be reunification, victim identification, notification, remains and personal effects disposition, and community behavioral health needs among others. Victim Services may be the only response entity operating under the EOC for the duration of the FAC.

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Review Objectives and Key Points of Emphasis



1. Define common NIMS and EOC terminology.
2. Utilize the organizational chart as it applies to the Joint Family Support Operations Center (JFSOC), Family Reception Center (FRC) formerly called the Reunification Center, and Family Assistance Center (FAC).
3. Implement the jurisdictions activation process to stand up the JFSOC, FRC and FAC.
4. Utilize communications used by the local jurisdiction to relay information to the EOC and make requests for resources.

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Instructor:  
Carol Walton

Carol is the Emergency Management Coordinator for the University of Central Arkansas. She has served as the Operations Manager for the State of Arkansas Department of Emergency Management and is a past chair of the EMAC Executive Task Force.

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Instructor:  
Terry Boes

Terry is a Senior Training and Technical Assistance Specialist at ICF. He is an instructor for the National Fire Academy, NFPA and the Emergency Management Institute. He has set up EOC's for clients in the oil & gas and nuclear industries.

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Thank You



- ▶ Your sponsoring agency can schedule a follow-up question and answer session with the instructors as needed.
- ▶ For questions or more information please contact the ICP TTA @:
  - ▶ [terry.boes@icf.com](mailto:terry.boes@icf.com)
  - ▶ 312.995.7467

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