


ICP TTA
Assisting Victims of Mass Violence
and Domestic Terrorism


Managing Donations in Response to Mass Violence Incidents

Presented by:
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Jeff Dion




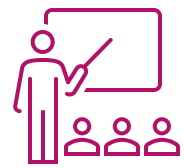
Krista Flannigan,
JD




ICPTA Project

To augment existing emergency response plans	Ensure victims, families, and first responders care after incidents of criminal mass violence (CMV) and domestic terrorism (DT).
	Local, state, regional, and tribal jurisdictions across the country, including Washington, D.C., and U.S. territories
	Incorporation into existing exercise structure and calendar
	Individualized Training and Technical Assistance for selected communities
	Assigned consultants
	Subject matter experts for training





**Vision:
Improving Community
Preparedness**



Goal is adoption of a Victim Response Plan for Criminal Mass Violence and Domestic Terrorism that is realistic, accessible, executable, and exercisable.

- Additional goal: to incorporate victim care protocols into existing exercise structure and calendar.

Existing response plans do not account for the care of victims at the scale and scope that is needed.


- Bridge between tactical operations and victim care
- Larger task than handing off to the victim advocate in office (if department has one)

Community-based and victim service agencies do not understand incident command structure (ICS), where they fit in, and how to function effectively within that system.

- Results in chaos and/or duplication of effort


16 Best Practices in Planning for CMV/DT

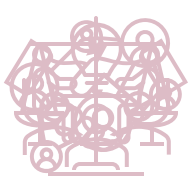
1. Incident Command	2. Committee Identification & Engagement	3. Up-To-Date Contact List	4. Notification and Information Center	5. Victim Identification & Notification Protocol	6. Public Information & Crisis Communications Protocol
7. Volunteer Management Protocol	8. Family and Survivor Assistance Center (FAC) Plan	9. Financial Donation Management Protocol	10. Memorial & Special Event Management Protocols	11. Community Behavioral Health Response	12. First Responder Support
13. Planning & Preparation Grants and Emergency Funding Assistance	14. Community Resilience Planning	15. Criminal Justice System - Victim Support	16. Training and Exercise		



Goal of Webinar

Identify the various aspects of donation management, including goods, services and financial, in order to create community plans that include equitable collection, management and distribution of resources.





Comprehensive Victim Response Plan

Collaborative Multi-disciplinary Recognition of value of each entity Respect needs of each entity

Victim focused

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Community Response to Tragedy

- ▶ Crisis/Shock
- ▶ Sadness, mourning
 - ▶ Funerals & memorial services
- ▶ Anger
- ▶ Fear
- ▶ Honeymoon/Heroic
- ▶ Conflict/Disillusionment
- ▶ Community/Public vicarious trauma
 - ▶ Outpouring
 - ▶ Emotions
 - ▶ Goods and services
 - ▶ Money
- ▶ Community integration

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What is donation management?

What is included?

- Funds
- Goods
- Services


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Developing a Donation Management Plan


Key issues to consider:

- Structure of distribution process
- Develop a communications/media/social media plan.
- Identify the primary agency that will develop a process for managing donations (funds, goods, and services).
- Identify potential corporate donors
- Anticipate both victim needs and community needs.
- Consider whether it is going to be direct allocation or community disbursement.



Identifying Roles and Responsibilities: Staffing

- ▶ Identify a donations management coordinator & donations management team.
- ▶ Develop a reporting organizational structure that provides clearly defined roles.



Identifying Roles and Responsibilities: Staffing

Prepare and Maintain a Donation Management Plan

- The whole committee is responsible for developing and maintaining a donation management plan.
- Update the plan on a regular basis.

Defining victim

- Survivor terminology





Identifying Roles and Responsibilities: Partnerships

- ▶ VOCA Assistance and Compensation Administrators
- ▶ Philanthropic agencies
- ▶ Government agencies
- ▶ Volunteer agencies
- ▶ Faith-based organizations



- ▶ Business and industry victims, victim advocates
- ▶ Technology partners
- ▶ Local law firms, financial managers/planners
- ▶ Victim service agencies
- ▶ Community-based and civic organizations

Traditional **and** Non-Traditional Partnerships are Key!



Initial Planning Tasks for Donation Management Committee

- Develop a fund allocation plan and a committee responsible for decision-making.
- Review current statutes, rules, and regulations governing financial support for victims, survivors, family members, and first responders.



Initial Planning Tasks for Donation Management Committee

- Develop a communications plan.
- Coordinate and determine when to activate and implement plan.





Develop a Communications & Social Media Plan

1

Create positive, consistent media messages.

2

Inform the public where to send donations.

- Setup centralized number, email, and text.
- Coordinate with PIO, VOCA, and partners.
- Ensure victims and advocates are informed.

Managing Monetary Donations

Key issues to consider:

- Work with the existing emergency management disaster plan.
- Address unmet needs.
- Provisions for long term community needs.
- Be detailed.

Defining eligibility and discretionary criteria.

Managing Monetary Donations

- ▶ Identify agency/organization to manage, collect, track, acknowledge, and disburse funds.
 - ▶ Establish policies, procedures, and internal financial controls to manage funds.
 - ▶ Create a process for managing specific donor requests/restricted funds.
- ▶ Coordinate and communicate with PIO and key partners to provide consistent messaging.
- ▶ Create web-based portal to track, acknowledge, and disburse donated funds.



Managing Monetary Donations

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Coordinate with VOCA Assistance and Compensation Administrators.

Consider input from governments, victim service organizations, philanthropic agencies, and others on this topic.

Consider developing partnerships with licensed local law firms, financial planners, and tax professionals.

Managing Monetary Donations

Personal fund raising—GoFundMe etc.

- Incorporate fraud alerts into public communications related to donations.
- Consumer protection strategies to prevent fraud and discourage scams.

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Crime Victim Compensation

Other Sources of Reimbursement:

- State law requires that when applying for Crime Victim Compensation benefits, reimbursement first be sought from other sources, such as health insurance, Medicaid, Medicare, auto insurance, or Workers' Compensation.


Subrogation:

- When a crime victim files, wins, and is awarded money in a civil lawsuit for damages, most Crime Victim Compensation Programs must ask that the victim or claimant reimburse the Compensation Fund for the amount paid on behalf of the victim, up to the amount of the civil award.

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Fund Distribution/ Disbursement




Key issues to consider:

- Equitable distribution
- Addressing community needs
- Transparency and communication
- Need for licensed professionals
- Victims of other crimes may feel minimized

Fund Distribution/Disbursement

- ▶ Identify the primary agency/committee to develop strategies for the allocation of funds.
- ▶ Determine who has authority over the donation of funds.
- ▶ Ensure the inclusion of victim advocates (e.g., liaisons, navigators).
- ▶ Coordinate with the victims and their families.



Fund Distribution/Disbursement


Provide notification to victims regarding the allocation of funds and create protocols for victims to voice concerns.

Provide opportunities for victim input and feedback.

Discuss how dissatisfaction or disagreement with fund allocation will be handled.

Identify potential strategies for addressing conflict.

Keep victims informed.



Why us?



Survivor to Advocate

Crime Victim Damages & Compensation

Impact of 9-11



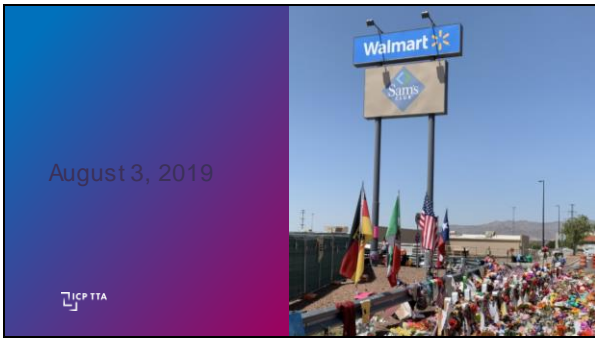
June 12, 2016



October 1, 2017








2014-2020:
\$102 Million
3,095 victims

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- ▶ Fort Hood, TX
- ▶ El Paso, Texas
- ▶ Chattanooga, TN
- ▶ Milwaukee, WI
- ▶ Aurora, CO
- ▶ Atlanta, GA
- ▶ Orlando, FL
- ▶ Oconomowoc, WI
- ▶ Charlottesville, VA
- ▶ Indianapolis, IN
- ▶ Las Vegas, NV
- ▶ West Hempstead, NY
- ▶ Parkland FL
- ▶ Albertville, AL
- ▶ Santa Fe, TX
- ▶ Surfside, FL
- ▶ Jacksonville, FL
- ▶ Cincinnati, OH
- ▶ Collersville, TN
- ▶ Sebring, FL
- ▶ Aurora, IL

Key Principles




- Trauma-informed
- Community led
- Holistic and victim-centered
- Honor donor intent

Trauma-Informed




- Validating psychological trauma
- As survivor-friendly as possible
- Personal case management for death and injury

Community-Led




- These events can unite a community
- Local steering committee is key
- Opportunity for public comment
- Transparency of funds
- Post-distribution financial review

Holistic and Victim-centered



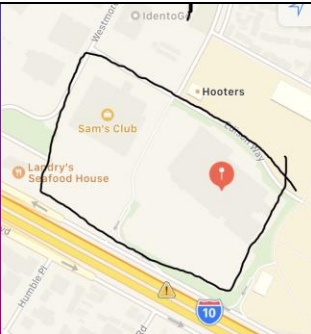

- Collaborate with existing victim services
- Work in conjunction with state crime victim compensation
- Special-needs trusts for those on public benefits
- Trusts for minors

Honor Donor Intent



- Numerous legitimate needs
- Clearly honor donor intent
- Language matters
- Determine how administrative costs are covered

Eligibility





Eligibility

- Families of the deceased Will or intestacy, with exceptions
- Physical Injury Overnight hospitalization
Outpatient treatment
- Presence/Psychological Trauma

Electronic Validation Process


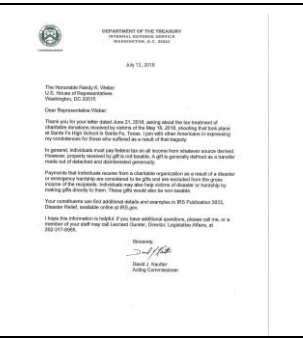
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    graph TD
      A[Request Received] --> B[Application Submitted]
      B --> C[Review by investigators, applicable laws, etc.]
      C --> D[Law enforcement issues to verify victim's presence at crime scene]
      D --> E[Review by victim's medical provider to verify injury, medical treatment and length of hospitalization]
      E --> F[Final review of eligibility and notification of benefit category]
      F --> G[Review by victim's attorney, family or forensic pathologist]
      G --> H[Disbursement of funds to victim]
  
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Distribution

- Beneficiaries within same category generally receive same level of benefit
- Size of gift is a factor of amount donated and number of validated victims
- Beneficiaries of decedents are required to consent to their share
- Digital disbursement through Zelle

Taxability

DEPARTMENT OF THE TREASURY
INTERNAL REVENUE SERVICE
WASHINGTON, D.C. 20548

July 12, 2019

The Honorable Mark W. Warner
U.S. House of Representatives
Washington, DC 20541

Dear Representative Warner:

Thank you for your letter dated June 21, 2019, regarding the tax treatment of donations for disaster relief made in the wake of the May 31, 2018, shooting that took place at the Pulse nightclub in Orlando, Florida. Thank you also for your discussion on supporting the contributions for those who suffered as a result of that tragedy.

In general, individuals must make charitable contributions to qualified organizations (including disaster relief organizations) to receive the maximum charitable deduction. Payments properly received for gifts of cash, a gift in primary defined as a taxable event, are not eligible for the charitable deduction.


Payments that constitute a contribution to a disaster organization as a result of a disaster or emergency situation are considered to be gifts and are deductible from the gross income of the donor. Individuals may also receive a disaster or hardship tax credit for making gifts directly to FEMA. These gifts would also be tax deductible.

Your contributions can be additional donations and examples in IRS Publication 3513, Disaster Relief, available online at www.irs.gov.

I thank the IRS staff in the field for their excellent assistance, please call me, or a designated staff member, at any time. Please contact me at steven.casper@irs.gov, at 202-317-7000.

Sincerely,
David J. Friedman
Acting Chief Counsel

Creating a plan for Donation Management



Pick or create a 501(c)(3)

Identify stakeholders and integrate into existing mass casualty response plan

At least 4 meetings over 4-6 months for all stakeholders.

Smaller subgroups meet between larger meetings

Subgroups



Emergency Management & Law Enforcement	Medical
Mental Health	Victim Services
Legal Services & Compliance	Communication
Administrative & Steering Committee	



Managing Goods & Services

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Key Issues to Consider:

- Receiving goods and services that are not needed or are difficult to manage or contain
- Timing of offers of goods and services.
- Perishable and surplus goods.

Managing Goods

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- Establish a Donations Coordination and Distribution Center.
- Create a local Donations Coordination Team to coordinate intake and distribution.
- Create a web-based portal to track, acknowledge, and distribute in-kind goods and services.

Managing Goods

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- Include provisions to track specific donor requests, e.g., to a specific victim or family or to meet other restrictions.
- Create a social media platform to assist in letting the public know what items are needed and not needed.
- Establish a resource staging area.



Managing Goods

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- Partner with local city, county, and community services.
- Consider partnering with local nonprofit organizations that may have experience.
- Consult the local Voluntary Organizations Active in Disasters (VOAD) chapter
- Create a process for managing unsolicited donations.

Managing Goods

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- Create a database to help collect, track, disburse, and acknowledge donations of goods and services.
- Identify potential storage facilities and warehouses to house in-kind donations.
- Consider developing partnerships with local city services to assist in donation pickups and dropoffs.

Managing Services – How can volunteers help?


Information Resource referrals (and location) Psychological first aid Grief support Food Administrative duties
 • Filing
 • Data entry

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Managing Services

- Trained and deployable
- Spontaneous providers
- Affiliated providers



Managing Goods & Services

- ▶ Coordinate the disbursement process for goods and services with the victim advocates (e.g., liaisons, navigators) who will be assigned to victims and family members.



Planning a Victim Response

- ▶ Meeting victim needs:
 - ▶ Basic needs
 - ▶ Information
 - ▶ Support and referrals
- ▶ Media management
- ▶ Crime victim compensation
- ▶ Donor management
- ▶ Memorials
- ▶ Remembrances
- ▶ Maintaining integrity of the community




Remembering Victims Outside the Scope of Incident

Victims of other crimes may feel minimized

- Can create anger and resentment



Teachable moment





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https://icotta_application

www.icptta.com



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