

OVC NEWS & PROGRAM UPDATES

RESPONDING TO MASS CASUALTIES AND TERRORIST ATTACKS



Office for Victims of Crime
OVC

JULY 2011

OVC Assists Binghamton, NY in Recovering From Mass Shooting



On the morning of April 3, 2009, a lone shooter, Jiverly Voong, entered the American Civic Association (ACA) building in Binghamton, New York, and shot two receptionists. He then entered a classroom and shot students and a teacher in a citizenship class. Prior to his entry into the ACA, the offender barricaded the building's exit with his car, thus trapping the building's occupants inside. Following the shooting, the offender committed suicide.

As a result of this crime, there were 57 primary victims including 13 murdered, 4 physically injured, and 40 who were subjected to unlawful imprisonment. The majority of the victims were from foreign countries, including Vietnam, Pakistan, the Philippines, Haiti, China, Brazil, and Iraq. The number of secondary victims was extensive, including surviving spouses, parents, grandparents, guardians, siblings, step-parents, step-siblings, children, and step-children. Many communities, businesses, and public institutions within the vicinity of ACA were impacted by the crime. A local high school, the Department of Social Services, and a nearby nursing home were locked down as a result of the incident. Nearby homes, some of them housing college students, were also evacuated as a precaution. The extensive nature of this incident required assistance from local, state, federal, and international organizations.

Family Assistance Call Center

Immediately following the incident, the Office for Victims of Crime (OVC), together with the New York State Crime Victims Board, through FEI Behavioral (FEI), a contractor of OVC, established a toll free telephone line to assist victims and their families in the aftermath of this tragedy. OVC set up both a domestic line for

MESSAGE FROM THE DIRECTOR

We're pleased to present the second issue of the *News & Program Update*, OVC's quarterly newsletter designed to share information among members of the victim service field. Our inaugural issue sparked considerable interest, if the feedback we received is any indication. We hope you'll come to rely on the newsletter as a valuable resource to support you in your work, with news you can use, promising practices, inspiring stories of victims' resilience, and more.



The 10th anniversary of September 11 is fast approaching, and much of this issue focuses on OVC's role in responding to victims of terrorism and mass violence. Our coverage includes reports on the response to recent mass shooting incidents and descriptions of OVC's terrorism and mass violence programs and outreach. In an informative interview, Kathryn Turman, Director of the FBI's Office for Victim Assistance—created in the wake of September 11—explains how victim assistance has become integrated into the operational role of the FBI.

There's more. Read profiles of the remarkable recipients of the 2011 National Crime Victims' Service Awards and consider nominating a worthy candidate for 2012.

Don't forget that it takes two to communicate. We depend on continued feedback from the field to make this newsletter one you can truly use in your own work to promote justice and healing for victims of crime. So let us hear from you!

—Joye Frost, Acting Director
Office for Victims of Crime

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callers within the continental United States, and an international line. The purpose of the domestic telephone line was to provide referrals to crime victim services, such as crisis counseling, for those in the Binghamton area. It also provided referrals to the New York State Crime Victims Board for assistance with medical expenses, lost wages, or mental health counseling. In addition, it provided guidance for people who wished to donate money to support services to victims of the Binghamton tragedy.

The international line assisted family members from other countries to make travel arrangements to Binghamton. Interpreters were available to assist victims' families from Brazil, China (Mandarin), Haiti, Iraq, Pakistan, the Philippines, and Vietnam. The lines were operational 24/7 from April 4–20, 2009. OVC incurred all the expenditures for the phone lines.



OVC/FBI Crime Victim Assistance Emergency Fund

The Crime Victim Assistance Emergency Fund for Victims of Terrorism or Mass Violence (Fund) assists U.S. nationals or U.S. Government employees (and their families) who are victims of terrorism or mass violence occurring inside or outside the United States, are in need of assistance, and lack available resources to obtain relief on their own. OVC provides funding to the Federal Bureau of Investigation (FBI) to administer the Fund. OVC and the FBI's Office for Victim Assistance (OVA) work collaboratively to identify services and support the Fund will cover to address victims' immediate needs.¹

Three days after the Binghamton shootings, representatives from the FBI, State Department, and OVC finalized plans to use the Fund to pay domestic and international travel and lodging expenses for the immediate family members of the victims. The State Department helped to ensure the visa application process was handled expeditiously. The FBI funded the emergency travel, lodging, and repatriation of remains for 29 people to travel to Binghamton to attend funeral services of family members, or return with the remains to their home countries.

¹Allowable expenditures include emergency food, clothing, shelter, or temporary housing; necessary and reasonable transportation that enables a victim to receive emergency crisis intervention services or emergency medical services; repatriation of the remains of a deceased victim; transportation expenses of secondary victims; crisis counseling; child and dependent care; outreach, awareness, and education; victim/community needs assessment; other emergency assistance including, but not limited to, international telephone calls; informational telephone services; toll free telephone lines; document courier costs; cleaning and return of personal effects; assistance in securing compensation; employer and creditor intervention; and criminal justice support to facilitate victim participation in an investigation or prosecution directly related to the terrorism or mass violence event.

The Antiterrorism and Emergency Assistance Program

The Crime Victim Assistance Center (CVAC), located in Binghamton, New York, is the primary comprehensive victim service provider in Broome County and was the lead victim service agency responding to this mass violence incident. After news of the shooting was released, CVAC initiated its response. They sent three advocates to Catholic Charities to offer counseling and advocacy services to the crowd of nearly 100 individuals who had gone there to wait to learn the fate of their family members. CVAC also sent two advocates to the Binghamton Police Department at the request of the District Attorney's office to assist victims and family members at that location. Three advocates were sent to the local fire station to provide assistance to the traumatized victims who were hostages and had been sent to the station. At all three locations, advocates remained onsite until late at night to assist victims and their families as they struggled to deal with the immediate aftermath of this horrific crime. Advocates also accompanied survivors to the two local hospitals to view the remains of their loved ones.

CVAC established a temporary assistance center at the Holiday Inn Arena where they provided onsite compensation claim assistance, counseling, advocacy, accompaniment, and crisis intervention. They were integral in identifying interpretation and travel needs for family members, including international travel requests, and facilitating approval and travel arrangements. CVAC also established a screening tool for Red Cross volunteers to use to reach out to victims by phone.

It was evident that CVAC was going to be the long-term service provider to the victims of the Binghamton shooting and their families. After the immediate crisis was over, and short-term needs were met, it was clear that the victims would need prolonged case management services, which CVAC had both the experience and skill set to provide. They did not, however, have an adequate number of staff to address this prolonged need, so they sought, and were awarded, funding from OVC's Antiterrorism and Emergency Assistance Program (AEAP). AEAP is one resource that OVC uses to support communities that have experienced incidents of terrorism and mass violence. CVAC received a grant award of \$127,524, which provided funding for five staff members for six months to focus on the needs of these victims. The comprehensive services provided to the victims included case management, 24-hour legal advocacy and accompaniment, 24-hour medical advocacy and accompaniment, personal advocacy in various venues, home/hospital visits, short-term crisis counseling, phone counseling, offsite counseling, long-term therapy by masters-level social workers and counselors, group therapy, assistance filing claims with the New York State Crime Victims Board, followup services, and information and referrals.

For more information on how to request assistance, please visit www.ovc.gov and click on the Grants & Funding tab.

Pima County Awarded Grant to Recover From Shooting

Mass casualty incidents shock communities and challenge them emotionally and financially to recover from these tragedies. The mass shooting tragedy on January 8, 2011, in Pima County, Arizona, had far-reaching consequences, affecting not only those who were directly victimized, but also witnesses and family members who will be actively involved as the case progresses through the criminal justice system.

On the morning of Saturday, January 8, Congresswoman Gabrielle Giffords was holding an event at a shopping center in Tucson, Arizona, to meet with constituents. During the event, a 22-year-old man with a semi-automatic pistol shot Congresswoman Giffords through the head and then fired on her staff and others waiting to meet her. Two individuals overpowered the shooter as he was attempting to reload, while another grabbed his ammunition.

There were 19 shooting victims, 6 of whom were killed. The murdered individuals included a federal judge, a congressional staff person, a 9-year-old girl, a man who was shielding his wife, and two women who were attending the event. There are more than 150 victims and witnesses altogether, including those who were standing in line to greet Congresswoman Giffords, watching the activities, or entering/exiting a nearby grocery store. The number of people who are secondary victims of this act of mass violence is extensive, and they have been deeply affected by this event, as well. Those victims include the first responders and coworkers of the victims and witnesses.

A full range of services is being provided either directly or through service referrals, including counseling and group therapy, emergency travel and transportation, information and referral coordination, referrals to and coordination with other community resources, and other services and support that are deemed necessary and essential for the provision of victim services.

The entire shopping center was shut down as a result of the incident, and everyone on site was prohibited from leaving the scene for hours. All of the employees and customers of stores in the shopping center were affected, and the businesses were closed for several

days, which resulted in a loss of income for the businesses and a loss of pay for the employees.

The Pima County District Attorney's Victim Services Division (VSD) is the primary service provider for direct victim services in Pima County.

Within 45 minutes of receiving notice of the shooting, Pima County Victim Services Director Kent Burbank organized and deployed more than 35 staff and volunteers to respond to the scene and hospitals where victims were being taken. They attended to witnesses, victims, and their families. Two command posts were set up immediately, one at the crime scene and the other at the University Medical Center. Victim services staff worked with law enforcement and conducted critical incident debriefings at the crime scene with witnesses, store employees, and victims. They delivered exceedingly difficult death notifications to the families of the murdered. They were active participants all day, throughout the evening, and into the night. On Sunday and Monday, they jointly continued working with victims and their families and held meetings with the first responders.

The subsequent weeks provided little relief to the federal and county victims services staff as crisis management was ongoing. The Pima County Victim Services hotline was inundated with crisis calls from people in the community whose lives, security, and emotions had been afflicted. Local service agencies with crisis lines also reported being overwhelmed with calls. A community memorial service was held at the University of Arizona stadium the week following the shooting. President Obama and the First Lady attended the service. The memorial helped begin a process



of healing, but it also increased requests for services from the beleaguered victims services staff. On Thursday, January 13, the first victim funeral occurred. On January 26, the last of the six victims was buried.

The VSD will provide long-term victim assistance services to all victims. A full range of services is being provided either directly or through service referrals, including counseling and group therapy, emergency travel and transportation, information and referral coordination, referrals to and coordination with other community resources, and other services and support that are deemed necessary and essential for the provision of victim services. In the coming months, VSD anticipates the need for continued emotional support, information about victims' rights and compensation, information about the criminal justice system, rehabilitation expenses, case-specific information, and other victim services.

VSD has worked to coordinate response services with all the involved agencies and held debriefings for first responders. Additionally, VSD coordinated response efforts from the Community Partnership of Southern Arizona, the Southern Arizona Mental Health Clinic, Emerge! Center Against Domestic Abuse, and the University of Arizona Campus and Medical Center.

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To manage the impact of this violent event on the more than 150 victims and witnesses and the many first responders, VSD sought assistance from the Office for Victims of Crime (OVC) under the Antiterrorism and Emergency Assistance Program (AEAP). VSD was awarded a 3-year, \$1.7 million grant to provide training and outreach, and mental health assistance for spouses and families of victims who survived, as well as for other victims who are not eligible for crime victim compensation.

services, which serves an important role to avoid duplication. The administrative support specialist will maintain the data entry of victim information and organize administrative records.

Travel costs will cover local travel for staff, as well as victim and witness travel. This will help victims participate in the criminal justice system, including accompaniment and transportation to criminal justice offices and court.

different databases to be notified immediately in different ways (phone, text, e-mail, desktop pop-ups, etc.). The grant will cover the costs of computer software and a special program to be used by the database programmer. Additional training and outreach for the staff members will keep the program staff abreast of developments in the victim services field.

Lastly, the grant will provide funding for mental health assistance to those who are not covered by victim compensation programs.



The personnel funding will cover six positions for 3 years each; a victim advocate manager, two victim case managers, a victim compensation specialist, a database programmer, and an administrative support specialist. The victim advocate manager will be responsible for the case staffing, coordination of services, and continuing needs assessment for all the victims and witnesses of this event. The two victim case managers will provide direct victim services to allow current staff to address regular duties. The victim compensation specialist and database programmer will coordinate and track compensation and

The grant will cover costs for debriefings by the National Organization for Victim Assistance, victim advocates, and followup support for first responders. Other unique costs include an Emergency Alert System to allow

People who are eligible for this assistance include spouses and families of victims who survived, and derivative victims, including those who were in the immediate vicinity of the crime scene.

Funding from the Antiterrorism and Emergency Assistance Program is available to communities in a time of need. The solicitation remains open on the [OVC Web site](#). For more information on AEAP [click here](#).

FBI Victim Specialists Respond to Mass Casualties

By: Keely McCarthy
Visiting Fellow
Office for Victims of Crime



As the 10-year anniversary of the September 11 attacks approaches, it will also mark 10 years since the Federal Bureau of Investigation (FBI) established its Office for Victim Assistance (OVA). I recently had the opportunity to sit down with Kathryn Turman, Program Director of OVA, to discuss the changes that have happened over the last 10 years, OVA's relationship with the Office for Victims of Crime (OVC), and what her office has done and can do to assist local communities in the event of a mass casualty or terrorist attack.

History of the FBI's Office for Victim Assistance

Ms. Turman, who served as Director of OVC from 1998 to 2001, explained that in the wake of the tragic events of September 11, 2001, Director Mueller and the FBI created the OVA to focus the FBI's victim assistance efforts. The FBI wanted to ensure that crime victims in cases investigated by the FBI received the services they needed and that are required by federal laws and guidelines. With funding from OVC, the FBI established more than 130 victim specialist positions in FBI field offices across the country to assist victims of federal crimes investigated by the Bureau.

On January 8, 2011, the FBI's Strategic Information and Operations Center (SIOC) received notification of the mass shooting in Tucson, Arizona, involving Congresswoman Gabrielle Giffords. When SIOC receives notification, the

FBI's leadership is notified, including Ms. Turman and the entire OVA staff. In this particular incident, the FBI had four victim specialists in the

immediate area (Phoenix and Tucson) that were able to respond. The victim specialist in Tucson led the response, primarily due to her good relationship and familiarity with the local community. OVA sent several additional victim support staff to the area because several victims were federal employees, including Congresswoman Giffords and Federal Judge John Roll. While responding to the

In both the Tucson and Binghamton cases, OVA used emergency funding, provided by OVC, to assist in the immediate aftermath of these events.

shooting in Tucson, the FBI victim specialists assisted victims at the hospitals and supported and backed up the local victim service providers. The victim specialists, the Pima County District Attorney, and the local homicide support group met to discuss what each group could bring to the table. OVA worked with families to provide information, and organized, cleaned, and returned the personal effects of the victims as they were released by the prosecutor and agents. Overall, OVA sent 18 individuals to respond during a 2-week period.

On April 3, 2009, the FBI Special Agent in Charge in Binghamton, New York, received a call from the local police department requesting victim assistance in response to the mass shooting at the American Civic Association immigration center. The agent contacted OVA, and the office sent victim specialists to Binghamton to assist in providing support to the victims and their families. There were numerous challenges and cultural barriers in this case as the victims and their families were from around the world and spoke many different languages. Among the challenges were how to prepare and where to ship the remains; however, the victim specialists were able to overcome these challenges by using interpreters available through the immigration center.

In both the Tucson and Binghamton cases, OVA used emergency funding, provided by OVC, to assist in the immediate aftermath of these events. In response to the Binghamton shooting, they provided more than \$100,000 to cover the costs for emergency travel for victims and their families, and the repatriation of remains. In response to the Tucson tragedy, OVA immediately activated their emergency funding for travel assistance to family members and for the repatriation of remains. Ms. Turman stated that the emergency funds go a long way to assist OVA in responding to victims of domestic and international terrorism and mass casualty incidents. She stressed that the funds are most beneficial during critical

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situations, as in cases where victims need urgent quality medical care and time is of the essence, or when medically evacuating a victim to another country for treatment. The funds also cover costs that are not covered by an individual's insurance policy, state crime victim compensation program, or the International Terrorism Victim Expense Reimbursement Program (ITVERP).

Over the last 10 years, OVA also developed special victims programs, including the Terrorism and Special Jurisdictions Program (TSJP). According to Ms. Turman, it is the only one of its kind in the world. The program employs four clinical social workers, a medical case manager, a forensic pathologist, and an operational psychologist to respond to victims of terrorism and mass violence within the United States and abroad.

Another one of OVA's special programs is the Victim Assistance Rapid Deployment Team (VARDT). Five VARDTs are based regionally to respond to domestic mass casualty incidents. Each VARDT consists of five victim specialists and is led by a TSJP member. Every member



FBI's assistance. For example, in the aftermath of the Virginia Tech shootings, they received requests from the medical examiner, the state police, and the university president's office. The FBI immediately sent out the regional VARDT and members of another team to offer support. They worked with the medical examiner, assisted families through the president's office, and organized the process for students to go back into the building to collect their personal belongings. In response to the Tucson shooting, OVA sent one individual to coordinate the response and report back to the main office in Washington, D.C., one VARDT to support, two individuals from TSJP, and another VARDT on standby.

Ms. Turman indicated that OVA is in a unique position to respond to these types of mass casualty and terrorism incidents. OVA is available to provide information and support to local communities. She is quick to state that, "By no means do we have all the answers, but we are happy to help."

Lastly, Ms. Turman took a few moments to share what she and OVA have learned over the last 10 years. She has discovered that OVA is integrated more and more into the operational response of the FBI: "It is no longer a separate office down the hall." On the broad scope of victim assistance, she notes that they are now able to reach victims a lot sooner, and that they are able to do things that other victim service providers cannot. "It's not enough to wait until there's a prosecution or charges filed to provide services to victims in the criminal justice system," she says. "We're going to miss victims early in the process of those whose cases never go to trial."

When asked about her most surprising accomplishment, she states, "I never imagined or thought that victim assistance would become so integrated into the operational role of the FBI. It really helps the victim."

For more information about the FBI's Office for Victim Assistance, click here www.fbi.gov/stats-services/victim_assistance.



must go through a rigorous application process, which includes an interview and a psychological examination. VARDTs respond to incidents involving not only federal crime victims but also natural disasters and mass casualties, such as Hurricane Katrina and the Air France disaster, or when they get requests on the local level for the

Responding to Victims of International Terrorism—Financial Resources for Victims

The Office for Victims of Crime (OVC), part of the U.S. Department of Justice's Office of Justice Programs, administers the International Terrorism Victim Expense Reimbursement Program (ITVERP) to enhance the Nation's capacity to assist crime victims and to provide leadership in changing attitudes, policies, and practices to promote justice and healing for all crime victims. Since becoming operational on October 6, 2006, the program has received more than 200 applications and reimbursed victims for \$896,000 in expenses.

- OVC staff enhanced outreach efforts to victims and organizations and agencies that provide assistance to victims of international terrorism. Since its inception, OVC has disseminated application packets to almost 1,250 victims and family members to inform them about the program.
- To date, 155 incidents have been designated as acts of terrorism for the purposes of ITVERP.

Criteria for Eligibility

Victims must be—

- A U.S. national
- A U.S. Government officer or employee

In addition, the victim must have suffered a direct physical or emotional injury or death as a result of an act of international terrorism.

Costs Eligible for Reimbursement

If eligible, victims of international terrorism may be reimbursed for expenses directly associated with that victimization. ITVERP reimbursement categories are—

- Medical, including dental and rehabilitation expenses (up to \$50,000)
- Mental health care expenses (up to 12 months, up to \$5,000)
- Funeral and burial expenses (up to \$25,000)
- Property loss and repair and replacement expenses (up to \$10,000)

- Temporary lodging, transportation, telephone costs, emergency travel, and other miscellaneous expenses (up to \$15,000)

Costs not covered under this program include—

- Attorneys' fees and legal expenses
- Lost wages, pain, and suffering
- Loss of enjoyment of life or loss of consortium

In the case of a victim who is a minor, incompetent, incapacitated, or killed, a family member or legally designated representative of the victim may receive expense reimbursement on behalf of the victim. Claimants may include—

- Spouse of victim
- Parents of victim
- Children of victim
- Siblings of victim
- Legally designated victim representative

Incidents that have been designated as acts of terrorism

The National Security Division within the U.S. Department of Justice has the authority to determine if there is a reasonable indication that an act was one of international terrorism. This determination is for the purposes of ITVERP program eligibility only. The following incidents are examples of the attacks designated for the purposes of this program. For a complete list of designated incidents, visit the ITVERP Web pages at www.ovc.gov/itverp.

- Mumbai, India—November 26–29, 2008, gunmen killed at least 195 people and wounded about 300 during coordinated attacks. In addition to those injured, 22 foreigners, including 6 Americans, were killed.
- Cairo, Egypt—April 7, 2005, a suicide bomber set off explosives at a popular tourist bazaar. Three tourists, including two civilians from France and one from the United States, were killed. In addition, 11 Egyptians and 7 other overseas visitors were injured.

- Ofra, Israel—June 20, 2003, a vehicle was fired upon in an ambush by terrorists. One victim died and three Americans were injured.
- Riyadh, Saudi Arabia—May 12, 2003, four vehicles packed with explosives detonated outside of an expatriate housing complex. The attack killed 34 people, including eight Americans.
- Davao City, Philippines—March 4, 2003, a suicide bomber detonated a bomb hidden in his backpack at the ticket window of the Davao City airport, which killed 21 people.
- Bali, Indonesia—October 12, 2002, terrorists conducted multiple bombings in Bali, Indonesia. Three bombs were detonated outside the U.S. Consulate. More than 200 people died and 209 were injured.
- Jerusalem—August 9, 2001, 15 people were killed and approximately 130 injured in a suicide bombing at a Sbarro restaurant in the center of Jerusalem.
- Nairobi, Kenya, and Dar Es Salaam, Tanzania—August 7, 1998, approximately 212 people were killed and an estimated 4,000 injured when car bombs adjacent to the U.S. Embassies were detonated simultaneously.

Application Deadlines

- For claims related to acts of international terrorism that occurred after October 6, 2006, the deadline to file an application is 3 years from the date of the event.
- For claims related to acts of international terrorism that occurred between December 21, 1988, and October 6, 2006, the deadline to file an application was October 6, 2009. At the discretion of the OVC Director, the deadline for filing a claim may be tolled or extended upon a showing of good cause.

2011 National Crime Victims' Service Award Recipients

The Office for Victims of Crime honored the following eight individuals and organizations for their outstanding service in supporting victims and victim services at the annual National Crime Victims' Service Awards Ceremony held in Washington, D.C., on April 8, 2011.

NATIONAL CRIME VICTIM SERVICE AWARD

HOUSE OF RUTH MARYLAND Baltimore, Maryland

House of Ruth Maryland (HRM) opened in 1977 as the state's first shelter for battered women and their children. Today, it is one of the most comprehensive domestic violence centers in the country. HRM's programs include emergency shelter services, transitional housing, a 24-hour crisis hotline (which fielded more than 7,500 calls last year), counseling for victims and their children, legal advocacy and representation through HRM's Legal Clinic (the Clinic), and various outreach and education programs to change beliefs and attitudes in the community. In Fiscal Year 2009, HRM's licensed social workers, attorneys, case managers, and support staff served an unduplicated 5,535 victims of domestic violence and 3,471 of their family members and friends. For more than 25 years, the Clinic's director has led the state in drafting and advocating for the passage of legislation that will improve Maryland's domestic violence laws. In 1991, HRM was pivotal in achieving passage of the Battered Spouse Syndrome Bill, which permits battered individuals charged with assaulting or killing their abusive partners to introduce evidence of their abuse at trial.

Online nominations for the 2012 National Crime Victims' Service Awards are now being accepted! [Please click here to review the submission process.](#)

AWARD FOR PROFESSIONAL INNOVATION IN VICTIM SERVICES

ELDER ABUSE FORENSIC CENTER Orange County, California

The Elder Abuse Forensic Center (EAFC) of Orange County is the first forensic center in the Nation with a mission to serve victims of elder and dependent adult abuse. EAFC provides direct services for the prevention, assessment, and treatment of elder abuse and neglect, and is able to address cases of elder abuse and neglect on a comprehensive level due to the multidisciplinary collaboration of area agencies. Led by the Program in Geriatrics at the University of California, Irvine School of Medicine, EAFC is staffed by professionals from nine agencies, including law enforcement, the District Attorney, social services, county mental health, and others, all of which are dedicated to the protection of older adults. Cases are typically referred to EAFC when there is reason to believe that a better outcome will be achieved through the use of services such as a team case review, in-home medical and mental status evaluation, or in-home evidentiary investigation. EAFC has assessed more than 750 cases of elder abuse and neglect since it opened in 2003. EAFC takes all of the resources available from existing elder advocacy agencies and channels them to combat and prosecute elder mistreatment.

ALLIED PROFESSIONAL AWARD

SARAH DEER St. Paul, Minnesota

Sarah Deer is a citizen of the Muscogee (Creek) Nation of Oklahoma, who has dedicated herself to ending violence against Native women. Professor Deer's contributions and efforts to address the crime of sexual violence against Native American and Alaska Native women cannot be overstated. Her vast knowledge about jurisdictional issues and issues related to addressing the epidemic levels of sexual violence against Native women



was vital in the development of a series of comprehensive recommendations in Amnesty International's 2007 report *Maze of Injustice*. This report drew Congressional attention to sexual violence against Native women and ultimately led to the 2010 enactment of the Tribal Law and Order Act. Professor Deer has written extensively on the issue of violence against Native women, including five law review articles, three textbooks (including the award-winning *Sharing Our Stories of Survival: Native Women Surviving Violence*), three op-ed articles in the national weekly newspaper *Indian Country Today*, and numerous resource guidebooks. While Professor Deer's primary discipline is law, she has served Native women victims of violent crime in her role as rape crisis advocate, assistant director of a rape crisis center, and manager of an Office on Violence Against Women program.

ALLIED PROFESSIONAL AWARD

THE HONORABLE RONALD REINSTEIN Phoenix, Arizona

In 1990, Arizona amended its Constitution and adopted a strong Victim's Bill of Rights. For more than 20 years, Judge Reinstein has been at the forefront of ensuring that crime victims' voices are heard in the courtroom. Judge Reinstein has been a strong proponent of improving the judiciary by educating new judges on victims' rights, organizing victims' rights workshops at the state judicial conference, and regularly attending the annual National Crime Victims' Rights Week events in his community; he has encouraged other judges, in particular the Arizona Supreme Court Justices, to attend these events. While serving as a member of

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the Arizona Supreme Court's Committee on Superior Court, and as a Maricopa County Criminal Presiding Judge, Judge Reinstein established an ad hoc committee of various representatives to review, modify, and develop a more understandable and effective restitution process for Maricopa County to ensure that victims receive prompt restitution. The common thread throughout Judge Reinstein's work has been his continued focus on and commitment to victims of crime. After 22 years on the bench, Judge Reinstein retired in 2007 as a Judge of the Superior Court of Arizona. He is Chair of the Supreme Court Commission on Victims in the Courts, Director of the Supreme Court Center for Evidence Based Sentencing, and currently works as a judicial consultant for the Arizona Supreme Court.

VOLUNTEER FOR VICTIMS AWARD

PAMELA FAITH YOUNG MCCARTER, M.D.
York, Pennsylvania

Dr. Pamela Faith Young McCarter provided invaluable assistance to two victims of human trafficking, as well as information to federal authorities that led to the conviction of three

human traffickers. Dr. McCarter is not a crime victim service provider nor would she consider herself a victim advocate; however, as a private citizen, she became an important advocate for two victims in Pennsylvania. Dr. McCarter, a frequent patron of a local nail salon where the victims were employed, learned details about the victims' financial coercion, poor living conditions, forced servitude, and marriage fraud. She encouraged both victims to leave their current situation and offered assistance to do so. When one of the victims fled the situation, Dr. McCarter helped connect her with local Immigration and Customs Enforcement officials. She has continued to help these two victims rebuild their lives and obtain appropriate services. Dr. McCarter exemplifies the phrase "good Samaritan." Her willingness to take action shows compassion, kindness, and respect for the lives of others.

FEDERAL SERVICE AWARD

ROBERT S. MUELLER, III
Director, Federal Bureau of Investigation

Robert S. Mueller, III, Director, Federal Bureau of Investigation (FBI), has served his country as a U.S. Marine, federal prosecutor,

Assistant Attorney General, United States Attorney, Acting Deputy Attorney General, and Director of the FBI. Director Mueller assumed leadership of the FBI on September 4, 2001, one week before the attacks of September 11. He led the FBI through the largest criminal investigation in history and went on to guide the Bureau through a major transition in response to changing threats. Director Mueller's concern about child victims, victims of terrorism, and other violent crime led him to sign an order establishing the FBI's Office for Victim Assistance (OVA) in December 2001.

OVA includes a national Forensic Child Interviewing Program, a program for Internet child pornography victims, and a terrorism and hostage victim assistance program.

FEDERAL SERVICE AWARD

CHARLOTTE L. MOERBE, PH.D.
Fort Sam Houston, Texas

Charlotte Leigh Moerbe, Ph.D., is a Sexual Assault Response Coordinator for the Air Force's largest training installation, Lackland Air Force Base. In 2004, Dr. Moerbe created the Lackland Sexual Assault Preven-

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Robert S. Mueller, Director of the Federal Bureau of Investigation, is presented with the 2011 Federal Service Award. Pictured from left: Joye Frost, Acting Director, Office for Victims of Crime; Laurie Robinson, Assistant Attorney General, Office of Justice Programs; Director Mueller; and Eric H. Holder, U.S. Attorney General

tion and Outreach (SAPO) program, the largest Air Force sexual assault response and training program. Today, she oversees more than 300 volunteers, advocates, and instructors who serve more than 77,000 basic trainees, students, active duty, and civilian employees annually. It is estimated that Dr. Moerbe and her team have supported several hundred military members recovering from sexual violence since 2005. The SAPO Representative Program includes more than 180 military personnel who provide sexual assault awareness and education for the general population located at Lackland. Dr. Moerbe also developed approximately 50 awareness items and training curriculums to promote community awareness and sexual assault prevention. Among her accomplishments, Dr. Moerbe received a Professional Performer Award from the Air Education and Training Command Inspector General in June 2009.

CRIME VICTIMS FUND AWARD

**FINANCIAL LITIGATION UNIT,
U.S. ATTORNEY'S OFFICE
EASTERN DISTRICT OF TEXAS
Tyler, Texas**

The Financial Litigation Unit (FLU) with the United States Attorney's Office for the Eastern District of Texas has taken strides to collaborate with its prosecutors, the District's aggressive asset forfeiture unit, and the United States Probation Office to maximize restitution payments to victims of

crime and fine collections on behalf of the Crime Victims Fund. The Eastern District of Texas FLU consists of paralegals Rosie Trimble, Kathy Nash, and Rebecca Smith, and Assistant United States Attorney Robert Austin Wells. FLU meets with prosecutors and participates in the debriefing of defendants to alert those defendants of their responsibilities to the victims in restitution cases. FLU also meets with investigating agents regarding the defendant's assets at the earliest stages; this assists with prevention of fraudulent transfers by defendants attempting to avoid their obligations to the victims. FLU conducts joint trainings with the United States Probation Office's Pre-Trial, Pre-Sentence, and Supervision divisions.

SPECIAL COURAGE AWARD

**NICOLE M. ROBINSON
Clinton, Maryland**

In 2000, Nicole Robinson became the victim of identity theft; 10 years later, she is still fighting to regain her good credit and reputation. Almost immediately after her victimization, Ms. Robinson testified on a victim impact panel before the Federal Trade Commission. She then began participating in focus groups and speaking to the media to raise awareness about the devastating impact of identity theft; she even appeared in training videos on the topic. As a result of her efforts, significant strides were made in the government and busi-

ness community's response to identity theft. Ms. Robinson's willingness to share her experience publicly was an act of courage during a time when most victims of identity theft were afraid to speak out. Despite her complex case and the emotional turmoil she continues to endure, Ms. Robinson does whatever she can to help people understand the impact of identity theft. She continues to volunteer at the Identity Theft Resource Center where she provides ongoing emotional support and needed resources to victims of identity theft.

RONALD WILSON REAGAN PUBLIC POLICY AWARD

**RICHARD BROOKS DOUGLASS
Malibu, California**

Richard Brooks Douglass is a victim, survivor, father, husband, brother, and son. At a young age, Mr. Douglass and his sister, Leslie, were both shot and witnessed the murder of their mother and father in their own home; Leslie was also sexually assaulted at the time. Because of retrials, Mr. Douglass and his sister had to testify in court nine times. Neither Mr. Douglass nor his sister were able to give victim impact statements because that right did not exist in Oklahoma at that time. Realizing that victims were not afforded the rights they deserved, Mr. Douglass enrolled in law school. One month before receiving his law degree, he was elected as the youngest State Senator in Oklahoma history. For more than 20 years, Mr. Douglass has been serving victims of crime and changing state legislation to help guide victims through the criminal justice system. Mr. Douglass authored and passed dozens of crime victims' rights bills and laws in Oklahoma, including the Victims Bill of Rights in Oklahoma, which dramatically changed the face of the criminal justice system in the state; and a 1992 bill allowing families of murder victims to give impact statements. He also passed laws regarding rights to restitution; confidentiality of victim information; rights of victims to attend all court proceedings; rights to be kept informed of case status; and, for the first time, the right of victims to attend the execution of their loved one's convicted killer. Mr. Douglass also co-wrote and produced the movie *Heaven's Rain* about his life, in which he played his father.



Remembering 9-11

The catastrophic events of September 11, 2001, touched every American as it impacted not only the friends and families of the victims and survivors; the communities of New York City, Arlington, Virginia, and Shanksville, Pennsylvania, but those acts devastated our Nation as a whole. The Office for Victims of Crime (OVC) recognized that as communities plan for the 10th anniversary commemorative events, the survivors and families of victims who wish to attend these events may need additional support. To help foster healing during this time, OVC awarded funding to the Mental Health Association of New York City (MHA-NYC) to serve as a centralized resource to provide access to services, such as mental health and support, and information on activities related to the commemoration of these devastating events. OVC, through a cooperative agreement with MHA-NYC, established the 9-11 Healing and Remembrance Program to provide services to survivors, families, emergency responders, and others.

Over the weekend of September 11, 2011, the Program will provide and coordinate disaster mental health crisis counselors (DMHCC) in person at each of the commemorative event sites in Virginia, New York, and Pennsylvania.

MHA-NYC is arranging travel and lodging for victims' family members who need financial assistance to travel to and attend the commemorative events. MHA-NYC will provide 24/7 telephone hotline crisis counseling, information and referrals, and travel benefit eligibility applications. The Program is also providing case management and follow up for family members and other 9-11 community members who require mental health support. MHA-NYC has developed a [Web site](#) that provides access to information about what to expect around the anniversary of a traumatic event, tips for coping with the distress that can arise from such times, and other educational materials, including how to talk to children about the disaster.

Over the weekend of September 11, 2011, the Program will provide and coordinate disaster mental health crisis counselors (DMHCC) in person at each of the commemorative event sites in Virginia, New York, and Pennsylvania. It will also provide for the availability of family support centers in each of the three locations, with a number of mind/body assistance at each location. The available support services at each of the centers include individual and group mental health counselors, pastoral care services, certified child care, massage, Reiki, pet therapy, and meditation/quiet space. In addition to the volunteers, MHA-NYC will have a minimum of two staff at each event site. Their goal is to try to have a DMHCC assigned to each of those family members who travel using the benefit, and then a ratio of 1 staff member for every 20 people who visit the family support centers.

For more information visit the [Healing and Remembrance Web site](#) or call the toll free hotline at 1-866-212-0444.



Additional Training and Publications

UPCOMING EVENTS

National Victim Assistance Academy

August 8–12, 2011

Madison, Wisconsin

Responding to Crime Victims With Disabilities

National Training Conference

December 13–15, 2011

Orlando, Florida

Gaining Insight, Taking Action: Basic Skills for Serving Victims (April 2011)

This no-cost, 55-minute DVD comprises three videos and guidebooks: *Listen to My Story: Communicating With Victims of Crime*, *Meeting the Needs of Underserved Victims*, and *Substance Abuse and Victimization*. It is a valuable training tool for service providers, criminal and juvenile justice professionals, mental health providers, legal advocates, and other audiences that want to better understand how to communicate effectively with crime victims, the challenges faced by underserved victim populations, and the relationship between substance abuse and victimization.

For more training opportunities [click here](#) for OVC's National Training calendar or [here](#) to visit the OVC Training and Technical Assistance Center's Web site.



STAY TUNED . . .

In the next issue of OVC News & Program Updates you'll learn—

- Of the story of a musically gifted victim of homicide who was honored in a uniquely appropriate way
- About OVC efforts to expand and enhance services to victims of sexual violence
- About how the new ADA Guidelines apply to your organization

ABOUT THE OFFICE FOR VICTIMS OF CRIME

The Office for Victims of Crime is one of seven components within the Office of Justice Programs, U.S. Department of Justice.

Led by Acting Director Joye E. Frost, OVC is committed to enhancing the Nation's capacity to assist crime victims and to providing leadership in changing attitudes, policies, and practices to promote justice and healing for all victims of crime.

Established in 1988 through an amendment to the Victims of Crime Act of 1984, OVC is charged by Congress with administering the Crime Victims Fund. Through OVC, the Fund supports a broad array of programs and services that focus on helping victims in the immediate aftermath of crime and continuing to support them as they rebuild their lives. Millions of dollars are invested annually in victim compensation and assistance in every U.S. state and territory, as well as for training, technical assistance, and other capacity-building programs designed to enhance service providers' ability to support victims of crime in communities across the Nation.

For more information, visit www.ovc.gov.

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