

Critical Event Management for SAVIN Administrators:

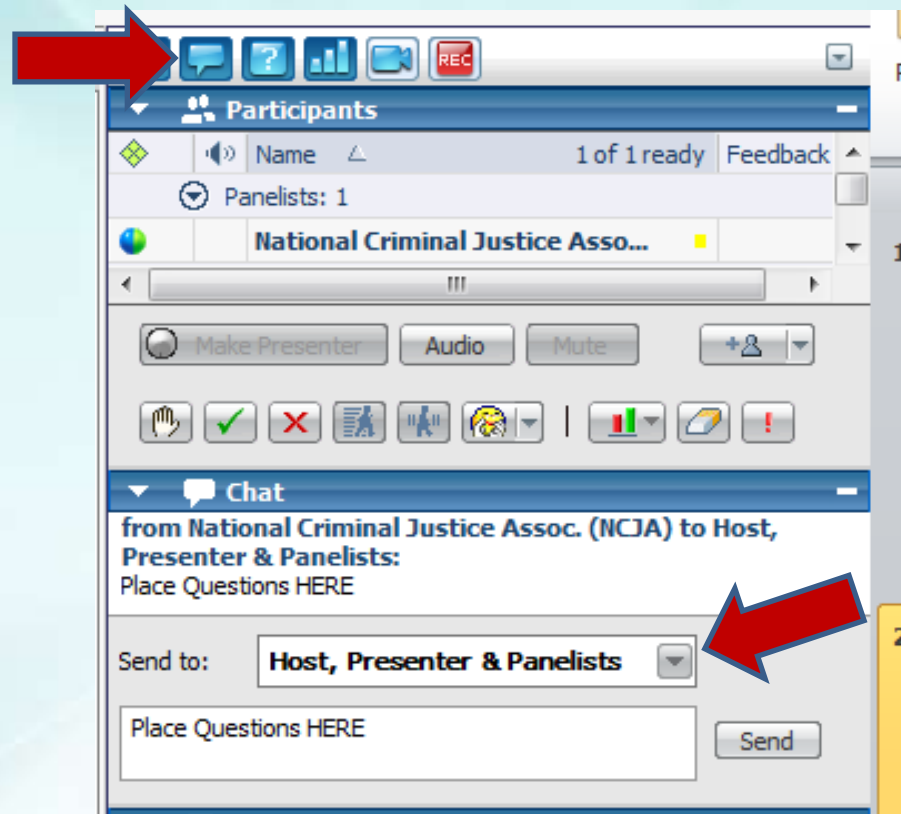
Minimize the Negative
Consequences

Thank you for joining the webinar!

- You have logged on successfully.
- All attendees have been muted.
- We will begin shortly.
- Please stand by.



To ask a question, please use the chat feature.



Please remember to select **Host, Presenter & Panelists**



Critical Event Management

PRESENTED BY:

Karin Ho

Anne Seymour

Learning Objectives

- Describe a critical event, CEM and its goals
- Describe the types of critical incidents to which SAVIN Administrators may have to respond
- Identify the types of victim trauma that may result from erroneous notifications
- Identify effective strategies for CEM planning, implementation, response and assessment/evaluation

What is a “Critical Event”?

A **critical event** is defined as “a failure in the notification or information delivery system and/or supporting systems; this failure may involve one or more functions that need immediate attention.”

What is “Critical Event Management”?

Critical Event Management is the coordination of professionals, policies, responsibilities, and resources to plan for, mitigate, respond to, recover from, and evaluate an emergency situation.

Goals of Critical Event Management*

1. Protect and support victims' rights & confidentiality
2. Ensure continuity, integrity and quality of SAVIN services
3. Establish system-wide assessment capability and accountability
4. Identify stakeholders involved in CEM
5. Develop CEM plan
6. Increase capacity to identify and report problems and prepare timely response
7. Reduce risk through protocols
8. Promote collaboration and information sharing

* **SAVIN CEM Guidelines & Standards**

How We Used to Handle Critical Incidents...

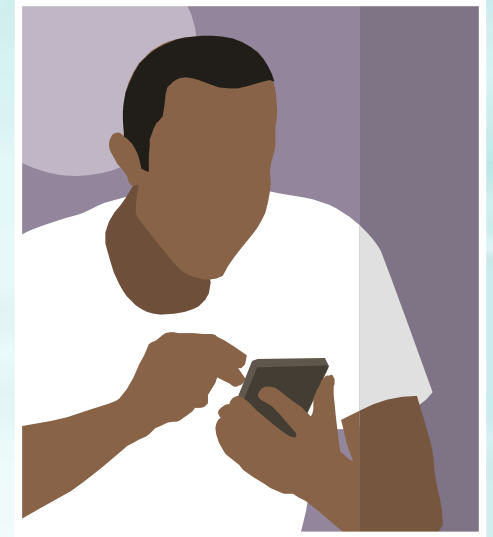


How Far We've Come...

- Good Business Practice – to plan for the unexpected
- Ohio Crisis – December 2005
- Indiana Events April 2009
- *SAVIN Guidelines and Standards* for CEM (in SAVIN Online Community Virtual Library)

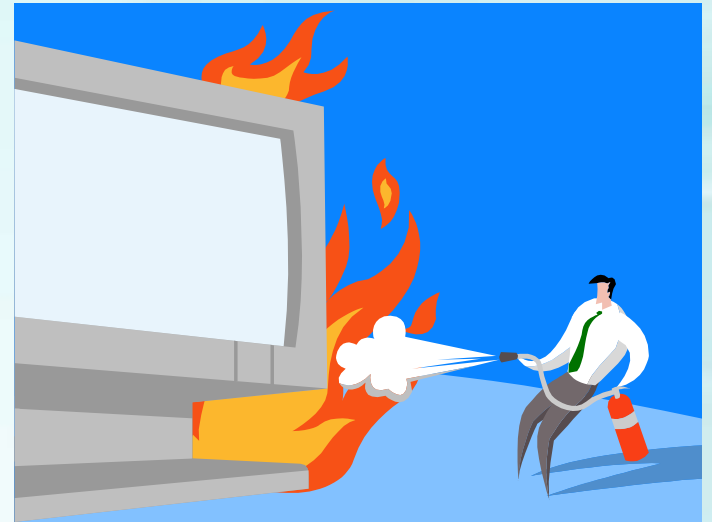
What is a Critical Event When it Comes to Victim Notification?

- Interruption of Service
- Lack of Timely Notification
- Inaccurate Information or Notification



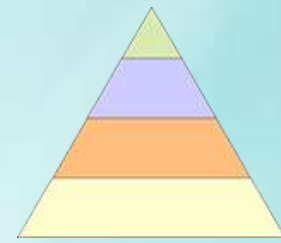
Causes of Critical Events

- System Failure
- Erroneous Notifications
- Notification Failure
- Corruption of Data
- Security Breach
- Inability to Send/Receive Data
- Barriers to Accessing SAVIN Information



Levels of Criticality

(SAVIN CEM Guidelines and Standards)



LEVEL	EXAMPLE
HIGH RISK	Involves risk to the safety and well-being of victims, other registrants or the public
MID RISK	Involves risk to the well-being of victims and other registrants
LOW RISK	Involves erroneous or missed information, but does <i>not</i> affect safety/well-being

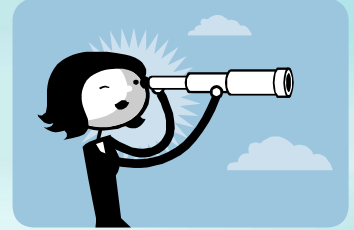
Risk Management

- Establish Security Goals – identify and define system's intended outcomes, conditions or performance targets
- Identify Assets, Systems, Networks and Functions – inventory *entire system*
- Assess Risks – evaluate direct and indirect consequences of potential critical events
- Prioritize – based on assessment of risks, establish priorities
- Implement Protective Program – alarms, etc...
- Measure Effectiveness



Phases of a Critical Event

- Planning and Preparedness: Pre-Event



- Response: Event



- Recovery: Post-Event



Pre-Event Preparedness

- Identify critical functions/potential events that could compromise information and notification services
- Identify key stakeholders involved in planning and response:
- Collaboration with all stakeholders is *key*
- Establish effective lines of communication



Who Are “Key Stakeholders”?

- SAVIN program staff
- SAVIN service providers
- Community- and system-based victim assistance professionals
- Justice professionals
- Mental health professionals
- Agency public information officers
- News media
- Victims



Pre-Event Preparedness (*cont.*)

- Establish protocol to respond to critical event
 - identifying which agency and/or person(s) will take on various responsibilities and back up roles
- Train staff and stakeholders to manage events and communicate with crime victims/families
- Practice scenarios
- Develop media plan/public information protocols

What People Want to Know...

- That they are in good hands
- Their SAVIN program and sponsors care
- Honest information about what is happening *NOW*, and what's going to happen after the incident
- Where they can go for information and assistance

Preparing a Media Plan

- Know your media (it's important to have a solid media roster in advance....)
- Single point of reliable media contact within your program; and *coordination* with any SAVIN service providers/vendors
- Centralized, accurate message
- Use social media tools

Simple Guidelines for Media Communications

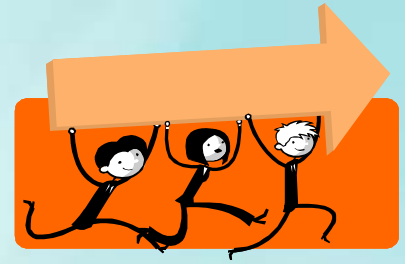
- Establish rules for the conduct of the interview
- Provide prompt, honest, and complete information to the media
- Be prepared, available, and credible



Good Tips that Make Good Sense

- Clearly define the “crisis” and response to it
- Minimize ambiguity
- Avoid speculation
- Protect victims’ privacy (to the degree possible)
- Relate to your audiences
- Avoid (or *explain*) acronyms
- NO comments “off the record”

Event Response



- Identify the event
- Clarify and identify of roles and responsibilities of personnel and stakeholders
- Identify equipment and resources that may be needed to respond to the critical event
- Coordinated action – following protocol

Event Response (cont.)

- Communicate status
- Consequence management – steps taken to *reduce negative impact on crime victims and others*
- Not all calls can be assumed to be erroneous

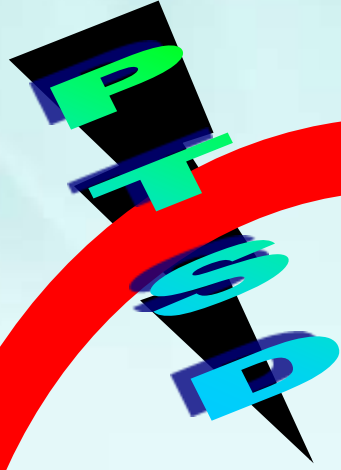


Possible Victim/Family Response

- We (or the system) have created a crisis!
- Physiological reactions – chemical dump, reptilian or limbic mode, neo-cortex shuts down, medical concerns
- Emotional reactions (heightened by physical) – fear, anger, out of control, PTSD, flashbacks, selfish, unpredictable, confusion, denial
- Crisis intervention skills, practical assistance, mental health & victim assistance partners



Activate



De-Activate

Advocate/Staff Response

- Staff stress/vicarious trauma reactions
- Counter-transference – exhaustion
- Irritability, diminished control of feelings
- Clients are not logical
- Support, water, crisis food, breathe, change positions, tennis balls, hand off
- Training and preparing will reduce stress

Post-Event Recovery

- Restoration of all services to operational standards
- Conduct investigation to determine causes of event and resolutions
- Mitigation: Analysis of event and all actions taken before and during
- Public Information – review of event and measures taken to resolve incident and plans to reduce chances of happening again



Post-Event Recovery

Assess and Evaluate

- After-Incident Review – assess effectiveness and/or weaknesses of pre-event planning protocols:
 - What worked?
 - What needs improvement?
- Use review findings to “fine-tune” protocols and overall CEM

De-brief Staff and SAVIN Stakeholders

- Not *just* the operation...emotional and physical responses of staff & stakeholders
- Provide staff tools for re-centering
- Flex time if possible
- Laugh!



QUICK VISUAL TEST

- The picture on the next slide has two identical dolphins on it. They are jumping out of the water
- Scientific study – those under stress will find differences in the two dolphins
- If you find many differences – great amount of stress



SAVIN CEM Resources

- SAVIN CEM Plan and other CEM resources
 - SAVIN Online Community Virtual Library
<http://savinonline.org/virtual-library/>
- Sample SAVIN CEM protocol (with practice exercises) currently under development

QUESTIONS



FOR MORE INFORMATION CONTACT:

Karin Ho: karin.ho@odrc.state.oh.us

Bio: <http://savinonline.org/download/webinars/Karin-Ho-Bio-Sketch.pdf>

Anne Seymour: annesey@atlantech.net

Bio: <http://savinonline.org/download/webinars/Anne-Seymour-Bio-Sketch.pdf>



This project was supported by Grant No. 2010-VN-CX-K080 awarded by the Bureau of Justice Assistance. The Bureau of Justice Assistance is a component of the Office of Justice Programs, which also includes the Bureau of Justice Statistics, the National Institute of Justice, the Office of Juvenile Justice and Delinquency Prevention, and the Office for Victims of Crime. Points of view or opinions in this document are those of the author and do not represent the official position or policies of the United State Department of Justice.