

CONCLUSION

The information gathered from select state VOCA administrator agencies supports developing comprehensive interventions on behalf of victims of mass criminal incidents. Central to their experiences are several themes that transcend unique circumstances of particular states. They cite the critical need for preparedness planning that recognizes the dramatic human impact of mass criminal victimization and the value of integrating victim services seamlessly into disaster response. They also point to the importance of understanding the special needs and vulnerabilities of victims of mass criminal events, particularly their requirements for mental health and emotional support services.

State VOCA administrator agencies call for smooth coordination of services among federal, state, and local agencies and organizations and for formalizing collaborative relationships at the institutional level to define realistic policies, procedures, and protocols. Additionally, they recommend addressing geographical and territorial

issues inherent to assisting large populations of victims, as well as creating centralized databases to track compensation and dissemination of services to avoid duplication of efforts.

State VOCA administrator agencies counsel thoughtful, prudent action in providing services to victims and encourage adoption of a case management strategy to ensure that services fit precisely the immediate, intermediate, and long-term concerns of individuals and groups. They also agree that carefully crafted federal action will complement and enhance the efforts of state agencies.

Overall, the experiences and insights of state VOCA administrators lend sound guidance to programming and funding authorities as they set priorities, allocate resources, establish protocols, and determine accountability criteria for these important initiatives in which all Americans have a stake.



Responding to September 11 Victims: Lessons Learned From the States

For copies of this monograph and/or additional information,
please contact

OVC Resource Center
P.O. Box 6000
Rockville, MD 20849-6000
Telephone: 1-800-851-3420 or 301-519-5500
(TTY 1-877-712-9279)
www.ncjrs.org

Or order OVC publications online at *http://puborder.ncjrs.org*.
Submit your questions to Ask OVC at *http://ovc.ncjrs.org/askovc*.
Send your feedback on this service via *http://tellncjrs.ncjrs.org*.

Refer to publication number NCJ 208799.

For information on training and technical
assistance available from OVC, please contact

OVC Training and Technical Assistance Center
10530 Rosehaven Street, Suite 400
Fairfax, VA 22030
Telephone: 1-866-OVC-TTAC (1-866-682-8822)
(TTY 1-866-682-8880)
www.ovcttac.org