



Provider Tool Kit

A resource material to assist providers in the delivery of high quality care to survivors of homicide victims. The design of the toolkit was informed by conclusions of a qualitative study which assessed the needs and experiences of survivors of homicide and the providers.



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Provider Toolkit



“...just imagine what it's like to have a family member murdered...” survivor

Overview

According to a random-digit-dial survey by Amick-McMullen et al in 1987 through 1988, nearly 16.4 million US residents at that time have experienced the homicide of a close friend or family member. The needs of these survivors tend to be poorly defined and often overlooked as they go through the grieving and healing process. As the characteristics of a survivor may vary, the needs of survivors also vary across the spectrum of care. Homicide may lead to various deleterious effects on survivors both short and long term. Despite the existence of several structures and processes within the system to help survivors deal with events surrounding the murder of a loved one, survivors often end up feeling desolate and helpless while also suffering traumatic experiences of the criminal justice system. In a similar vein, providers also experience various challenges which preclude the efficient provision of high quality service to survivors.

A qualitative study was conducted to inform the development of Toolkits designed to assist providers and survivors. Structured interviews were conducted to assess the needs and experiences of survivors and providers. Results and conclusions from the study have informed the development of this “Provider Toolkit”.

Provider Toolkit Objective

- *To promote the spirit of individual responsibility among providers*
- *To foster collaboration and networking among providers*
- *To facilitate prompt access to resources and utilization of services by survivors of homicide victims*
- *To empower providers to help survivors of homicide victims*

To improve quality of service rendered that is equitable

What is community?

“Community is a group of individuals who have learned how to communicate honestly with each other, whose relationships go deeper than their masks of composure, and who have developed some significant commitment to “rejoice together, mourn together,” and to “delight in each other, make others’ conditions our own.” – Dr. Scott Peck

Overview of Survivor Experience

Immediate Problems

- Feelings of helplessness following death notification
- Failure to obtain full details regarding the murder
- Feelings of guilt and shame for being unable to protect the victim
- Difficulties making funeral arrangements
- Securing personal belongings of murder victim

Finances

- Financial difficulties in making burial arrangements
- Ignorance of availability or how to apply for victim compensation
- Financial burden of hiring private investigators
- Medical expense for survivor's physical and psychological symptoms
- Difficulty in going back to work loss of income

Legal

- Painful, frustrating and long legal process
- Courtroom attendance during trial, court proceedings
- Keeping up with legal terms and technicalities
- Failure to resolve issues related to murder
- Trial delays and adjournment
- Anger over a plea-bargain arrangement
- Dealing with outcome of trial; or lenient sentences

Health

- Unrelenting grief
- Memory of mutilated body at the morgue
- Alcohol misuse
- Depression and other mental health problems

Work

- Not feeling supported/sense of isolation
- Reduced productivity at work
- Poor career progression related to time off work
- Loss of job

School

- Poor performance
- Problems with concentration
- Behavioral changes

Other

- Strain on relationships within the family
- May lead to separation or divorce
- Having to deal with the police for prolonged period of time
- Dealing with the media, media coverage may be inaccurate and or sensational
- Perceiving the community (including providers) to be insensitive or indifferent
- Negative effect on faith and values
- Perverse societal perception of murder as a form of entertainment
- Public sympathy and support for the murderer
- Public shaming and blaming of victim if they had a criminal record

Chronological Timeline

Broad description of survivor experience

	Death Notification	Funeral	Investigation/ Legal Proceedings	Grieving/Healing
Providers involved	<ul style="list-style-type: none"> • Emergency Medical Workers • Homicide Detective • Fire Services • Hospital Chaplain • Community Chaplain • Victim Specialist • Victims Advocate • Trauma Specialty's 	<ul style="list-style-type: none"> • Funeral Directors • Hospital Chaplain • Community Clergy • Community Organization • City Trauma Response • Community Trauma Response 	<ul style="list-style-type: none"> • Homicide Detectives • Victims Specialist • Prosecutors • Defense Attorney • Community Organizations • Victims Advocate • DOC • Parole • Probation victim advocate 	<ul style="list-style-type: none"> • Community Organizations • Bereavement Counselors • Community Clergy • Youth Counselors • Primary care Physician • Mental health Providers • Youth Provider • Social Worker • Other Counselors

“Violence is not the problem of one neighborhood or group, and the response and solutions are not the responsibility of one sector of the community or of one agency, professional group, or business. Coming together and owning this problem and the solutions are central.”

-Dr. Deborah Prothrow-Stith, Harvard School of Public Health

Generic Tip Sheet for Providers



- **engage** survivor in a professional and friendly manner
- survivor is hurting, therefore exercise **patience and sensitivity**
- ensure **support** is available for survivor at death notification
- notification of death must be in **private area** or at home not in hallways
- be **gentle and compassionate** yet firm
- communicate in **simple language**, avoid technical words as much as possible
- provide **necessary details** as required
- assist in **getting in touch** with family and friends
- offer **hospital chaplain** support
- refer to **victim specialist** - available in hospital
- **provide leaflets** on what to do at home, facts about events, what to expect
- provide **information on funeral homes**
- **early referral to victims advocate** at notification of death
- provide information on **victims compensation**
- provide information about **victim's right (national/state)**
- provide **sample timeline** of investigation process and court proceedings
- provide **simple interpretations** of technical legal words
- refer to **community based support groups**
- for young survivors, **contact school** and provide information on needs
- offer **referral for mental health support** services – usually covered by victim compensation
- offer referral to **community clergy for counseling**
- provide **contact details**

Fast Tips for Specific Providers



Emergency medical workers

- ✓ engage survivor in a professional and friendly manner
- ✓ ensure support is available for survivor at point of notification of death
- ✓ be gentle and compassionate yet firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ assist in getting in touch with family and friends
- ✓ early referral to victims advocate at death notification
- ✓ early referral to victim specialist
- ✓ offer hospital chaplain support
- ✓ provide contact details



Homicide Detective

- ✓ engage survivor in a professional and friendly manner
- ✓ ensure support and guidance is available for survivor at point of notification of death
- ✓ notification of death must be in private area or home not in hallways
- ✓ be gentle and compassionate yet firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ refer to victims advocate and victim specialist
- ✓ early referral to victim's advocate at notification of death
- ✓ provide adequate information victim's right (national/state)
- ✓ provide sample timeline of investigation process
- ✓ provide simple interpretations of technical legal words
- ✓ offer referral to community based support groups
- ✓ offer referral to community clergy for counseling
- ✓ offer referral for mental health support services – usually covered by victim compensation
- ✓ provide your contact information with details



Hospital Chaplain

- ✓ engage survivor in a professional and friendly manner
- ✓ assist in getting in touch with family and friends
- ✓ provide information on funeral homes
- ✓ refer to victim specialist
- ✓ offer referral to community based support groups
- ✓ for young survivors, contact school and provide information on needs
- ✓ offer referral to community clergy for counseling
- ✓ adapt services to needs of individual families
- ✓ treat each family as unique
- ✓ provide contact details

Victim specialist/Advocates

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate yet firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ assist in getting in touch with family and friends
- ✓ offer hospital chaplain support
- ✓ provide leaflets on facts about events, what to do at home and what to expect
- ✓ provide information on funeral homes
- ✓ provide information on available financial support – victims compensation
- ✓ provide adequate information on victim's right (national / state)
- ✓ provide sample timeline of court proceedings
- ✓ provide simple interpretation of technical legal words
- ✓ refer to community based support groups
- ✓ for young survivors contact school and provide information on needs
- ✓ offer referral for mental health support services – victim compensation pays
- ✓ offer referral to community clergy for counseling
- ✓ provide contact details



Funeral director

- ✓ engage survivor in a professional and friendly manner
- ✓ maintain sensitive demeanor when talking about fee
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ offer referral to victim specialist
- ✓ provide information on available financial support – victims compensation
- ✓ offer referral to community based support groups
- ✓ offer referral to community clergy for counseling
- ✓ provide contact details



Victims Advocate

- ✓ engage survivor in a professional and friendly manner
- ✓ provide support for survivor at point of notification of death
- ✓ notification of death must be in private area or home not in hallways
- ✓ be gentle and compassionate but firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ assist I getting in touch with family and friends
- ✓ provide leaflets on what to do at home, facts about events, what to expect
- ✓ provide information on funeral homes
- ✓ provide information on available financial support – victims compensation
- ✓ provide adequate information victim's right (national / state)
- ✓ provide sample timeline of investigation process and court proceedings
- ✓ provide simple interpretations of technical legal words
- ✓ refer to community based support groups
- ✓ for young survivors, contact school and provide information on needs
- ✓ offer referral for mental health support services – victim compensation pays
- ✓ offer referral to community clergy for counseling
- ✓ provide contact details



Attorney's office

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate but firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ provide adequate information victim's right (national / state)
- ✓ provide sample timeline of court proceedings
- ✓ provide simple interpretation of technical legal words
- ✓ provide information on available financial support – victims compensation
- ✓ refer to community based support groups
- ✓ offer referral to community clergy for counseling
- ✓ provide contact details



Youth providers

(Counselors, principal, teachers, school nurse, welfare agency staff, and girls group advocates etc.)

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate yet firm
- ✓ refer to community based support groups
- ✓ school based providers and community based youth providers should maintain open two way communication channels to ensure continuation of care
- ✓ maintain contact with survivor's family and friends in order to tailor services to needs
- ✓ watch out for development of maladaptive coping strategies or behavioral problems
- ✓ engage survivor to foster positive adaptive coping strategies
- ✓ provide contact details and resources
- ✓ collaborate with survivor groups within the community
- ✓ tell positive stories about the loved one
- ✓ maintain low threshold for referral to specialist for additional input e.g. psychologist
- ✓ survivor groups to seek out youth survivors actively
- ✓ provide opportunities for expression through art , music, writing or books
- ✓ provide contact details



Community Clergy

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate but firm
- ✓ refer to community based support groups
- ✓ provide information on available financial support – victim compensation
- ✓ maintain regular contact with survivors through telephone calls or visits
- ✓ advise survivor on how and when to contact you
- ✓ engage survivor to foster positive adaptive coping strategies
- ✓ maintain communication with school for youth providers
- ✓ assist survivors get through the healing process
- ✓ provide contact details and resources
- ✓ provide pastoral counseling
- ✓ assist survivors through the restorative justice process
- ✓ provide ongoing support through funeral service assistance, prayers, visits and counseling sessions
- ✓ provide contact details



Social Worker (Hospital based and community based)

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate yet firm
- ✓ communicate in simple language, avoid technical words as much as possible
- ✓ provide necessary details as required
- ✓ hospital social worker to refer to victims specialist and victims advocate
- ✓ hospital based social worker to hand over care to community based social worker
- ✓ hospital based social worker to offer hospital chaplain support
- ✓ early referral to victims advocate
- ✓ provide information on victim's right (national / state)
- ✓ refer to community based support groups
- ✓ for young survivors, contact school and provide information on needs
- ✓ offer referral for mental health support services – victim compensation pays
- ✓ offer referral to community clergy for counseling
- ✓ provide contact details

**Primary Care Physician**

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate but firm
- ✓ provide information on available financial support – victims compensation
- ✓ refer to community based support groups
- ✓ provide treatment for anxiety and other related disorders
- ✓ for young survivors contact school and provide information on needs
- ✓ offer referral for mental health support services – usually covered by victim compensation
- ✓ exercise caution in drug prescription as victim may be suicidal
- ✓ offer referral to community clergy for spiritual guidance
- ✓ provide contact details

**Mental Health Providers**

(Including psychologists, psychiatrists, mental health nurses and other therapists)

- ✓ engage survivor in a professional and friendly manner
- ✓ be gentle and compassionate yet firm
- ✓ provide information on available financial support – victims compensation
- ✓ refer to community based support groups
- ✓ provide psychological input as deemed appropriate
- ✓ for young survivors contact school and provide information on needs
- ✓ offer referral to community clergy for spiritual guidance
- ✓ provide contact details

What to say or Do



- We are praying for you and your family
- How can I be of service to you?
- Hugs
- Just listening
- Allow survivor to share
- Showing concern
- Mere presence, not so much verbal
- Hand on the shoulder
- Engage survivor in activities such as walks, cookout
- Maintain sensitive and compassionate demeanor
- Respect survivor's privacy

Statements to Avoid



- One day you will get over it.
- It will get easier
- I understand what you are going through
- I know how you feel
- God won't put more on you than you can handle
- It's going to be alright
- He's in a better place
- Everything happens for a reason
- He was in the wrong place at the wrong time
- Asking questions
- Assume victim was in a gang
- Compare victim's loss to something else

Common Challenges faced by Providers

- First responders may face uncontrolled, violent & potentially unsafe situations
- Inability to provide answers to survivor questions
- Unaware of available resources
- Not sure of possible referrals that could be made
- Lack of knowledge on issues such as victims rights within the criminal justice system or victim compensation
- Lack of service coordination among colleagues
- Inefficient collaboration among providers
- Socio-cultural or gender related barriers
- Reluctance of survivors to utilize services
- Vicarious / secondary trauma

Support for Providers

Helpful Hints

- Incorporate **switch off tasks** or **frequent breaks** into schedule
- Training on **people skills**, **empathy**, **victim sensitivity** and **crisis resolution**
- Awareness and management of **secondary trauma**
- **Sharing of experiences** with colleagues
- **Debriefing**
- **Self-care** through exercise, healthy eating, adequate sleep and social stimulation
- **Spiritual support**
- **Limit or reduce exposure** through change of work pattern

Massachusetts Victims of Violent Crime Compensation

Violent crime impacts every aspect of a person's life. The resulting physical and psychological injuries can affect a person's ability to work, go to school, and meet their own individual goals and aspirations. Often victims may require treatment to address the injuries caused by the violent acts of another. The monetary expenses incurred - after losing a loved one, for medical and dental care, psychological assistance, crime scene clean up services, and future security measures - should not serve to further victimize those who are affected by violent crime.

Through the Victim Compensation Division, the Attorney General's Office is often able to provide financial assistance to eligible victims of violent crime for medical and dental care, mental health counseling, funeral and burial costs, crime scene clean up services, and security measures. Our division uses funds obtained from perpetrators, and can assist with expenses up to a maximum of \$25,000 per crime or up to a maximum of \$50,000 per crime for cases where the victim sustained catastrophic injuries. Experienced staff within this division will assist victims in understanding their rights as a crime victim, determining what expenses may be eligible for compensation, and assessing what other resources are available to assist them.

If you or a loved one has been the victim of violent crime, please contact the Victim Compensation staff at the Office of the Attorney General for further assistance, at (617) 727-2200 ext. 2160. Please note that victim compensation funds are funds of last resort and are to be rewarded only after all other forms of assistance have been exhausted. For further information about victim rights and victim services, visit the Reporting a Violent Crime section of our website.

Who is eligible?

- Victims of violent crime occurring in Massachusetts
- Dependents and family members of homicide victims
- Any person responsible for the funeral expenses of a homicide victim

What are the requirements?

- The crime must have been reported to police within five days unless there is good cause for delay.
- You must cooperate with law enforcement officials in the investigation and prosecution of the crime unless there is a reasonable excuse not to cooperate.
- You must apply for compensation within three years of the crime. Victims under the age of 18 at the time of the crime may apply until age 21, or later in certain limited circumstances.

What expenses are covered?

To the extent insurance or other funds do not cover your expenses; you may be eligible to be reimbursed for:

- Medical and dental expenses (including equipment, supplies and medications) not covered by insurance
- Counseling expenses (for victims, for family members of homicide victims, and for children who witness violence against a family member)
- Funeral/burial costs up to \$8,000
- Lost wages (for victims only)
- Loss of financial support (for dependents of homicide victims)
- Homemaker expenses
- Expenses not covered: property losses, compensation for pain and suffering, and all other losses

Due to recent changes in the law, in cases where the victim was an adult and the crime occurred on or after November 5th, 2010 or where the victim was a child and the crime was reported on or after November 5th, 2010, we may also be able to reimburse for the following:

- Crime scene clean up services for victims and their families, up to \$1,500
- The replacement of clothing and bedding seized as evidence, such as during a sexual assault investigation, up to \$250
- The replacement, repair or installation of locks or other security devices to promote victims' safety, up to \$500
- As a result of additional changes in the law, in homicide cases where the victim was an adult and the crime occurred on or after July 1, 2013 or where the victim was a child and the crime was reported on or July, 1 2013, we may also be able to reimburse for the following:
 - An increase in funeral/burial reimbursement to \$8,000

To Apply

Complete the "Application For Crime Victim Compensation" and return it to the Victim Compensation and Assistance Division for verification.

Office of the Attorney General

Victim Compensation & Assistance Division

One Ashburton Place, 19th floor

Boston, MA 02108-1698

(617) 727-2200 ext. 2160 | (617) 742-6262 fax

In general, you will receive a decision 4 to 6 months later. Your claim can be reopened for future expenses.

Massachusetts Victim Bill of Rights

In the event a criminal proceeding is initiated against your attacker, the Massachusetts Victim Bill of Rights provides the following additional rights:

The Right to Information on the Criminal Justice System:

- You have the right to be informed of how a criminal case progresses through the system, what your role is in the process, what will be expected of you, and why.
- You have the right to be informed of rights and services for victims in the court process.
- You have the right to assistance in applying for social services, financial assistance and certification to receive information about an offender.
-

The Right to Information on the Criminal Case Involving You:

- Upon request, you have the right to be updated on significant developments in the case.
- You have the right to be notified in a timely manner of any changes in schedule for court appearances for which you have been ordered to appear.
- You have the right to be notified of the final disposition of the case, including an explanation of the type of sentence imposed and a copy of the conditions of probation, if any.
- You have the right to be notified by the Supervising Probation Officer whenever an offender seeks to change a restitution order.

The Right to be Heard and Present at Court Proceedings:

- You and your family members have the right to present a Victim Impact Statement to the court about the physical, emotional and financial effects of the crime on you and about your opinion regarding the sentence to be imposed.
- You have the right to submit your Victim Impact Statement to the Parole Board as part of its records on the offender.
- You have the right to be heard at any other time deemed appropriate by the judge.

The Right to Confer at Key Stages in the Court Process:

- You have the right to confer with the Prosecutor before the start of the case, before a case is dismissed, and before a sentence recommendation is made.
- You have the right to confer with the Prosecutor whenever a defense motion is made to obtain your psychiatric records or other confidential information.
- You have the right to confer with the Probation Officer about the impact of the crime on you before the officer files a full presentence report on the offender with the court.

The Right to Financial Assistance:

- You may be eligible to apply for Victim Compensation for certain out-of-pocket expenses, such as medical, counseling or funeral costs, or lost wages incurred as a direct result of the crime.
- You have the right to a witness fee for each day that you are required to be in court.
- You have the right to request that the judge order the offender to pay restitution for your crime related losses, and to receive a copy of the offender's schedule of restitution payments.
- You may be able to pursue a civil lawsuit for damages caused as a result of the crime by consulting a private attorney.

The Right to be Notified of an Offender's Release:

- Upon request, you have the right to advance notification whenever the offender is moved to a less secure correction facility.
- Upon request, you have the right to advance notification whenever the offender receives a temporary, provisional or final release from custody.
- You have the right to be informed by the Parole Board of the offender's parole eligibility.
- You may be eligible to get additional information about the offender, such as a criminal record or the offender's compliance with the terms of a sentence.

The Right to Other Protections in the Criminal Justice System:

- You have the right to request confidentiality for yourself and family members during the court proceedings for personal information, including home address, telephone number, school and place of employment.
- You have the right to protection by law enforcement from harm or threats of harm as a result of your cooperation with the court process.
- You have the right to a safe waiting area which is separate from the defendant and the defendant's family during court proceedings.
- You have the right to a prompt disposition of the case involving you.
- You have the right to request employer and creditor intercession by the prosecutor's office if the crime or your involvement in the court process causes problems with an employer or in meeting financial obligations.
- You have the right to have any property seized as evidence returned to you as soon as possible once it is no longer needed for law enforcement purposes.
- You, as a homicide survivor, have the right to possess in the courtroom an 8x10 or smaller photograph of the victim so long as it is not displayed

The Victim Bill of Rights is set forth in state law in Chapter 258B of the Massachusetts General Laws, March 1998.

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Survivor of Homicide Victim's Rights

YOU DO NOT HAVE TO GO THROUGH THIS ALONE.

When your loved one is murdered, you are confronted with dozens of decisions about the funeral and burial, all of which must be made within a matter of days, and under great emotional stress. Within the first few hours and days you will also have dozens of service providers and systems to navigate. You may be wondering where to even begin. At a time when you can barely function, there is suddenly so much to do.

We don't promise to have all the answers. However, we will guide you in the right direction for services to help bury your loved one with dignity and respect. Call the Survivors Outreach Services (SOS) 617-825-1917

This program (partially) supported by the Massachusetts Office for Victims Assistance through a Victims of Crime Act of 1994 (VOCA) grant from the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. Also with partial funding by the Commonwealth of Massachusetts, the Shannon Grant through the Boston Police Department and The Boston Public Health Commission.

Survivors Outreach Services (SOS) offers families emotional and practical support **24-72** hours after a homicide. Our services are **free** and **confidential** and are meant to supplement information or services provided by a funeral home, place of worship, victims advocate, trauma response team, mental health providers, bereavement counselors or anyone else that offers support.

WHAT WE OFFER:

1. Personal understanding and validation.
2. Safe and peaceful meeting place.
3. Survivors Burial and Resource Guide & a Workbook for Grieving Children.
4. Memorial Peace Buttons & Memorial Funeral Programs.
5. Identify funerals home that will accept the state victim compensation.
6. Victim Compensation Application.
7. Information and referrals

Under Massachusetts Law, you are eligible for certain rights and services. However you must actively pursue these rights and services and you must know how to navigate the many systems as they each have a different protocol for how they do their work. SOS Advocates work with many stakeholders with a goal of implementing coordinated, consistent, and compassionate responses to better serve you and your family.

We are here to offer guidance and support in your greatest time of need.
Call us at 617-825-1917 www.ldbpeaceinstitute.org

Serving Survivors of Homicide Victims Providers Network

The Peace Institute convenes the Serving Survivors of Homicide Victims Providers Network monthly in order to build the skills of providers and foster collaboration toward the goal of consistent, coordinated, and compassionate homicide response practices and protocols. More than forty agencies are active members of the Providers Network.

If you are interested in being part of the Serving Survivors of Homicide Victims Providers Network, please contact Rachel Rodrigues. rachel@ldbpeaceinstitute.org – (617)825-1917

A note to providers:

Thank you for your service to survivors of homicide victims. The Peace Institute is honored to work alongside you to meet the needs of our cherished community members. This directory is meant to provide you with a list of potential referrals for your clients. We invite you to call and connect with those colleagues you may not know well. The Peace Institute also offers tools and trainings to fellow providers on best practices and protocols for working with survivors. If you'd like more information, or if you offer a service that is not currently listed in the toolkit, please call or email the Peace Institute.

Immediately after a homicide, you can reach out to:

Boston Police Department Family Resource Officer
Officer Marivelle Crespo, Homicide Unit

1 Schroeder Plaza

Boston, MA 02120

617-343-5543 | Marivelle.crespo@pd.boston.gov

Mission:

The Victim-Witness Service component of the BPD Homicide Unit advocates for family members of the victim during the stages of grief and recovery. The purpose of Victim-Witness Resource Officers is to maintain positive communication between detectives and these survivors through meetings, forums, initiatives, and other community events. Advocates work with investigators to help grieving families by connecting families to funeral and burial resources and making referrals to public and non-profit counseling and trauma services.

Services:

The family Resource Officer will assist, guide, and support survivors of homicide victims through the investigation.

Brigham and Women's Hospital Violence Intervention and Prevention Programs
75 Francis St.
Boston, MA 02115
617-264-8746
violenceintervention@partners.org

Mission:

The Violence Recovery Program (VRP) is a partnership between the Center for Community Health and Health Equity and The Department of Trauma, Burns and Surgical Critical Care. Our goal is to be Brigham's bridge between the hospital, the patient and family and the communities we serve that are most impacted by violence and trauma. We address the co-occurring cycles of violence through a racial and gender justice lens to provide individual and institutional responses to this health inequity.

Services:

The VRP is part of the care team for patients and their families who are admitted to Brigham and Women's Hospital as the result of community violence. We provide comprehensive advocacy services, resource connection and supportive counseling for clients and their loved ones, including crisis intervention and safety planning. The VRP is available on-call 24/7 for patient and family care as well as staff consultation.

Boston Medical Center's Community Violence Response Team
840 Harrison Ave, Dowling 2 South
Boston, MA 02118
617-414-8007 | lisa.allee@bmc.org

Mission:

We will provide consistently excellent and accessible health services to all in need of care regardless of status and ability to pay. Our vision is to meet the health needs of the people of Boston and its surrounding communities by providing high quality comprehensive care to all, particularly mindful of the needs of the vulnerable populations, through our integrated delivery system, in an ethically and financially responsible manner.

Services:

The CVRT provides free mental health counseling to those who are victims of violence and their families. Services include: emergency bereavement or crisis support, including death notification to family members; on-site assessment of family/child emotional and concrete needs; bed-side, clinic-based and outreach trauma-informed counseling for adults and children; consultation with other agencies/institutions who are involved with the family; and linkage with other support services.

Violence Intervention Advocacy Program**1 BMC Place, Boston, MA 02118****617-414-4852 or 617-414-4962****Rebecca.bishop@bmc.org or Elizabeth.dugan@bmc.org**

Mission: The Violence Intervention Advocacy Program (VIAP) helps victims of violence recover from physical and emotional trauma by empowering them with skills, services and opportunities. Empowerment enables victims to return to their communities, make positive changes in their lives, strengthen others who were affected by violence, and contribute to building safer and healthier communities.

Services: Violence Intervention Advocacy Program serves anyone who comes to Boston Medical Center and has been shot, stabbed, and the family members of someone who is shot or stabbed. This meeting can happen at the hospital, or an advocate will meet them anywhere where all parties feel safe.

24-72 hours after a homicide, you can reach out to:**Attorney General's Office, Victim Compensation and Assistance Division****1 Ashburton Place, 19th Floor****Boston, MA 02108-1598****617-727-2200 ext. 2160****Fax: 617-742-6262****VCCorrespondence@state.ma.us****<http://www.mass.gov/ago/public-safety/resources-for-victims/victims-of-violent-crime/victim-compensation.html>**

Mission: The Massachusetts Attorney General's Office is committed to empowering crime victims and providing them with the tools and support they need to begin the healing process.

Services: Through the Victim Compensation Division, the Attorney General's Office is often able to provide financial assistance to eligible victims of violent crime for medical and dental care, mental health counseling, funeral costs, crime scene clean up services, and security measures. Our division uses funds obtained from perpetrators, and can assist with expenses up to a maximum of \$25,000 per crime or up to a maximum of \$50,000 per crime for cases where the victim sustained catastrophic injuries. Experienced staff within this division will assist victims in understanding their rights as a crime victim, determining what expenses may be eligible for compensation, and assessing what other resources are available to assist them.

Louis D. Brown Peace Institute**15 Christopher Street****Dorchester, MA 02122****617-825-1917****Rachel Rodrigues****rachel@ldbpeaceinstitute.org | www.ldbpeaceinstitute.org**

Mission: Established in 1994, the Louis D. Brown Peace Institute's mission is to serve as a center of healing, teaching, and learning for families and communities impacted by murder, trauma, grief, and loss. We work to create and sustain an environment where all families can live in peace and all people are valued. All families impacted by murder deserve to be treated with dignity and compassion, regardless of the circumstances.

Services: Survivors Outreach Services (SOS) provides emotional and practical support for families in the first 24-72 hours after a homicide happens and ongoing advocacy. Services are free and confidential. SOS offers personal understanding and validation; safe and peaceful meeting place; Survivors Burial and Resource Guide & A Workbook for Grieving Children; Memorial buttons & funeral programs; support in identifying funeral homes that will accept the state's Victim Compensation; Support completing Victim Compensation Application; information and referrals. SOS Advocates work with many stakeholders to ensure coordinated, consistent, and compassionate responses to murder victim's families.

Beth Israel Deaconess Medical Center
Center for Violence Prevention and Recovery
330 Brookline Avenue
Boston, MA 02215
617-842-8047
Amete Reda
areda@bidmc.harvard.edu
<http://bidmc.org/violenceprevention>

Mission: Established in 1997, the Center for Violence Prevention and Recovery's mission is: To improve the health and well-being of people impacted by multiple forms of violence, including domestic violence, sexual assault, community violence and homicide by providing trauma-informed services and programs; to improve the health care response of violence and train healthcare providers to identify and respond to patients who are experiencing or have previously experienced violence in their lives; and to engage in innovative collaboration between health care providers and community organizations to provide violence intervention, prevention and recovery services.

Services: The Center for Violence Prevention and Recovery (CVPR) facilitates a comprehensive, integrated approach to addressing multiple forms of violence experienced in people's lives. CVPR offers counseling, case management, and connections to other services and resources.

Boston Center for Youth and Families Street Workers
1483 Tremont St.
Boston, MA 02120
617-635-4920
shawn.webb@boston.gov

Mission: Boston Centers for Youth and Families Street Workers Program is a program of BCYF that offers interventions and prevention based supports to gang involved youth that reflect a cross-section of high-risk and proven-risk youth. The goal of the Street Workers' program is to help youth and families gain access to a wide array of health and social services including: education, recreation, enrichment, substance abuse treatment, tutoring, food, clothing and shelter as well as provide violence prevention and intervention.

Services: Street Workers coordinate with center-based youth workers at community center sites around the city. Street Workers go out to the front lines; reaching out to youth in trouble; intervening between out-of-control youth and neighbors in fear; negotiating disputes between rival gang members; finding job and training programs for school drop-outs; and encouraging youth to stay in school or go back to school.

Youth Connect
115 Warren Street
Roxbury, MA 02119
617-427-1068
Andrea Perry
aperry@bgcb.org
<http://www.bgcb.org/our-location/youthconnect>

Mission: YouthConnect is a unique program of the Boys & Girls Clubs of Boston, in partnership with the Boston Police Department. The YouthConnect program places licensed clinical social workers in police stations that see the highest rates of youth arrests to provide voluntary prevention, intervention and advocacy services to youth and families who are in crisis or experiencing acute problems.

Services: YouthConnect social workers primarily work with young people who are arrested or have become involved with the criminal justice system, and those who have already been identified as high-risk by police officers. Upon receiving a referral, the social workers reach out to the youth and his family to conduct a clinical assessment and determine an agreed upon set of goals to help the young person improve his overall functioning at home, in school, or in the community.

For ongoing support, you can reach out to:

Cambridge Health Alliance: Center for Homicide Bereavement

675 Massachusetts Avenue

Cambridge, MA 02139

617-591-6123

www.challiance.org/services/victimsofviolenceprogram

Mission: Since its inception in 2002, the CHB has served over hundreds of parents, siblings, children, extended family, friends and witnesses of homicide victims.

Services: The Center for Homicide Bereavement provides crisis intervention, grief counseling, individual therapy, as well as short and long-term group therapy. Losing a loved one to murder is a singular, incomprehensible, horrific loss for families with unique features which set surviving family members apart in their experience of a life-altering experience of traumatic loss. CHB staff are highly trained, experienced clinicians working with survivors of homicide victims.

The Children's Room

1210 Massachusetts Avenue

Arlington, MA 02476-7720

781-641-4741

info@childrensroom.org

<http://childrensroom.org>

Mission: The Children's Room is the leading independent, non-profit organization in Massachusetts dedicated to creating safe, supportive communities so that no child, teen, or family has to grieve alone.

Services: The Children's Room (TCR's) school and community based support groups/programs offer children and teens access to quality grief support services. Our clinical/program staff is available to work with school or community agencies to develop and facilitate grief support programs for children and teens 6-18. TCR has 8 and 10 weeks, time-limited group options as well as ongoing group options.

SHARES (Surviving Homicide's Aftermath – Resources, Education, and Support)
30 Meadowbrook Road
Brockton, MA 02301
Dorchester, MA 02122
508-542-9530
bmccoy@hptc.org

Mission:

SHARES promotes empowerment, healing, accompaniment, and support.

Services:

SHARES offers a continuum of services including counseling, support groups, and accompaniment through the court process.

South Bay Mental Health
415 Neponset Avenue 3rd Floor
Dorchester, MA 02122
857-217-3700
Lacey McClure
lmccclure@southbaymentalhealth.com
<http://www.southbaymentalhealth.com/site/>

Mission: Our mission is encouraging the self-sufficiency of disadvantaged people through behavioral health care and substance abuse services that are grounded in the community.

Services: We provide trauma evaluations, court evaluations, and substance abuse treatment. We provide services under the Child Behavioral Health Initiative (CBHI) including In Home Therapy (IHT) and Therapeutic Mentoring (TM). We have clinicians trained in trauma related treatments including but not limited to Trauma Focused Cognitive Behavioral Therapy (TF-CBT) and Attachment, Self-Regulation, and Competency (ARC).

Upham's Corner Health Center
415 Columbia Road
Dorchester, MA 02125
617-740-8139
Nichelle Thompson, LCSW
Julia Massa, Community Family Partner
nthompson@uphams.org
uphamscornerhealthcenter.org

Mission: Our goal is to provide comprehensive health and social services of the highest quality that are affordable, physically and culturally accessible, delivered in a dignified manner, and have a positive effect upon the client's well – being.

Services: The Behavioral Health department provides outpatient mental health counseling, psychiatry and case management support. As part of the Behavioral Health Department, the Trauma Recovery Team supports individuals and families who have been affected by trauma through counseling, family partner services, support in court, or communicating with other agencies and organizations.

Recommended Books

Help for the Helper: The Psychophysiology of Compassion Fatigue and Vicarious Trauma

by Babette Rothschild (Author), Marjorie Rand (Contributor)

Secondary Traumatic Stress: Self-Care Issues for Clinicians, Researchers, and Educators (Paperback)

by B. Hudnall Stamm (Author, Editor)

Transforming the Pain: A Workbook on Vicarious Traumatization (Norton Professional Books) (Paperback)

by Laurie Anne Pearlman (Author), Karen W. Saakvitne (Author)

Counter-transference and the Treatment of Trauma (Hardcover)

by Constance J. Dalenberg (Author)



Transforming Society's Response to Homicide

Mission: The Peace Institute is a center healing, teaching, and learning for families and communities impacted by murder, trauma, grief, and loss.

Vision: We work to create and sustain an environment where all families can live in peace and all people are valued.

Belief: All families impacted by murder deserve to be treated with dignity and compassion, regardless of the circumstances.

Principles: Love, Unity, Faith, Hope, Courage, Justice, and Forgiveness.

History: Louis was an avid reader a total book worm. He was caring and compassionate. He loved Chinese food and hated doing the dishes. At fifteen, he was committed to making his community a more peaceful and just place through the Teens Against Gang Violence group he was part of.

Louis believed that all young people had the potential to be peacemakers - regardless of what side of the streets they come from. He had the long-term goal of becoming the first Black president of the United States. Louis was killed in the cross-fire of a shootout in 1993.

Louis' family founded the Peace Institute in 1994 to honor his legacy by teaching young people the value of peace, focusing on the assets in community, and transforming society's response to homicide.

Our Model: Our programs and services are grounded in the Center for Disease Control's social-ecological framework that interventions are needed at multiple levels in order to interrupt cycles of violence.

The Training and Technical Assistance Center (TTAC) – TTAC provides training, tools, and technical assistance to public health professionals and institutional stakeholders so that they respond equitably and effectively to families impacted by murder.

Contact us:

617.825.1917

TTAC@ldbpeaceinstitute.org

www.ldbpeaceinstitute.org

Notes:

Serving Survivors of Homicide Victims Providers Network is a professional network for providers to build relationships, practice self-care, and increase capacity to deliver coordinated, consistent, and compassionate services when a homicide happens.

Monthly meetings:

Third Tuesday of every month from 10am-12pm at Grove Hall Library

Email Shahi@ldbpeaceinstitute.org if you are a provider who would like to attend.

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