

AGENDA

- ❑ Introductions and Housekeeping
- ❑ Keys to success in avoiding frauds and scams
- ❑ Learn about the structure of an FBI Joint Terrorism Task Force
- ❑ Family Assistance Centers (FACs)
- ❑ Nice vs. Necessary Services
- ❑ Q&A
- ❑ Session Wrap Up



PSPR2 Seminar Series: Mass Casualty Impact and Recovery

THE SESSION WILL BEGIN SHORTLY



PSPR2

SEMINARS FOR RESILIENCE

GH
INTERNATIONAL



**American
Red Cross**



**Homeland Security
and Emergency Services**



PSPR2 Seminar Series: Mass Casualty Impact and Recovery

POST INCIDENT SCAMS AND FRAUD



PSPR2

SEMINARS FOR RESILIENCE



American Red Cross



Homeland Security and Emergency Services



PSPR2 SERIES OVERVIEW



The primary goals of the Private Sector Preparedness, Response, and Recovery (PSPR2) Seminar Series are to:

- Provide participants with critical infrastructure best practices at the owner and operator level on recovery and continuity resulting from a mass casualty event,
- Present and discuss best practices on phases of mass casualty event recovery, and
- Provide partners with planning resources and tools to assist with mass casualty impact and recovery.



**SEMINARS
FOR RESILIENCE**



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PSPR2 Seminar Series: Mass Casualty Impact and Recovery

Post Incident Scams and Fraud



LEARNING OBJECTIVES

- Describe some of the “Keys to Success” in avoiding fraud, scams, and problematic fund-raising efforts following a mass casualty event.
- Learn about how an FBI Joint Terrorism Task Force is structured.
- Understand the role of Family Assistance Centers (FACs) in mass casualty events.
- Understand the constructive role IPAWS and WEA could play to assist communication in a crisis.
- Explain the difference between “NICE” versus “NECESSARY” services following an active shooter incident.



HOUSEKEEPING

- Cameras and microphones are disabled
- Safari and Chrome users might experience connectivity issues; recommended to use Teams desktop or mobile application (*preferred*), Edge, or Firefox
- Please use the Q&A chat in the upper right corner
- Captions may not be enabled by your organization
- Session is being recorded and will be available via [Vimeo](https://www.p4-hub.org/pages/pspr2) soon on the PSPR2 Site: <https://www.p4-hub.org/pages/pspr2>



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- CEUs are earned by attending the entirety of a session and achieving a 70% or higher score on a post-webinar knowledge assessment. For every 10-hours of in-person or virtual classroom time, a learner can earn 1 CEU. Learners are eligible to earn .1 CEU for each PSPR2 session for a cumulative total of .9 CEU for the entire series.
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If there are any breaches of this policy, please contact G&H at training@ghinternational.com or +1 202-955-9505.

Oregon District Shooting

Dayton, Ohio

Federal Bureau of Investigation
Cincinnati Field Office



Task Force Officer Chuck Balaj

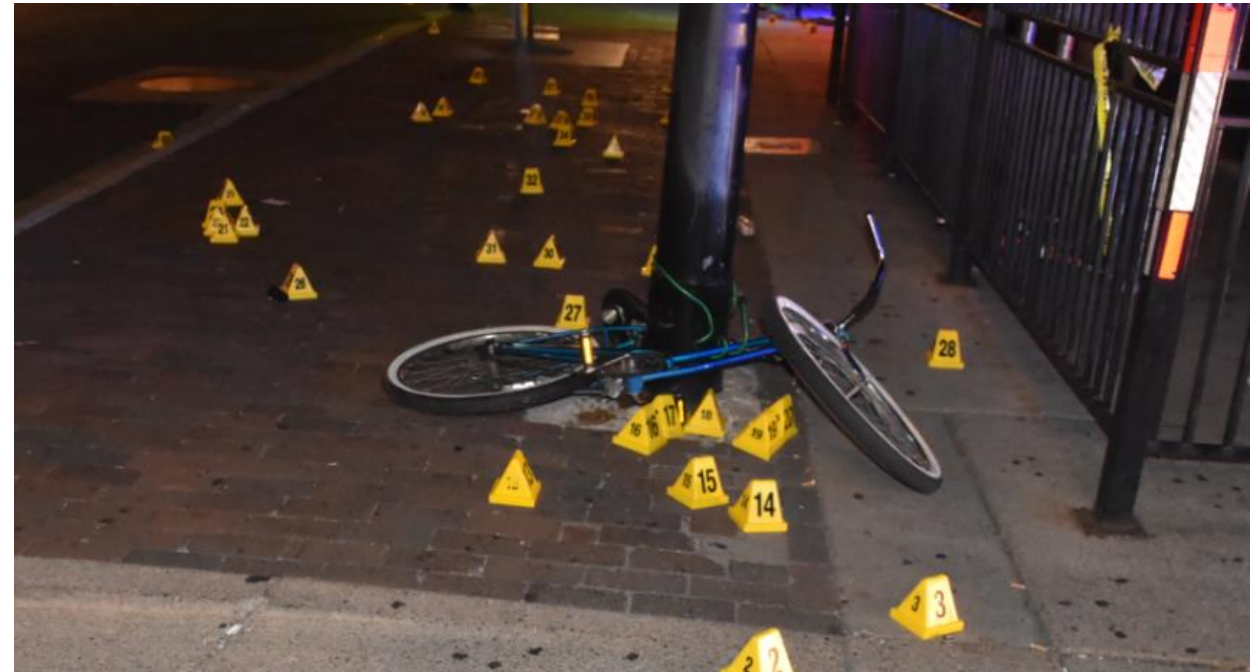


UNCLASSIFIED



Event Overview

- On August 4th, 2019 at 1:04AM EDT, Dayton Police Department responded to a shooting in the vicinity of the Oregon District of Downtown Dayton, Ohio.
- 26 people were shot and 9 people were killed – 56 total injured



UNCLASSIFIED



UNCLASSIFIED



Right of Bang



UNCLASSIFIED



UNCLASSIFIED



Memorial Day Tornadoes of 2019

- May 27-28, 2019
- Multiple tornadoes touched down in the Dayton metro area
- An EF4 tornado touched down with a speed of 170 mph
- Caused an estimated \$1 billion in damage



UNCLASSIFIED



UNCLASSIFIED



The Dayton Foundation



- Founded in 1921
- The largest community foundation in the Dayton region
- Second among all community foundations nationwide in the number of charitable funds and number of grants awarded
 - More than community foundations in New York City, Los Angeles and Chicago
- Recent experience setting up a fund for tornado victims

UNCLASSIFIED



UNCLASSIFIED



Dayton Foundation Steps In

- Set up the Greater Dayton Disaster Relief Fund
- Assisted over 2100 families
- Almost \$3 million
- Designed to support community projects for 6-8 years



UNCLASSIFIED



UNCLASSIFIED

Dayton Foundation



Jill Koorndyk
Director, Donor Services



Michael Parks
President



Jeanne Holihan
Senior VP, Operations

UNCLASSIFIED



Keys to Success

- Foundation was at convention center <12 hours after the shooting
- Announced that the DF was the single collection point for donations
- Creation of a Community Committee of 16 members

A. The distribution of funds will be administered on behalf of the LLC by an Oversight Committee consisting of the following community representatives:

Co-Chairs:

- Brother Raymond L. Fitz, former President of the University of Dayton
- Dr. Gary LeRoy, associate dean for student affairs and admission at Wright State University Boonshoft School of Medicine, president-elect of the American Academy of Family Physicians and former chair of The Dayton Foundation Governing Board

Voting Members:

- Pastor Renard Allen, St. Luke Baptist Church;
- Melodie Bennett, House of Bread;
- David Bowman, The Ohlmann Group;
- Doug Compton, Fifth Third Bank and The Dayton Business Committee;
- Marva Cosby, Cosby Consulting and vice-chair of The Dayton Foundation Governing Board;
- Sarah Hackenbracht, Greater Dayton Area Hospital Association;
- Sandy Hunt, Montgomery County Prosecutor's Office;
- Helen Jones-Kelley, Alcohol, Drug Addiction and Mental Health Services for Montgomery County;
- Julio Mateo, 361 Interactive, LLC;
- Phil Parker, Dayton Chamber of Commerce;
- Natalie Skilliter, Corner Kitchen;
- Rev. Joshua Ward, Omega Baptist Church; and
- Carolyn Wright, Parity Inc.

Dr. Gary LeRoy will serve as Fund Administrator. The Oversight Committee and Fund Administrator have been given the authority to develop the Final Protocol for the distribution of charitable gifts from the Fund.



Fraudulent Claims

- Disasters can spawn multiple fund raising efforts
 - Legitimate and fraudulent
- Requires reigning efforts in
- Early action eliminated most other efforts
- Detailed applications with releases
- DF had only three claims determined to be fraudulent/false

APPROVED ____Y ____N		CATEGORY: _____	
		TIER: _____	
Dayton Oregon District Tragedy Fund, LLC			
Application Form: Physical Injury			
NAME OF APPLICANT	_____		
	<u>Reviewer 1</u>	<u>Reviewer 2</u>	<u>Reviewer 3</u>
(1) Notarized	_____	_____	_____
(2) Proper Medical Records	_____	_____	_____
(3) HIPAA Release Form	_____	_____	_____
(4) Total Hours in Hospital	_____	_____	_____
Admitted Time:	_____	_____	_____
Released Time:	_____	_____	_____
Treated within 48 Hours:	_____	_____	_____
(5) On Victim List	_____	_____	_____
Comments Reviewer 1:	_____ _____ _____		
Comments Reviewer 2:	_____ _____ _____		
Comments Reviewer 3:	_____ _____ _____		
Potential Concerns/Issues:	_____ _____ _____		



Kenneth Feinberg

- Mike Parks contacted the Council on Foundations
- Ken Feinberg contact information
- Special Master for 9/11 Victim Compensation Fund
- Disaster assistance
 - Deepwater Horizon
 - Boston bombing
 - Sandy Hook
 - Virginia Tech shooting
 - Pulse nightclub shooting
 - Three of Life Synagogue shooting





Dave Chapelle Fundraiser

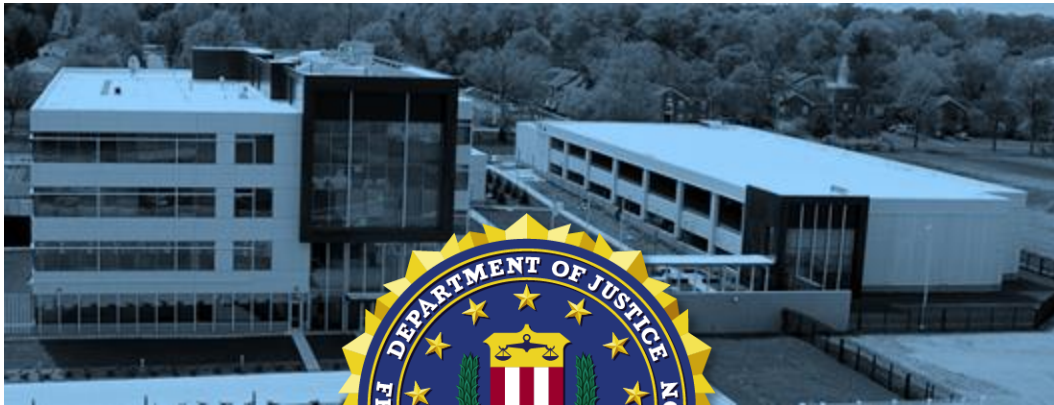
- Dave Chapelle is a staunch community supporter
- Lives in Yellow Springs
- Sponsored Gem City Shines free concert
- Raised \$200k in donations
- Key Bank volunteered to handle all monies from fundraiser



cabalaj@fbi.gov



FBI Cincinnati Field Office



Lois Oglesby



Megan Betts



Nicholas Cumer



Logan Turner



Thomas McNichols



Derrick Fudge



Monica Brickhouse



Saeed Saleh



Beatrice Warren-Curtis

Jill Koorndyk

Director, Donor Services

jkoorndyk@daytonfoundation.org

Michael Parks

President

mparks@daytonfoundation.org

Jeanne Holihan

Senior VP, Operations

jholihan@daytonfoundation.org



Private Sector Preparedness Response & Recovery
(PSPR2 Seminar Series)

Leading in Crisis– Highland Park's Response to a Mass Shooting
October 19, 2023



Leading in Crisis & Managing a Resilient Community

Emphasis on Protecting from Post-Incident Scams/Frauds

Contact Information:

Ghida S. Neukirch
City Manager
City of Highland Park
gneukirch@cityhpil.com

City At a Glance

- Established in 1869
- Council-Manager Form of Government
- 25 miles north of downtown Chicago
- 12.27 Square Miles
- Population 30,163
- Home to eight business districts, two school districts, park district, major hospital system, Ravinia Festival and U.S. Route 41
- Several landmark structures
- Households, 12,079

Race & Hispanic Origin

- 88.9% white; 9.3% Hispanic or Latino; 4.6% two or more races; 3% Asian alone

Education

- HS graduate or higher, 97.6%
- Bachelor's degree or higher, 76.4%





Preparing for the Parade, 7/4/2022





Incident Summary

Shots Fired 10:14 a.m.





Fatalities, Injuries & Victim Impact

REMEMBERING THE VICTIMS OF HIGHLAND PARK



Katherine Goldstein



Irina McCarthy



Kevin McCarthy



Jacquelyn Sundheim



Stephen Straus



Nicolas Toledo-Zaragoza



Eduardo Uvaldo





Fatalities, Injuries & Victim Impact

49 Victims Suffered Gunshot Wounds

Dozens of Victims Were Injured Attempting to Flee the Area

The Mental & Emotional Wellness of Thousands of People Have Been Impacted





Emergency Dispatch & Emergency Medical Services



- Dispatch received 421 calls related to the incident in the first hour
- Dispatch protocols versus self-dispatching
- Total calls for the day approached 3500
 - Typical calls per day total is 1100
- Scene containment vs entering into a hot zone
 - 24 patients transported in 27 minutes





Mutual Aid By the Numbers

Over 1800 Local, County, State and Federal First Responders

- 6+ Federal Law Enforcement Agencies
- 70+ Local Law Enforcement Agencies
- 2 County Law Enforcement Agencies
- Illinois State Police
- 20+ Fire Departments
- 4 Emergency Communications Centers
- Hundreds of Social Workers, Civilian Personnel & Volunteers



What Services are Needed?

- “Need” to have versus “Nice” to have
 - Email management (1600+ emails received on July 4 & 5)
 - Set up Hpcares@cityhpil.com email address for all great ideas
- Reunification
- Crisis Counseling – immediate and ongoing
- Reclaim belongings
- Business needs within closed crime scene
- Immigration support
- Communication
- Ceased issuance of special event permits



Support and services for employees is critical



Short-Term Memorials

- Three short-term memorials established organically
- Guidance from DOJ/OVC
- Feedback from victims and the public
 - Manage conflicting feedback
- Do No Harm





City Established Temporary Memorial Rose Garden, adjacent to City Hall

Will continue to be maintained until permanent memorial is established





On-Going Resiliency Operations

- Set-up Resiliency Division within the City Admn
 - Staffing & Purpose
- Monthly Meetings with Government Partners & Community Partners

Government:

- Highland Park Library
- Highwood Library
- Lake County (Admn, EMA and SAO)
- Moraine Township
- Park District of Highland Park
- SD112
- SD113

Resource Partners:

- HP Community Foundation
- 211 Lake County/United Way
- North Suburban Legal Aid Clinic
- Family Services of Lake County/Josselyn



Highland Park Parade Shooting Response Fund

Together Highland Park Unidos

- Executive Order by the City entrusting HPCF to manage donations
- Managed by Community Leaders and established Administrators; CHP Elected official Liaison
- Round 1: \$5.8M donated and distributed; Closed on 10/7/2022
- Round 2: Opened on 10/8/2022. Underway to assist on-going mental health needs and other services
- Transparent, comprehensive and clear process



WARNING:
*People will try
to profit off your
tragedy*



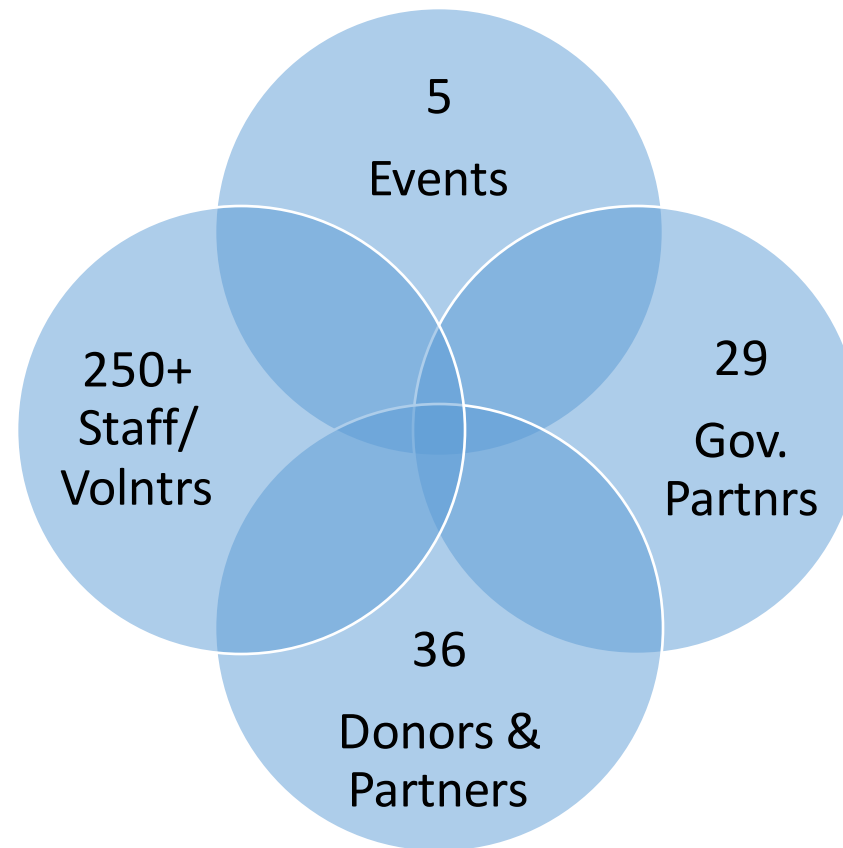
High level overview of Next Steps


- Recognition Ceremonies & Recognition Outreach to Partners
- Update to the City's Emergency Operations Plan
- Funding to renovate and/or create additional EOC
- Special Event Permits / Incident Action Plans
- Media Training – City Council & Senior Staff
- Retain text messages
- Emergency Preparedness to include community partners – (past tabletops only included staff, government partners, hospital, Ravinia Festival)
- Mutual Aid for Administrative/Communications Personnel
- Stop the Bleed training
- Legislative action (drone bill approved as State law)
- Police technology & resources (long rifles at special events, LPR)



One Year Later







**We often cannot control
what takes place,
but we can always control
how we react and respond.**



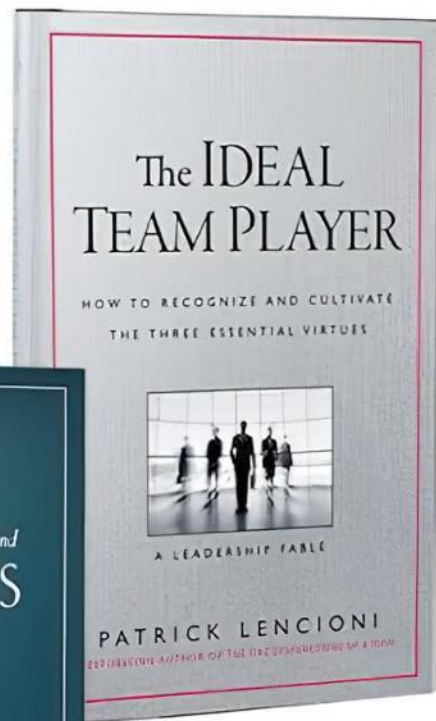
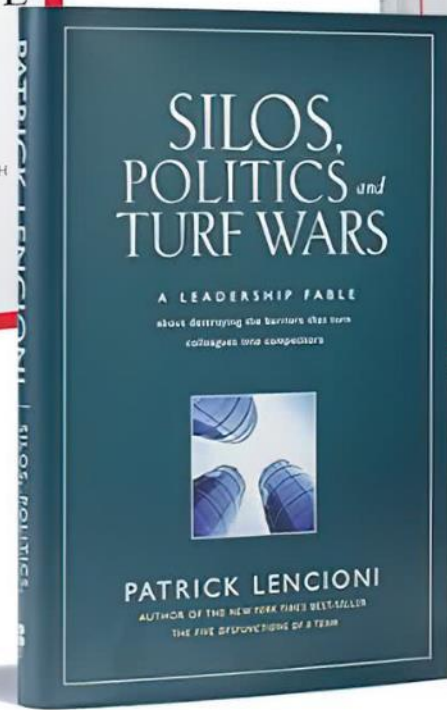
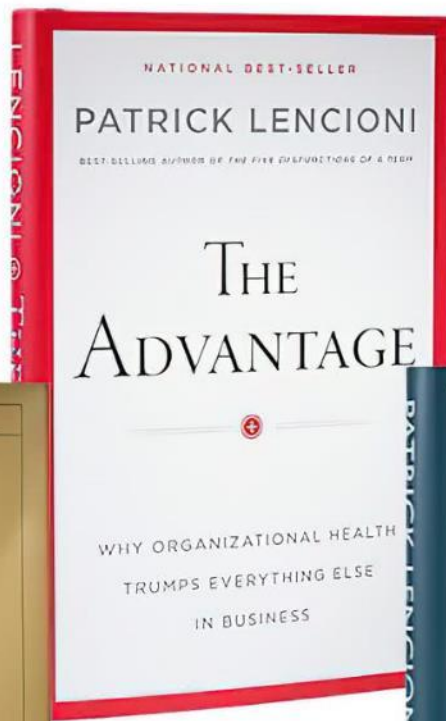
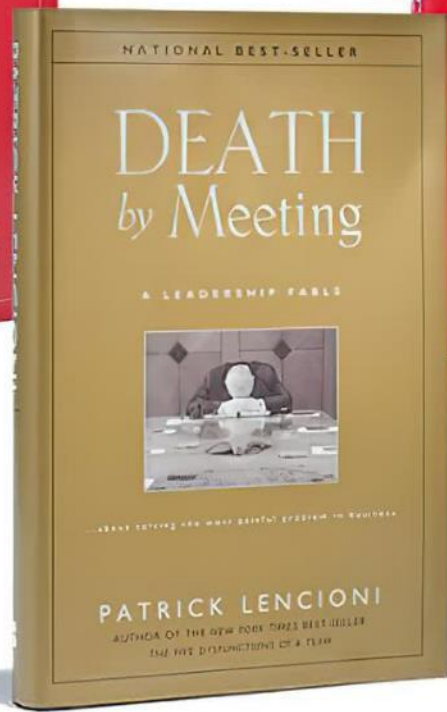
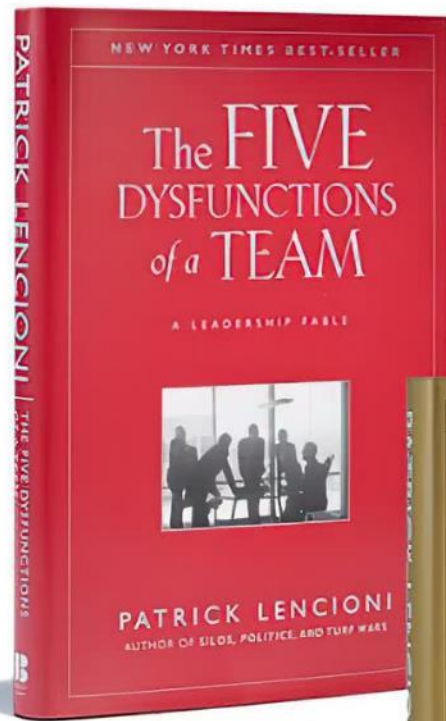
Contact Information:

Ghida S. Neukirch
City Manager
City of Highland Park
gneukirch@cityhpil.com

A background image showing a group of people at an outdoor event, likely a candlelight vigil. Several individuals are visible, some holding lit candles. The scene is outdoors with trees in the background. The image is semi-transparent, allowing the text to be overlaid clearly.

Planning and Partnership: Building Resiliency in Highland Park

**Daniel Eder
EMA Manager
Lake County Emergency Management Agency**





Unified Emergency Management Agency

- Memorandum of Understanding signed on June 18, 2018
 - County Administrator
 - Lake County Sheriff
 - Executive Director of Lake County Health Department
- Integrates programs and staff
 - Emergency Management Program
 - Homeland Security Program
 - Emergency Response Program



Meet the Staff



Dan Eder
EMA Manager



Rebecca Kumar
Assistant Manager



Bryan Nicholson
Emergency Management Specialist



Tanya "Bree" Kingshott
Emergency Management Specialist



Tom Lynch
Communications Technician



Patti Corn
Emergency Response Coordinator,
LCHD



Joe Amaro
Emergency Response Specialist, LCHD



Tiffany Etzel
Medical Reserve Corps/
Volunteer Specialist, LCHD

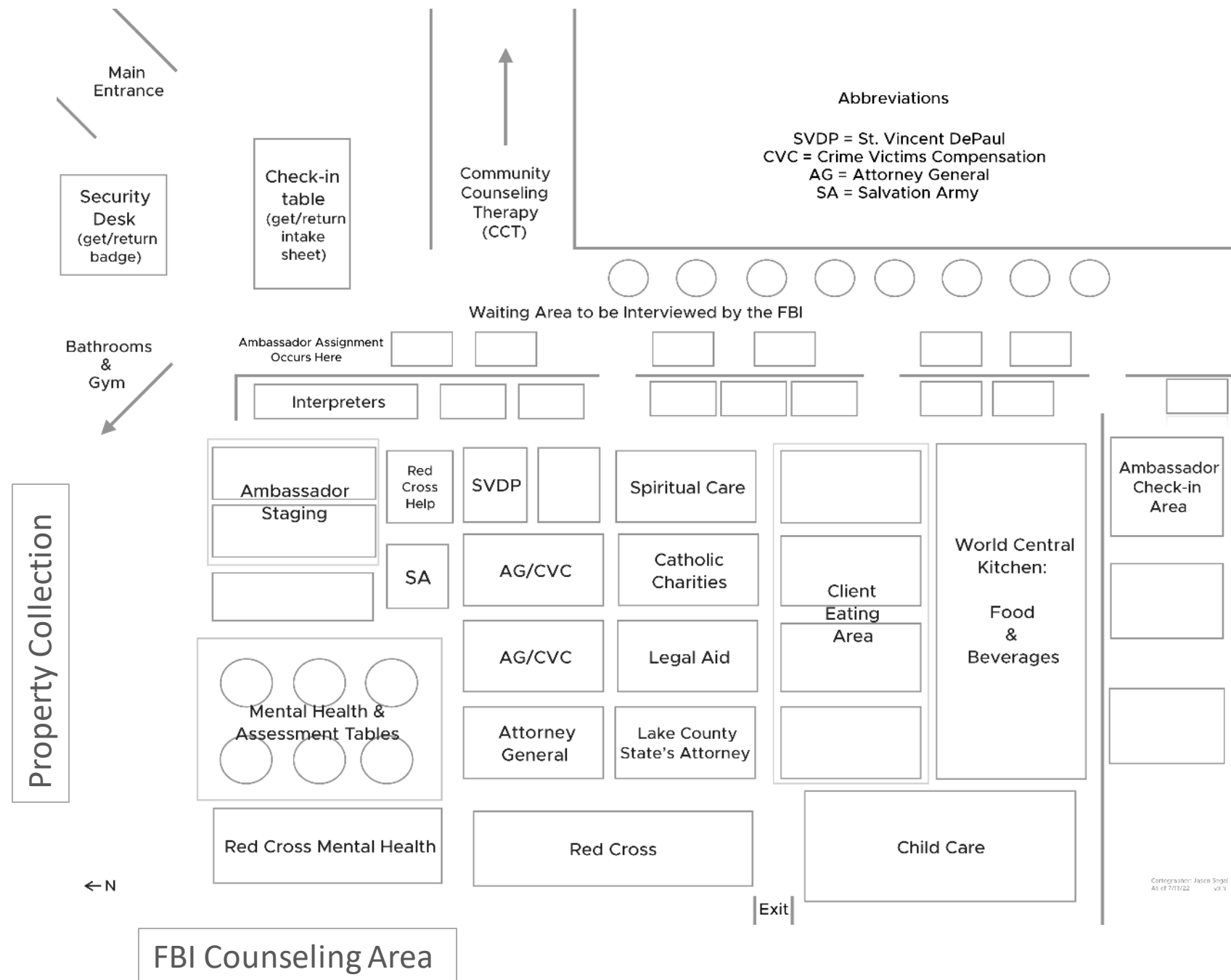


Michael Jackson
Director of Homeland Security, LCSO

Lake County EMA - Initial Incident Response

- Activation of the Lake County Emergency Operations Center
- Direct Assets On-Site (radios, tents, fans, staff, etc.)
- Liaison to IEMA and other State Agencies
- Begin recovery actions as soon as the first day
 - *Family Assistance Center and Resource Navigation Center*
 - Financial Recovery (Small Business Administration)
 - Subject-Matter Experts on site (Tennille Pereira from Vegas Strong Resiliency Center, IEMA Recovery Chief Greg Nimmo; IEMA PIO Kevin Sur)
 - Counselors/Therapists through the Lake County Health Department Medical Reserve Corps (LCHD/MRC)

Highland Park FAC



The background of the entire image is a dense, repeating pattern of small, stylized human figures in a dark green color. These figures are arranged in a grid-like fashion, filling the entire frame. In the center of the image, there is a large, irregular white shape that resembles a map of the United States. This shape is composed of many small, white human figures, mirroring the pattern in the background. The text is centered within this white shape.

First 3 days
over 3,000 families seen

Planning for the Family Assistance Center

The success of the FAC was built on the amazing partnership and hard work of the Northeast IL Community Organizations Active in Disaster (COAD), the American Red Cross, and numerous partner organizations that made up the Family Assistance Center



Planning the Next Step, the Resource Navigation Center



Resource Navigation Center



Resource Navigation Center





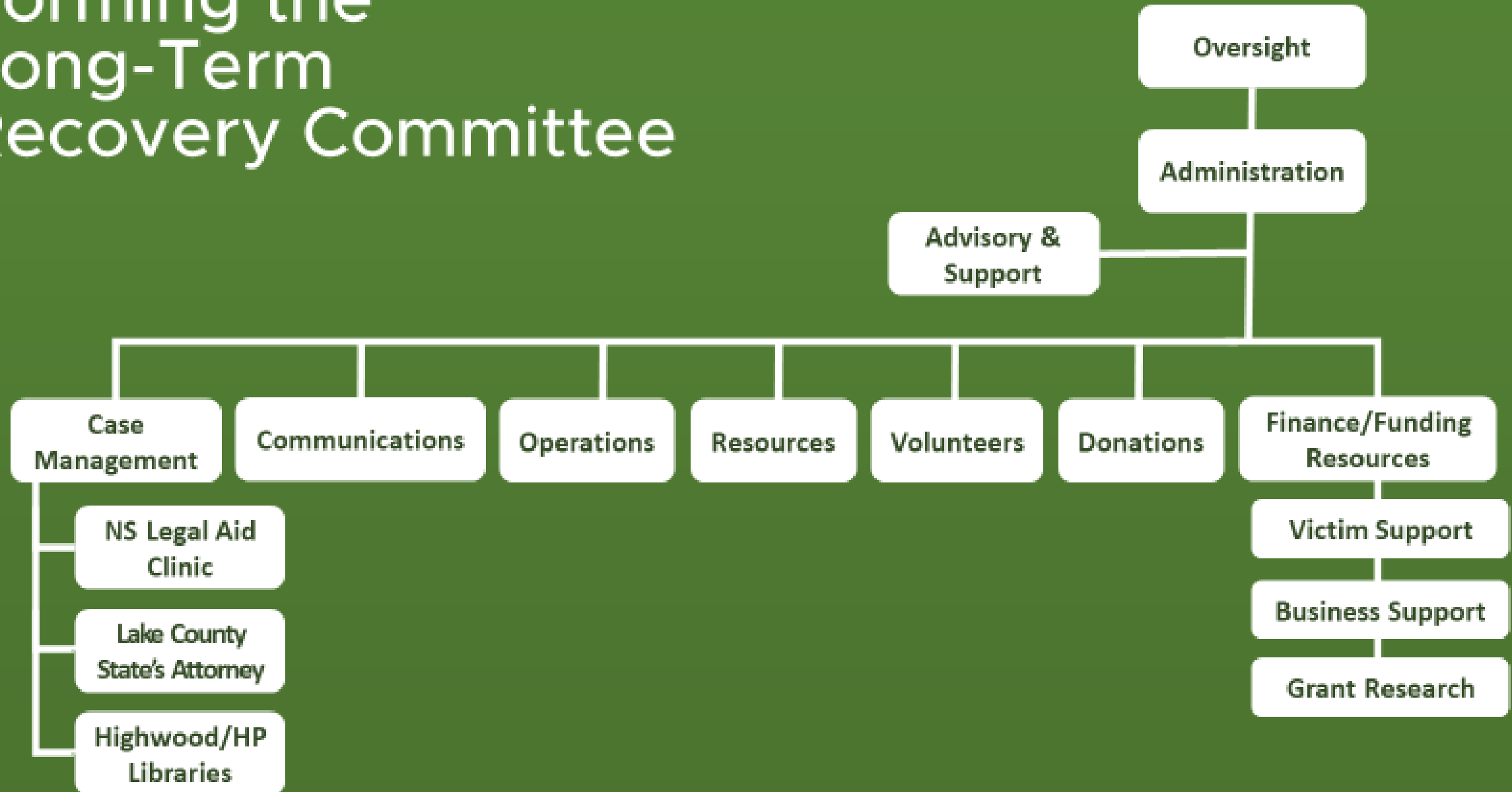
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A Vital Resource in a Time of Need

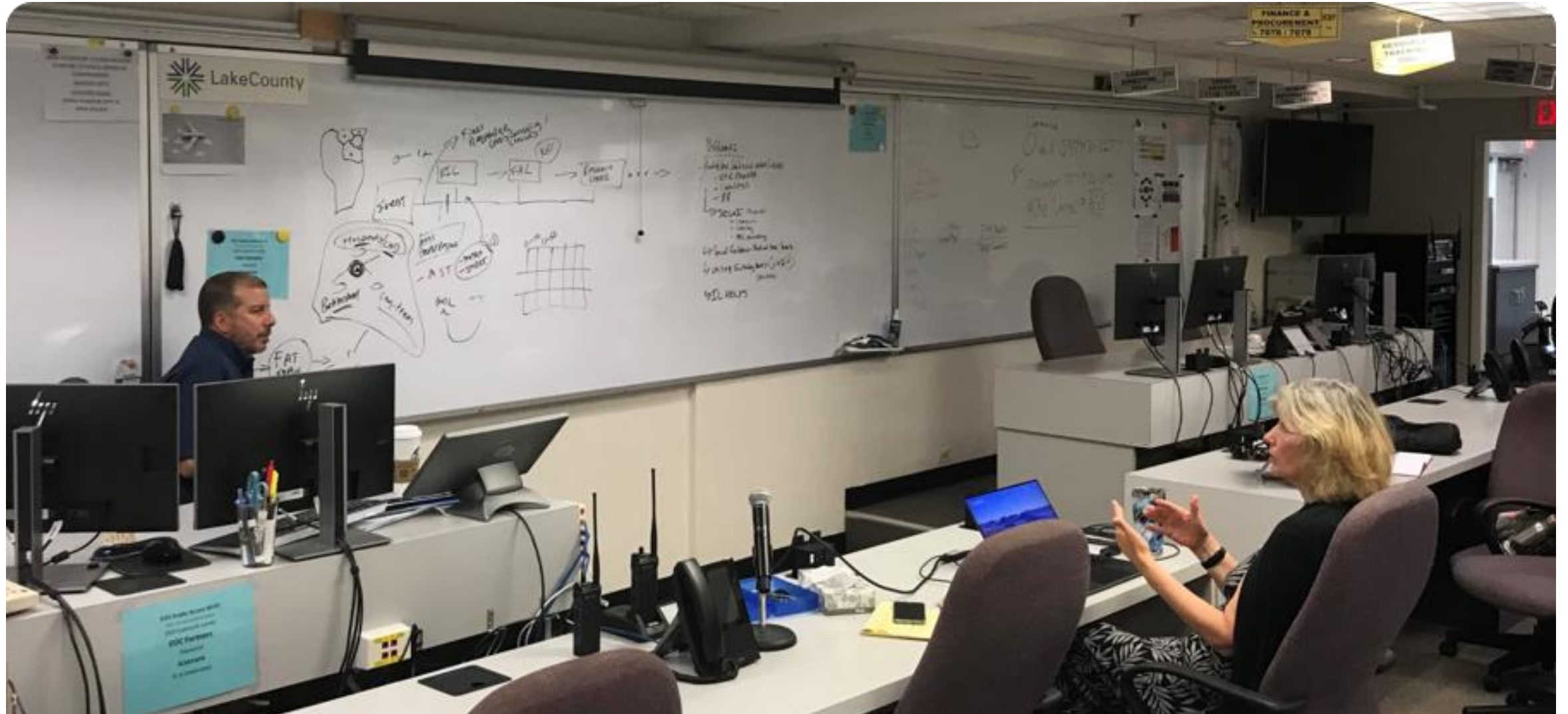
- Well-established 211 in Lake County
- Surveying all providers on resources and conducting real-time assessment and triage
- Can develop a 1-800 number if needed as a hotline to call for those impacted by Highland Park incident
- People that need physical on-site help can schedule real time at the upcoming Resource Navigation Center



Forming the Long-Term Recovery Committee



Pray It Never Happens Again...
But Build the Playbook Now!



Pray It Never Happens Again...
But Build the Playbook Now!





After Action Item: Increased Local Trainings and Exercises

- Crisis Counseling Seminar and Certification (56 participants; 448 hours)
- Stop the Bleed Campaign/Train-the-Trainer (19 new trainers)
- Participation in multiple active threat and rapid deployment exercises
- 2nd Annual Regional Office of Education School Safety Summit
- EMA-sponsored courses (ICS/EOC Interface, ICS 300/400, Public Information)

After Action Item: Organizational and Procedural Changes

- Changes being made to the Lake County Emergency Operations Plan and accompanying procedures to offer a staff member at a Command Post during a large-scale event (*LCEMA regularly reviews municipal plans as well*)
- Additional Emergency Management Specialists Position created for Lake County EMA
- Internship position staffed within LCEMA focusing on school safety resources
- Additional Regional staff to the Illinois Emergency Management Agency

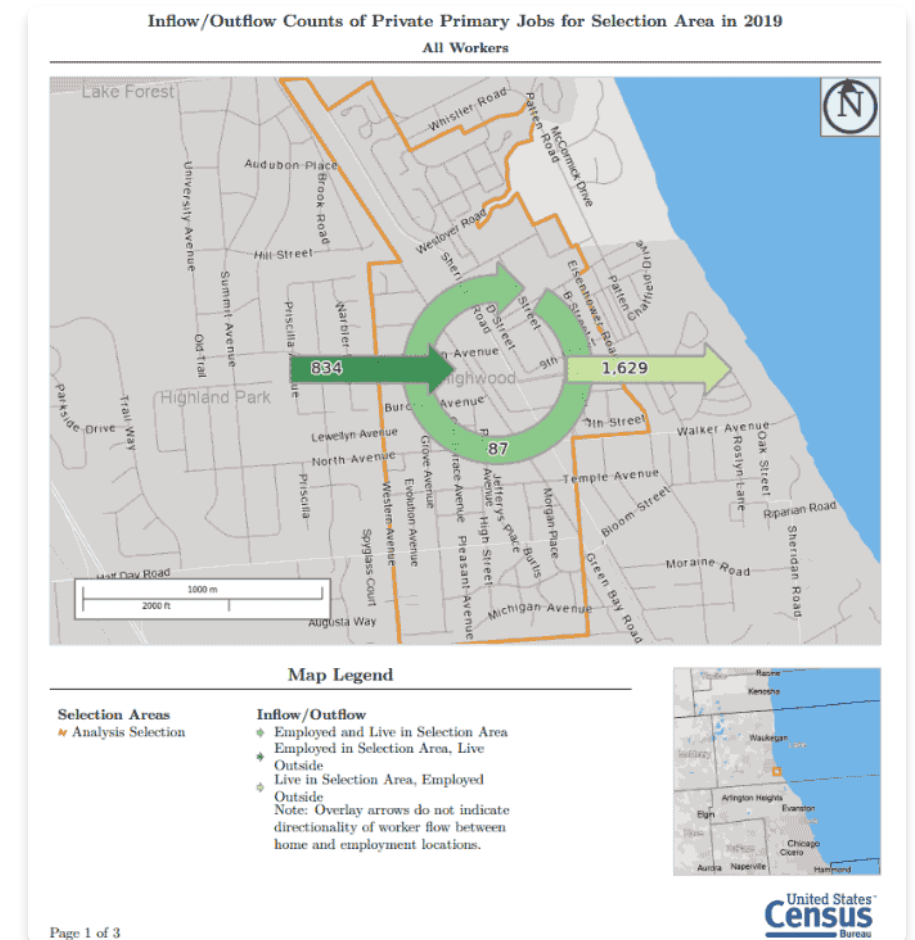
After Action Item: Emergency Communication

- The use of Wireless Emergency Alerts (WEA) for events like this was brought up as an area for improvement
- Regional work (Cook, Lake, Glenview Dispatch, and surrounding areas) on policies, procedures, and coordination to grant Glenview Dispatch IPAWS Capabilities



After Action Item: Community Profiles

- State and Feds don't always have a detailed understanding on demographics and needs of community
- Profiles done in collaboration with villages and include info such as...
 - Demographic info (language, disability info, vehicle access)
 - Historic and cultural background
- To date, Community Profiles have been created for each community in Lake County



After Action Item: Finances and Funding

It was recognized during the event that there was not a direct funding mechanism set up and ready to go. Lake County EMA, LC Administration, and the LC Community Foundation (LCCF) identified the need and are working together to ensure that there is a local Crisis Relief Fund ready for future incidents or events. LCCF will be the host and distributor of these funds.

Lake County Community Crisis Relief Fund



**LAKE COUNTY COMMUNITY
CRISIS RELIEF FUND**

lccfil.fcsuite.com/erp/donate

After Action Item: Share Our Story and Lessons-Learned

- 2022 IEMA Annual Summit
- DuPage Public Safety Committee
- Cook County Public Safety Committee
- Lake County Lunch and Learn
- FEMA Region 5
- ILCMA Presentation (Ghida and Dan)
- IESMA Lunch and Learn
- 2023 National Homeland Security Conference
- Hanover Township Emergency Services Conference
- Today!



After Action Item: Planning for July 4th, 2023

- Event Support
 - LCEMA staff at HP EOC
 - EMA and Health Department staff in field (Crisis Response Team, Registration)
 - EMA staff, Red Cross, IEMA, RACES, SKYWARN, etc. staffed at Lake County EOC
 - LCEMA completed NWS Outdoor Weather Event Planning Form
 - Involved in planning meetings



After Action Item: Planning for July 4th, 2023

- Resources

- Radio caches
- Message boards
- Pan Tilt Zoom camera
- Tents/canopies
- Staff (ex: registration)
- Tables and chairs
- EOC supplies
- Mutual Aid
 - Salvation Army, Red Cross, etc.



After Action Item: Planning for July 4th, 2023

With all of the optics on Highland Park, Lake County EMA must plan for the “all”

- Activated at a Level 3 – Alert State with EMA staff present at EOC
- Requested Incident Action Plans from municipalities/key partners
- Monitored weather, 911 calls, radio, power outages, partner dashboards, social media, etc. for all communities
- Dealt with an emergency water issue at a neighborhood during the weekend of July 4th



What's Next?

- After-Action Report and Improvement Plan based on lessons-learned from July 4th, 2023
- Continued participation in Resource Partners Meetings
- Updates to Emergency Operations Plans, Recovery Plan, Procedures, etc. based on lessons-learned
- Family Assistance Center Plan (Lake County and a template for partners)
- Continue to share our story!





Thank You!

**Daniel Eder
EMA Manager**

**Lake County Emergency Management Agency
deder@lakecountyl.gov**

Q&A



PSPR2

SEMINARS FOR RESILIENCE

Please use the Q&A
chat in the top right-
hand corner.

NEXT SESSION – REGISTER NOW



- *Scan with phone to access
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PSPR2: Civil and Criminal Judicial Processes

November 16, 0900 Pacific/1200 Eastern

Registration Page: <http://bit.ly/3QehUzq>

Email requests, questions, or comments to:
training@ghinternational.com

THANK YOU FOR ATTENDING!

We look forward to seeing you at a future session.



Please take our post-session
survey!

Scan this QR Code to access the
short survey on your phone



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and Emergency Services**

