

**National Pipeline Survivor Support System:
creating resilient, prepared, and safety-aware communities**

*Identification, review, and adaptation of existing survivor and disaster assistance programs and services as a
framework for a National Pipeline Survivor Support System*

**Prepared for
The City of San Bruno, California
&
Mayors' Council on Pipeline Safety**

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c.a.s.e Consulting Services (“c.a.s.e.”) is pleased to present the City of San Bruno, California (“San Bruno”) and the Mayors' Council on Pipeline Safety (MCPS) with this report to assist in the development of a National Pipeline Survivor Support System.

Project Specifications

As a consultant on this U.S. Department of Transportation Technical Assistance Grant (US DOT TAG), c.a.s.e. was contracted to complete the following task:

Research and adapt model Survivor and Disaster Assistance programs such as San Bruno's network of survivors, Eric Greitens' "Mission Continues," General Honoré LLC "Honoré Preparedness Group," other programs created and maintained by the Red Cross, U.S. Department of Health and Human Services, and U.S. Veteran's Administration, and various programs and services used by professionals specializing in identifying and treating PTSD and in the delivery of bereavement support.

This report identifies, reviews, and provides recommendations and suggestions for adapting these programs in the organization and delivery of a National Pipeline Survivor Support System (NPSSS) in 2017 and beyond.

Background

In a time of aging gas pipeline infrastructure and widespread pipeline build out, public safety should be the first priority. Safety can be enhanced by the pro-active participation of gas pipeline failure survivors; but only if those survivors are provided the resources to understand the causes and consequences of the tragedy. Survivors of pipeline failures need not only on-going support to turn a tragedy into a pro-active approach to safety in the future but also a way to participate in prevention programs and planning for future failures. In the case of many local and national disaster programs and survivor networks identified and reviewed in this report, whether they be targeted at specific types of survivors such as war veterans or survivors of fires, pipeline explosions, or natural disasters or targeted at specific geographic scales, gas and oil pipeline explosion survivors should not be left to their own capabilities in finding resources that go beyond victim-hood and create survivors with a purpose.

For too long, the public has been relegated to the back seat in matters of pipeline safety. If not addressed adequately, these matters may influence individual lives as well as the intimate and extended social networks that make up a community. To address this lack of public involvement, the City of San Bruno and the Mayors' Council on Pipeline Safety (MCPS) secured funding from the U.S. Department of Transportation (US DOT) Pipeline Hazardous Materials Safety Administration (PHMSA) to create a NPSSS. As US DOT Secretary Foxx said in a 2014 address to the National Association of Regulatory Utility Commissioners, the nation should not wait to "mobilize around the next tragedy" with regard to pipeline safety.

In reducing the risk of future pipeline disasters, regulators, industry, decision-makers, and safety experts are not the only stakeholders that must be involved. Research has shown that disaster prevention and preparation must start with behavioral change at the local level, and that one of the most effective ways to create such change is through culturally appropriate public awareness and education programs that directly engage individuals and front-line communities. There are various approaches to creating such programs, including public relations campaigns, informal education, formal school-based interventions, and participatory learning. One of the central motivators behind the development of the NPSSS is that the participatory learning approach to disaster risk reduction is the only approach that provides front-line communities with an experience of empowerment through self-discovery and experiential learning, yet this approach has too often been seen as the most difficult approach to implement and is therefore not a central feature of most pipeline safety public awareness and education programs in the United States. Participatory learning uses the tools of participatory action research (PAR) and asset-based community development (ABCD) to develop community-based disaster risk management plans and processes. When initiated in local communities prior to, during, and after a pipeline disaster, pipeline

safety awareness and education programs can be designed that are more culturally sensitive and locally relevant. The NPSSS seeks to initiate this type of bottom-up culture of preparedness and safety through the mobilization of survivors of pipeline disasters.

The NPSSS, as envisioned by San Bruno and MCPS, would have five specific components:

1. A national hub for delivery of direct outreach and practical resources needed by impacted individuals and communities in the event of pipeline disasters.
2. A supportive network for survivors to transition from the experience of tragedy to proactive involvement in pipeline safety in their own communities and nationally.
3. Public awareness and community education program formulated by and for survivors of pipeline disasters that addresses the safety risks gas pipelines pose to individuals and communities.
4. A transparent and inclusive mechanism to encourage and empower victims of gas pipeline disasters to have an active role in the development of national pipeline safety guidance.
5. A change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety.

Overall, the NPSSS would provide the structure and on-going bottom-up support to individuals and local communities to find the help they need when disaster strikes while also creating informed and aware individuals and communities knowledgeable about pipeline safety and taking an active role in all aspects of national pipeline safety regulation, monitoring, and investigations.

Methods of Identification and Review of Existing Survivor Programs

Since the City of San Bruno and MCPS had already envisioned the main components of an NPSSS, these components were used to develop five criteria for identifying programs and five questions to use in an in-depth review of a subset of the programs identified.

Criteria for Identification

While several programs were already directly identified in the U.S. DOT Technical Assistance Grant proposal for review – namely City and County post-disaster mobilization programs after the 2010 gas explosion in San Bruno, California, “The Mission Continues,” and General Honoré LLC’s “Honoré Preparedness Group” – other survivor programs needed to be identified for evaluation as models for the creation of the NPSSS. Programs identified for review had to meet at least three out of the five following criteria:

1. The program provides direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations.
2. The program develops a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally.
3. The program integrates survivors into the formulation of public awareness and community education materials and resources.
4. The program uses transparent and inclusive mechanisms to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources.

5. The program creates a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety.

Questions for Review

The following five questions were used to evaluate each program that met the above criteria:

1. How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?
2. How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?
3. How does the program integrate survivors into the formulation of public awareness and community education materials and resources?
4. What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?
5. How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

Federally funded and mandated disaster and trauma survivor programs in the U.S. Department of Health and Human Services, U.S. Justice Department, and U.S. Veterans Administration and coalitions of disaster relief support agencies such as the National Voluntary Organizations Active in Disasters (NVOAD), are listed at the end of the report. These programs were reviewed, but were not scrutinized with the questions above since they are top-down or coalitions of organizations and could provide a central role in providing financial and expert resources to the NPSSS but may not necessarily provide an organizational model for development of a decentralized, local, and survivor-led effort. The exception to this is the American Red Cross, which was reviewed separately since it is top-down, but has in some cases been a very effective local disaster relief and long-term recovery organization.

1. San Mateo County & City of San Bruno Awaiting input from City of San Bruno to complete this review.

San Bruno Counseling Assistance Program, Resource Center, and Liaison Program

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

San Mateo County Mental Health Support Group

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

2. The Mission Continues

As its website indicates, The Mission Continues “empowers veterans who are adjusting to life at home to find purpose through community impact.” Their unique model not only provides military veterans with skills and networks to reintegrate to civilian life after the military, it also seeks to “inspire future generations to serve” in the military and to “solve some of the most challenging issues facing our communities: improving community education resources, eliminating food deserts, mentoring at-risk youth and more.”

While this program does not meet Criteria 1 in terms of providing direct outreach and practical resources to impacted individuals and communities specific to a disaster or emergency situation, it was selected for inclusion because of its strong focus on re-directing post-9/11 military veterans, who have been in combat zones and may suffer from Post-Traumatic Stress Disorder and other psychological impacts, towards service to the community and personal and collective empowerment. This outward-directed, future focused mission did meet the other 4 Criteria to be evaluated in the formulation of a NPSSS.

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

The Mission Continues is not a direct disaster or emergency response program. Instead, it mobilizes post-9/11 military veterans (some of whom may in fact suffer from PTSD and other physical and psychological traumas of war) to become involved in direct service to meet pressing community needs, such as hunger, homelessness, crime, etc. In this way, the program is about military survivors of war directing their energies and acquiring the skills and social networking that will enable them to thrive in civilian life while giving back to their communities.

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

The Mission Continues calls itself a “Movement”: a collective effort that empowers veterans to serve in new ways, solve tough challenges and mobilize communities to serve alongside them. Through several specific programs, Mission Continues Fellows, Service Platoons, and Mass Deployments, the program provides leadership

and skill-building opportunities for veterans.

On an individual level, the Mission Continues Fellows program selects qualifying post-9/11 veterans for direct involvement in community service with a non-profit organization of their choice for a continuous six-month period. The goal is for Fellows to connect with other returning veterans from across the country, develop professional skills, provide professional networking opportunities, and appropriately translate military-based skills back into civilian life and the civilian workforce.

On a collective level of veteran networking and support, Service Platoons and Mass Deployments, give veterans an opportunity to meet other returning veterans and work side-by-side with them on continuous or one-time community service projects.

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

There is no direct formulation by The Mission Continues of public awareness and community education materials and resources. Instead, awareness and education about veteran needs and military service comes about as a result of direct service and action during community service activities Mission Continues Fellows and Platoons are engaged in. By providing concrete opportunities for veterans to participate hands-on in community service projects, veterans share their skills and experiences not only with other military veterans but with civilians in positive ways. The Mission Continues has a two-way outreach component that hopes to inspire future generations to become involved in the military while at the same time encouraging civilians to work alongside veterans who are no longer serving in the military.

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

The program does not directly encourage and empower victims of disasters to take an active role in disaster preparedness, prevention, and recovery policies. However, its strong emphasis on re-integration of military veterans into the civilian world means that their focus is on empowerment and involvement in society.

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

As the founder of The Mission Continues said in an article for the LA Times in February 2013, "Lots of organizations give things to veterans. We're an organization that expects things from veterans." This philosophy provides veterans with a clear path to empowerment in the future while at the same time giving back to the community.

See <http://nation.time.com/2013/06/20/can-service-save-us/>

and

https://www.ted.com/talks/jake_wood_a_new_mission_for_veterans_disaster_relief?language=en

3. Trauma Survivors Network and Trauma Prevention Coalition

The [American Trauma Society's \(ATS\) Trauma Survivors Network \(TSN\)](#) uses a peer-networking model to help trauma patients and their families connect and rebuild their lives following serious injuries. While the specific purpose is to meet the needs of those who have suffered a physically traumatic event, the involvement of the

medical community through ATS means TSN is also attuned to the long-term physical and mental care of trauma victims, as well as prevention of traumatic accidents throughout the United States. ATS has been around for over 45 years, and as it states on the [website](#): “Our goals are to prevent injury whenever possible, and to ensure optimal treatment of trauma when it does occur.” ATS does this by advocating for specific training of medical professionals in trauma care and prevention, highlighting and advancing trauma prevention efforts in the United States through their [Trauma Prevention Coalition](#), and providing on-going resources to promote the healing of physical and emotional wounds left by traumatic events. While there is less of a focus on survivors' participation in trauma prevention, NTS' focus on trauma recovery and long-term resilience through use of peer-support and family-based programs warrants a closer look when considering disaster relief and assistance scenarios that could emerge as a result of pipeline accidents that result in traumatic life-changing injuries, such as lost limbs, burns, and head and spinal injuries.

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

The national TSN provides information and referrals, connects survivors with peer mentors and support groups, enhances survivor skills of trauma victims to manage day to day challenges, develops an on-line community of support and hope for trauma survivors and their families and friends, trains health care providers to deliver the best care and support to patients and their families and friends before, during, and after traumatic events. At the more direct, local level, TSN collaborates with local trauma hospitals, trauma social workers, and other medical professionals to directly deliver services that include, a direct link to CarePages, a free, personal, private Web page to help survivors communicate with friends and family, a Traumapedia where survivors can learn from the experts about common injuries and how they are treated, a Patient and Family Handbook that provides survivors with practical information about the local trauma center and what to expect in the hours and days after an injury, a Peer Visitation Program to link trauma patients with volunteer trauma survivors who are ready to listen, various Peer Support Groups where trauma survivors connect and learn from each other, the NextSteps Program where trauma survivors learn how to better manage life after a serious injury, and a Community Forum where trauma survivors and their families share experiences and provide support and hope to others.

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

Through its focus on [self-management](#), as well as specific recovery programs and peer support groups, TSN seeks to provide trauma survivors with the tools they need to move from being a victim of tragedy to being a self-reliant and pro-active individual able to not only help themselves, but also help other trauma survivors. An important component to this is the inclusion of family members in the recovery process. Their family support groups and on-line handbook recognizes the importance of long-term social and mental health support systems beyond the emergency room and hospital trauma setting.

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

TSN's National Advisory Council is a volunteer group from across the United States that includes trauma care professionals, mental health professionals, and trauma survivors and family members of trauma survivors. Through this Council, ATS solicits and receives advice on implementation, resources, and activities of the national TSN directly applicable to trauma survivors. In addition, the Peer Visitation Program allows trauma survivors to give back by providing strength, hope, and practical resources to recent trauma victims and their families.

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

The TSN National Advisory Council provides a mechanism whereby survivors do have direct input in the various survivor-focused programs and services ATS develops and implements. On the health professional and service-delivery side, the Trauma Prevention Coalition provides a mechanism for all healthcare providers to have access to adequate resources to serve traumatic injury cases, a forum for collaboration with other trauma health professionals and advocacy organizations, and models for development of injury and violence prevention.

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

See http://www.traumasurvivorsnetwork.org/ckeditor_assets/attachments/27/tsnotes_jan_2014.pdf

4. General Russel Honoré, LLC & The Honoré Preparedness Group

As Lt. Gen. Russel Honoré, the now-retired General who led “Task Force Katrina” to assist in disaster relief and recovery after a Category 5 Hurricane hit the Gulf Coast in the summer of 2005, has famously said, “Hope is not a method.” Since his retirement, General Honoré has committed himself to creating what he calls a Culture of Preparedness in America. He created General Russel Honoré, LLC in order to inspire and train future leaders in business, policy making, and civil society to have the necessary tools to prepare appropriately for any type of disaster. Out of his work The Honoré Preparedness Group was founded in 2015 to serve as an organization dedicated to emergency preparedness education and providing products that help the public prepare.

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

The Honoré Preparedness Group's Preparedness Plan is a workbook for preparing for disasters. It is focused on practical steps for preparing for natural disasters. Since it is in a simple, plain language format with checklists, it is suitable for all education levels, which particularly in urban or densely populated areas, is very important.

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

There is not much the Preparedness Group offers to survivors, except on an individual level to be better prepared next time. All of the Preparedness Group's efforts are directed towards disaster readiness, and providing individuals, families, and local communities with concrete tools to be ready when a disaster strikes.

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

General Honoré's speaking engagements, training events, and books use real-life scenarios of those who have lived through disasters (including his own experiences) to capture the public's imagination when it comes to disaster awareness and readiness. Specific survivors are not normally part of this work, except as case studies.

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

The Preparedness Plan is the primary mechanism useful to empower victims of disasters to take an active role in preparing and preventing disasters and finding the appropriate resources for relief and recovery. Although, it is clear that General Honoré's speeches and leadership events may also be a great source of hopefulness and empowerment to survivors of disasters.

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

By arming individuals, families, and communities with the knowledge, tools, and skills to prevent and prepare for disasters, General Honoré and the Honoré Preparedness Group seek to create a culture of preparedness, not victim-hood or fear.

5. American Red Cross Disaster Relief Services

The mission of the American Red Cross is to prevent and alleviate human suffering in the face of emergencies by mobilizing the power of volunteers and the generosity of donors. In their vision statement they go on: "We aspire to turn compassion into action so that all people affected by disaster across the country and around the world receive care, shelter and hope" and "our communities are ready and prepared for disasters." As the largest, independent non-profit humanitarian organization in the United States, the American Red Cross is known for being uniquely situated to provide immediate, short-term disaster relief services to individuals and communities. Setting the American Red Cross apart from other disaster support services is their unique relationship with the federal government as a Congressional-chartered organization that is legally recognized as "a federal instrumentality" with specific requirements laid out under that charter. These requirements include: 1) fulfilling the provisions of the Geneva Conventions for the protection of victims of conflict, 2) providing family communications and other forms of support to the U.S. Military, and 3) maintaining a system of domestic and international disaster relief mandated by the National Response Framework and coordinated by the Federal Emergency Management Agency (FEMA). This Charter expands their mission and also makes them operate as more of a top-down organization than bottom-up organization.

How does the program provide direct outreach and practical resources to impacted individuals and communities prior to, during, and after disasters and emergency situations?

Specific disaster-relief services include providing overnight shelter, distributing emergency supplies, ensuring access to health and mental health professionals and support programs, providing meals and snacks, and much more. All of these disaster relief services are completely free to victims of disasters, and are carried out with a 95% volunteer work force and Emergency Response Vehicles (ERVs) that serve as mobile comfort stations to those who have lost homes and loved ones. Ninety percent of the disasters that American Red Cross responds to are residential fires.

To bridge the gap between immediate disaster services and long-term disaster recovery, the American Red Cross provides impacted individuals and communities with contacts to local liaisons, normally a local Red Cross affiliate or local or state government agencies. For example, after the devastating wildfires that impacted San Diego County, California in May 2014, the American Red Cross San Diego/Imperial Counties Chapter, there was specific wildfire preparedness guidance set up on their website, including a guide to creating an emergency preparedness kit useful in all disaster situations. And, after Hurricane Katrina in 2005, local American Red Cross Chapters partnered with over 150 organizations across the impacted areas to develop a Hurricane Recovery Program that provided long-term recovery assistance. Overall, American Red Cross has more than 650 Chapters across the United States working to improve citizen preparedness, offering courses in first aid and CPR, and teaching people

how to prepare for emergencies.

How does the program develop a network for survivors to transition from the experience of tragedy to proactive involvement in disaster readiness and prevention in their own communities and/or nationally?

The philosophy of the American Red Cross is that disaster recovery work helps ensure communities are better prepared for the next emergency. One of the cornerstones of the American Red Cross vision is not only to provide care and shelter after disaster, but also, hope. This is done through their thousands of volunteers, some of whom are survivors themselves. Local chapters also offer training and resources in disaster preparedness and survival skills that can increase individual and community self-reliance when a disaster does happen.

How does the program integrate survivors into the formulation of public awareness and community education materials and resources?

Each Local Chapter is closely tied to the communities in which it serves, especially through local governments, food banks, and faith-based organizations. As a result, the responsiveness of the American Red Cross to the experiences of survivors and any direct input by survivors in the development of public awareness and community education materials and resources is not geographically uniform. In regions where there is evidence of input it is usually after catastrophic disasters, such as the Gulf Coast after Hurricane Katrina and Colorado after the 2013 floods. Such input may take place as part of formal disaster preparedness trainings, such as [a panel of local business owners impacted by the 2013 floods in Colorado](#) during the [Rocky Mountain Business Preparedness Academy](#) community forums. Unfortunately, the [layoff of staff and closure of Local Chapters under the current CEO Gail McGovern's tenure](#) has raised important questions about the ability of the American Red Cross to integrate survivors into their disaster awareness and emergency preparedness materials or even to respond to disasters.

What are the transparent and inclusive mechanisms that the program uses to encourage and empower victims of disasters to have an active role in the development of disaster preparedness, prevention, and recovery policies and resources?

Throughout the years, the American Red Cross' overall transparency has been placed under scrutiny. While the organization does conduct internal reviews of its effectiveness in preparing for and responding to disasters, these reviews are not available for the public. After Hurricanes Sandy and Isaac in 2012 the U.S. Congress and public integrity watchdog groups and investigative news organizations, such as [ProPublica](#) and National Public Radio, have been taking a closer look at the effectiveness of disaster relief efforts. Much of this critical look into the organization was summarized in a U.S. [Government Accountability Office report, "American Red Cross: Disaster Assistance Would Benefit from Oversight through Regular Federal Evaluation,"](#) issued in September 2015. The report concluded that the public should have access to internal reviews of American Red Cross' effectiveness in responding to disasters, and went on to recommend that these reviews be conducted by either a federal agency or third-party contractor.

How does the program create a change of heart from a victim-focused and helpless culture of fear and vulnerability to an empowered culture of preparedness, self-reliance, and safety?

The main way that the American Red Cross creates a culture of preparedness, self-reliance, and safety is through its training programs, which are run by Local Chapters. As long as those Local Chapters are strong, local communities can gain the knowledge and skills they need to prepare for and survivor disasters. Unfortunately, the centralization and standardization of the organization in the past five years has meant that these local programs may not be as robust as they once were.

Recommendations

Among the programs reviewed in-depth for this report, the Trauma Survivors Network comes closest to what a system of support for pipeline survivors might look like. While it has close ties to experts in the field of physical and psychological health it is also overseen by survivors and seems to take a truly bottom-up approach. When coupled with a participatory learning approach this could prove to be a powerful model for developing the NPSSS.

Design of NPSSS

Based on review of the programs above, plus additional research on the federal and other non-governmental organizations that support survivors of disasters, we recommend a Pipeline Survivors organizational design that has a national steering group composed of survivors, mental health and medical trauma professionals, participatory research facilitators and researchers, disaster response and prevention specialists, labor, and emergency responders operating in service to autonomous local groups or chapters that are led by pipeline survivors and mental health professionals from that locality.

Operational Resources

Base funding for the NPSSS could come directly from state and federal fees paid by the pipeline industry to maintain their infrastructure and from fines levied after accidents occur. There should also be further research conducted into the possibility of financial or other logistical support from the Crisis Counseling Program (CCP) mandated by Congress in the Robert T. Stafford Disaster Relief and Emergency Assistance Act, and administered by U.S. HHS.

Disaster Response Role

“Public awareness and public education for disaster risk reduction can empower normal people everywhere to participate in reducing future suffering.” (Public Awareness and Public Education for Disaster Risk Reduction: A Guide by International Federation of Red Cross and Red Crescent Societies, 2011)

One of the tangible, concrete ways that local NPSSS groups or chapters could operate during a disaster would be to serve as a local liaison group to American Red Cross Disaster Relief Services in the event of pipeline events. The local group could be deployed to provide connections to long-term mental health services providers and support groups through American Trauma Society, Hospice & Palliative Care Agencies, U.S. Health and Human Services' Crisis Counseling Programs, as well as other local and national non-profits.

Proactive and Responsive Role in Development of Pipeline Safety Culture of Preparedness

The NPSSS should also contribute to building a nationwide network of local communities whose priority is pipeline safety and post-disaster resilience and that puts local citizens concerns and needs ahead of regulatory efficiency and profit margins. In sum, to create a cultural of preparedness when it comes to public pipeline safety.

A pro-active, responsive, community-based approach to pipeline safety should include a real-time way for local citizens to obtain current pipeline maintenance activities, violations, and corrective action reports. Ideally this would be a one-stop web portal that identifies potential problems that could turn into disasters if not addressed. This pro-active approach should also mean that there is always a seat at the table for pipeline disaster survivors in the development of pipeline safety regulations, oversight, and investigations, and during the design of any pipeline safety public awareness and education programs.

APPENDIX 1

Other Disaster Preparedness, Relief, and Support Organizations & Programs

1. The National Voluntary Organizations Active in Disasters Programs (NVOAD)

2. Tragedy Assistance Program for Survivors (TAPS) - <http://www.taps.org/>

“The Tragedy Assistance Program for Survivors (TAPS) offers compassionate care to all those grieving the death of a loved one serving in our Armed Forces. Since 1994, TAPS has provided comfort and hope 24 hours a day, seven days a week through a national peer support network and connection to grief resources, all at no cost to surviving families and loved ones.”

3. U.S. Department of Health & Human Services, Substance Abuse and Mental Health Services Administration Crisis Counseling Program (CCP) mandated by Congress in Robert T. Stafford Disaster Relief and Emergency Assistance Act to help States and Local governments prepare for disaster.

“There seems to be a consensus that the process of planning is nearly as important as the content of the plans. Individual and organizational relationships among interested parties are formed and solidified, planning responsibilities of the SMHA and others are established, and multiple plans are integrated during the process.” - From All-Hazards Guidance report

4. U.S. Department of Justice Office of Victims of Crime <http://www.ovc.gov/welcome.html>

Long-term support and education for victims of mass violence, domestic and international terrorism and professional and volunteer disaster response and recovery personnel

5. Industry/Labor - UA veterans group?

Disaster Preparedness Reports & Training Materials

1. Community Risk Assessment Toolkit (ProVention Consortium)
<http://www.proventionconsortium.net/?pageid=39>

2. Developing Cultural Competence in Disaster Mental Health Programs (U.S. HHS)
<https://store.samhsa.gov/shin/content/SMA03-3828/SMA03-3828.pdf>

3. Mental Health Services for Victims of Disaster (Cohen)
<http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1489840/pdf/wpa010149.pdf>

4. Standing Together: An Emergency Planning Guide for America's Communities (Joint Commission on Accreditation of Health Organizations, Illinois Department of Public Health, Maryland Institute of Emergency Medical Services Systems, and the National Center for Emergency Preparedness at Columbia University)
https://www.jointcommission.org/assets/1/18/planning_guide.pdf

5. Mental Health All-Hazards Disaster Planning Guidance (U.S. HHS)
<https://store.samhsa.gov/shin/content/SMA03-3829/SMA03-3829.pdf>

6. A Citizen's Guide to Disaster Assistance (FEMA, EMI)
<https://training.fema.gov/emiweb/downloads/is7complete.pdf>