



# REPORT

## How To Engage Your Organization and Community

**Reporting is critical** to the prevention of workplace and community violence. Threats that are not known cannot be managed.



**Reporting behaviors that raise concerns or an incident that is escalating plays an essential role in protecting yourself and others from a potentially violent situation by:**

*Alerting first responders to provide appropriate intervention in cases of an imminent or credible threat*

*Engaging your organization to enable assessment and management of a potential evolving threat*

When making a report, the goals are to prevent violence and to get help for the individual of concern. Reporting is not intended to be punitive, to get someone in trouble, to send someone to jail, to cost someone a job, or to damage someone's reputation. Engagement following a report can discourage or stop someone from making a mistake and acting on violent ideas.

### There are two types of reporting:

#### Calling 9-1-1

For **immediate** threats

#### Organizational Reporting

To enable assessment and management of an **evolving** threat

- In either case – ensure your personal safety before making a report

### Calling 9-1-1

If the person of concern is directly threatening you or others, if a weapon of any kind is involved, or you feel that the threat of violence is imminent, move to a safe location and call **9-1-1**.

*The 9-1-1 call taker will need specific information to provide an appropriate response:*



- Your name
- The location of the incident
- The location of the person of concern
- Your exact location
- A description of the situation
- Is the incident still in progress?
- A physical description of the person of concern
- The type and number of weapons, if any
- The number of potential victims

*This document describes activities and behaviors that may be concerning or indicative of impending violence. Some of these activities while concerning, may be constitutionally protected and should be reported only when there are sufficient facts to support a rational conclusion that the behavior represents a potential threat of violence. Do not report based solely on protected activities, or on the basis of race, religion, gender, sexual orientation, age, disability, or a combination of only such factors. In addition, be aware that critical infrastructure owners and their operations may also be targeted based on these factors.*



## ORGANIZATIONAL REPORTING

### Reporting can be an intimidating task.

Some individuals fear there will be negative consequences from getting involved. Others question if they may get it wrong or unintentionally cause harm to someone. To mitigate these challenges, organizations should consider creating systems which encourage reporting through a culture of shared responsibility, making sure that people know that reporting is confidential and designed to help them and the person of concern.

### Key points to include in a report:

- The exact nature and context of the concerning behavior, comments, and/or perceived threat.
- Who or what is/was the intended target.
- Is the person of concern under any new or significant stress?
- The specific words or actions perceived as threatening.
  - *Did the person of concern express a planned course of action?*
    - Does the plan make sense?
    - Is it realistic and specific?
  - *Does the person of concern have the means, knowledge, and ability to carry out a plan?*
  - *Has the person of concern engaged in violent behaviors before?*
    - Developing an idea or plan
    - Approaching, visiting, and/or following a target
    - Attempting to circumvent security or protective measures
- Any available background.
  - *Are the person of concern's actions consistent with the concerning statements?*
  - *Are those who know the person of concern worried that they might act based on inappropriate ideas?*
  - *Are there any personal or professional stressors that may have contributed to the incident?*
  - *Are there factors in the person of concern's life and/or environment which might increase or decrease the likelihood of violent action?*
  - *Does the person of concern have known problems with peers, supervisors, management, or leadership?*
  - *Is there evidence of substance abuse, mental illness, or depression?*
  - *Is there evidence that the person of concern is experiencing desperation and/or despair?*

The answers to these questions can contribute to a threat assessment by a multi-disciplinary threat management team and should provide or corroborate evidence as to whether a person is progressing toward a malicious act.



## HELPFUL LINKS

### Power of Hello:

[cisa.gov/employee-vigilance-power-hello](https://cisa.gov/employee-vigilance-power-hello)

### CISA Insider Threat Mitigation Guide:

[cisa.gov/publication/insider-threat-mitigation-resources](https://cisa.gov/publication/insider-threat-mitigation-resources)



[cisa.gov](https://cisa.gov)



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These reporting approaches are options for consideration. This is not intended to mandate policy or direct any action.