Program on Extremism
THE GEORGE WASHINGTON UNIVERSITY

STRATEGIC OPERATIONAL CONTINUUM: RETOOLING PREVENTIONS

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APRIL 2019

About the Program on Extremism

The Program on Extremism at George Washington University provides analysis on issues related to violent and non-violent extremism. The Program spearheads innovative and thoughtful academic inquiry, producing empirical work that strengthens extremism research as a distinct field of study. The Program aims to develop pragmatic policy solutions that resonate with policymakers, civic leaders, and the general public.

About the Author

Ms. Joumana Silyan-Saba is highly experienced in strategic policy and government-community relations with over 13+ years experience working at local, national, and global levels. Under her transformative leadership she contributed to informing policy and shaped engagements on a range of complex social challenges including religious pluralism, intergroup relations, police-community engagement, violent extremism, and social integration. She led cross-functional teams and engaged multidisciplinary partners garnering national attention, and in 2015 was invited to the White House to provide a briefing on the Los Angeles model to build resilience and prevent violent extremism. She spearheaded the administration of ambitious projects, most of which have since been referenced as best practices.

Most recently, Ms. Silyan-Saba served as a Policy Director in the City of Los Angeles Mayor's Office of Public Safety, and led the City's strategic goals to build social cohesion, and increase social protective factors to prevent all forms of hate, bias and violence. Previously she served as a Senior Policy Analyst for the City of Los Angeles Human Relations Commission and worked to promote civic engagement and advocated to advance access and inclusion in one of the most diverse cities in the world. Her work spanned a cross-sectionality of government, civil society groups, nonprofits, private sector and academia to encourage multidisciplinary approaches and provide meaningful and lasting solutions. She has conducted trainings with the U.S. Department of State on community-law enforcement partnerships in both Nepal and India. She has also been featured as an expert speaker at national and international conferences.

Ms. Silyan-Saba is the recipient of the 2017 Citizen Diplomat of the Year Award. She earned her B.S. in Criminal Justice and Law Enforcement and received her M.A in Negotiation and Conflict Management at California State University Dominguez Hills, where she served as an Adjunct Assistant Professor and taught graduate courses on the topics of public policy conflict and cultural conflicts. She is currently a nonresident fellow with the George Washington University Program on Extremism.

The views expressed in this paper are solely those of the author, and not necessarily those of the Program on Extremism or the George Washington University.

Introduction

The polarized state of public discourse and the toxic rhetoric of fear continues to be harmful to prevention efforts across the spectrum of extremism. This paper attempts to explore prevention methods in the United States, including current gaps, challenges, and opportunities for alternative approaches. In particular, it is an attempt to rethink messaging strategies that are relatable, culturally appropriate, and scalable to better connect individuals with existing social prevention services. In an effort to explore strategic messaging, this paper delves into the Strategic Operational Continuum to unpack the multilayered functionalities between the "social domain" and the "justice-involved" spaces. Additionally, it explores the overall interconnectedness of these efforts and provides a demarcation of prevention activities in the social domain, while at the same time exploring strategic messaging approaches. The paper concludes with recommendations for a national messaging framework that can be tailored by localities and uniquely crafted to reach a diverse range of audiences.

Background

The early seeds of preventing violent extremism were planted under the Obama Administration's Countering Violent Extremism (CVE) strategy as early as 2011.[1] The strategy provided a vision towards building civil society and multi-disciplinary local partnerships that are well-suited to provide prevention services.[2] It recognized the limitations of law enforcement-only solutions and addressed the need to strengthen civil society's capacity to build community resilience against violent extremism.[3] Expanding upon this conceptualization of civil society partnerships, early attempts of operationalizing the strategy were restricted, primarily due to a lack of program funding. Furthermore, there was a lack of strategic messaging and branding of efforts, coupled with the poor optics of having federal agencies serve as the primary point for messaging dissemination.[4] While the measures were well-intended, the complex nature of violent extremism and the political dimension of a government-driven effort made it difficult to articulate a clear brand and devise a cohesive and multidimensional strategy. As a result, this murky messaging led to early controversy around CVE efforts, which critics framed as an attempt by the federal government to securitize relationships and claimed it narrowly focused on violent extremism inspired by foreign groups. The strategy, while it stated that it aims to address all forms of violent extremism, lacked a substantive articulation to tackle domestic violent extremism. As such, the strategy was perceived to be targeting minority groups, Muslim communities in particular, raising doubts about

the efforts' intentions to address all forms of violent extremism and undermining the otherwise well-intended approach towards bolstering civil society-led solutions.[5]

In June of 2016, the Homeland Security Advisory Council published an interim report with recommendations for the Department of Homeland Security on how best to support non-governmental initiatives that either directly or indirectly counter violent extremism.[6] The report emphasized the need to foster public-private partnerships between technology and philanthropic sectors, education and mental health experts, and other non-government actors.[7] In addition, several of the recommendations focused around messaging and communications. For example, the report called for a shift in lexicon and the need to contextualize "soft power" tools. It further noted the need to change the name "CVE" in order to better articulate the strategy, but also acknowledged that it could take years to build sustainable consensus for a new name. Moreover, the recommendations pointedly noted the damaging effect of federal government agencies acting as the messenger, especially considering the direct affiliation with law enforcement, further affirming the negative connotations and counterproductive impacts of securitization.[8]

Nonetheless, changing CVE terminology would not only seem superficial and disingenuous, it would also lack the much-needed retooling and strategic branding required to present impactful results.[9] The dilemma of optics and framing is rooted in the preconceived notion that CVE is a disguise for intrusive law enforcement methods.[10] This false notion exists in large part due to the conflation of hard counterterrorism and law enforcement interdiction tactics with the civil society approach rooted in public health social preventions outside of the justice-involved space. The failure to distinguish and separate these operational spaces, both in terms of policy as well as implementation, created a vacuum of messaging and allowed for false narratives of "criminalization" to take hold and feed into a frenzy of fear.[11] When it comes to CVE social preventions from a public health perspective and traditional counterterrorism methods, the two are not synonymous.[12] Therefore, a clear demarcation of operational spaces between the social and justice domain must be untangled.

In the recently released National Strategy for Counterterrorism under the Trump Administration, these attempts to untangle the operational spaces between prevention and traditional law enforcement counterterrorism have been further complicated.[13] While the framing of "CVE" is nonexistent under the Trump Administration, renaming the overall strategy to "Counterterrorism" or "Terrorism Prevention" is likely not conducive to effective messaging.[14] In fact, it makes it nearly impossible to craft meaningful prevention messaging for a number of reasons. First, there is the challenge of implied criminalization when referring to "terrorism," by default making it security force or law enforcement-centric; Second, there is emphasis on law enforcement

methods as outlined in the National Strategy.[15] Third, there is a continued lack of resources to build preventions in the social domain. Moreover, the politicization of public discourse on this issue continues to stoke self-destructive fear narratives.

Therefore, retooling preventions and appropriately shifting language to communicate relevant messaging that is culturally appropriate must be done strategically and tactfully in order to be successful in implementing preventative solutions. For the most part, the notion of messaging has been framed in terms of countering extremist narrative, or "counter messaging". It is primarily intended to negate and directly challenge propaganda and recruitment messaging from extremist groups.[16] This type of messaging activity is distinctly different from messaging that is geared towards communicating a strategy of prevention services to the general public. The challenge of reaching mass audiences, let alone reaching individuals who can benefit from prevention and intervention services without assigning stigma, presents a complex challenge.

In an effort to retool and better understand strategic messaging, we need to first unpack the functionalities of the operational continuum; second, explore positive and culturally appropriate messaging frameworks that are organic and relatable to diverse audiences; third, identify authentic branding and ways to leverage various messaging platforms.

Operational Continuum & Prevention Functionalities

One of the difficulties for most practitioners in this space was and continues to be the misperception between prevention functionalities in the social domain and that of the justice-involved space or counterterrorism efforts, as though they operate interchangeably. Contrary to this notion, there is a clear separation between the two operational spaces. In an effort to strategically retool prevention strategies, we need to understand the activities within the multilayered Strategic Operational Continuum.

Strategic Operational Continuum

The operational continuum encompasses a wide-range of activities in the "social domain" and the "justice-involved" space completing the full cycle towards rehabilitation and re-entry back into society. The collective of the operational strategy enables multi-layered approaches and widens the space for preventative solutions outside the scope of law enforcement. Analogous to the Tiered Model of Public Health, the described layers in the social domain are intended to strengthen civil society-led solutions.[17] The first layer is resilience, primary preventions, and early interventions, all of which represent the "social domain" or the non-justice involved space.

The next layer represents the tertiary interventions. Tertiary interventions, from a public health perspective, are meant to address long-term risk effects and reduce recurrence. In the context of the operational continuum, tertiary interventions share the social domain space and get closer to the justice-involved space. It refers to the need for intervention services for individuals who are exhibiting greater social risks towards violence, but have not committed a crime. These individuals do not belong in the justice-involved space and should not be criminalized, but instead can benefit from interventions to help move them toward a positive social outcome. Thus, it requires coordinated efforts between government agencies, law enforcement and civil society in order to better position resources. Perhaps one of the most developed examples in this regard is in the Los Angeles office of Gang Reduction and Youth Development (GRYD). Established in 2007 as part of an effort to offer positive alternatives to violence, GRYD provides services to support youth development, including opportunities for economic upward mobility.[18] Despite early challenges and skepticism regarding partnerships between civil society and law enforcement, GRYD has become a national model for best practices and well-coordinated efforts between civil society organizations and local governments to minimize risk factors while increasing positive social alternatives. A similar approach is well-suited for the tertiary interventions with regards to extremism.[19]

In contrast, when looking at the justice-involved space, early interdictions are law enforcement practices used to neutralize a threat, which generally indicates that criminal activities are at play. To this end, there is a clear separation and distinction in the role between law enforcement or traditional counterterrorism practices and the previously enumerated prevention layers that operate in the social domain, which are not connected to traditional counterterrorism practices. This is not to say that preventions and tertiary interventions are not equally effective or important in contributing to increased safety and wellbeing of communities.

It is important to note that there is a clear line of delineation and separation between activities in the social domain through the multiple prevention layers, as illustrated in the diagram below. Such activities and programming are intended to increase wellness and strengthen communities by promoting pluralism and inclusive communities to help mitigate marginalization. As such, they do not imply criminality or inclinations towards criminal behavior. In contrast, activities such as criminal investigations and prosecutions are limited to the justice-involved space and only come into play when a threat or criminal act is detected, as noted in the diagram below. The transition from the justice-involved space back into the social domain is rehabilitation, including alternative dispositions, re-entry programming, and social services.

Strategic Operational Continuum
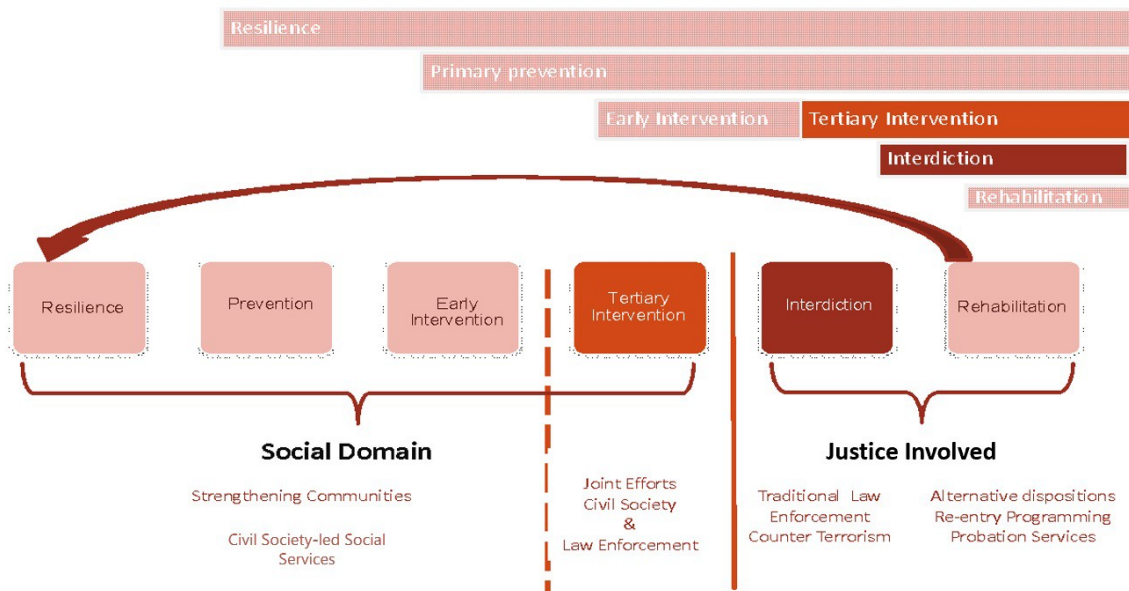
Together, these layers represent a cohesive and comprehensive strategy that operates with clear distinctions on a continuum and encompasses a range of activities and actors that operate with purposeful distinctions.[20] While there is a clear demarcation between activities within each layer, there is interdependency between the various functionalities. To the degree that the collective of activities throughout the continuum can operate independently, together they aim to achieve collective outcomes towards strengthening communities and mitigating risks towards hate, bias, and violence. For example, childhood adversities and exposure to violence at a young age raises the risk factors toward violent behavior, as such building preventions to increase social protective factors is a critical component of the strategy. [21] Nonetheless, the overall focus of policy, funding, and resource support has predominantly focused on law enforcement methods, leaving little to no support for activities which propel preventions and promote well-being of communities in the social domain. This resulted in the detrimental misconception that law enforcement solutions in the justice-involved space are the only viable way to prevent terrorism, and signaled a lesser need to invest in communities and strengthen preventative solutions outside of law enforcement.[22] Ultimately this also resulted in a conflation of efforts and narrow messaging that articulates a largely law enforcement vernacular.

For example, the "If You See Something, Say Something" campaign is intended to raise awareness of potential "suspicious activities" or "set of behaviors," encouraging the public to report to law enforcement.[23] This type of messaging campaign is aligned with

justice-involved operational spaces on the strategic operational continuum. The "See Something, Say Something" campaign presented a number of challenges. First, it allows for individuals to frame behaviors and assess threats within their own personal biased perspectives, resulting in reporting of activities or behaviors that may not otherwise be alarming or criminal in nature. Second, it further feeds into the narrative of a "police state" environment, which has and continues to be used by some groups to fan the flames of fear and perpetuate further polarization in the broader public discourse. The fear of a "police state" are particularly heightened in communities of color and immigrant populations, who often have a predisposed fear of government due to the state of affairs in their places of origin and/or the historical context of police-community relations.[25] Moreover, the unfortunate negative rhetoric by the Trump Administration that continues to frame immigrant populations, including refugees, as a criminal element that threatens our security further exacerbates and reaffirms the perceived fear of government within immigrant groups.

The campaign also begs the questions of "see what?" and "say what?" This is more difficult to communicate in a sound-bite on TV, radio or the movie theater screens. The U.S. Department of Homeland Security has a designated webpage that provides infographics and campaign materials.[26] It describes the purpose and functionality of the campaign while offering a toolkit to encourage others to take the challenge of developing PSA campaigns and messaging. The site offers various resources, infographics, details regarding suspicious behaviors, and sample video messages. Additionally, it encourages partnerships as a way to expand the reach of messaging to localities. These important details and nuances are not as easily conveyed in quick catchy phrases.

While controversial and far from perfect, the "See Something, Say Something" campaign is a helpful tool for law enforcement agencies to remind the public of the need to be aware and mindful.[27] Regardless, it is not enough for messaging to be centered on awareness and reporting to law enforcement. As noted in the continuum above, the social domain is a critical portion of the overarching strategy, and therefore messaging needs to be reflected accordingly. As such, the question of messaging must dig deeper to better represent the strength of communities and promote positive and inclusive activities to build resilience, foster pluralism, and close the gaps of polarization. Moreover, rethinking messaging to help bridge available service prevention with individuals and families who are in need of such service continues to be a challenge. In an attempt to expand messaging that operates in the social domain and includes prevention as described in the strategic operation continuum, it helps to unpack the layers of preventions.

Unpacking Prevention

Resilience and prevention activities are predominantly the building blocks of healthy and resilient communities. Building the capacity of civil society to promote pluralistic values and social inclusion are excellent examples of resilience programming to challenge hate and bias.[28] Such activities do not imply suspicion or criminality, rather they are the foundation that strengthens the social fabric. Yet, some law enforcement practitioners have broadly referred to this as the "*pre-criminal*" space, which, from a messaging perspective, has the potential for negative consequences. First, it frames the conversation in terms of criminality and implies criminality where there may not be. Additionally, it feeds into the misperception that prevention work only operates in a justice-involved space. This type of negative messaging has proven to be detrimental to positive relationship-building between law enforcement and the communities who offer solutions and build resilience. Thus, a shift in framing and a substantive consideration of other research and disciplines is necessary for progress in promoting civil society programs aimed at strengthening communities.

In 2017, the National Academies of Sciences hosted multidisciplinary workshops and published the *Countering Violent Extremism Through Public Health Practices: Proceedings of a Workshop.*[29] This marked a shift towards public health models, offering a fresh outlook and new insight beyond the law enforcement prism. Findings and recommendations from the workshop referenced the need to understand preventions in the "upstream" and address the nuances of societal conditions. Activities that contribute to build social cohesion, resilience and well-being of communities and the fundamentals of healthy communities are the types of upstream interventions that do not imply inclination towards criminality.[30]

According to a Center for Disease Control and Prevention Institute study, increasing social protective factors that support cohesion within neighborhoods, social inclusion, upward mobility, healthy relationships and access to social services for individuals and their families are all important points of connectivity for early violence prevention.[31] They represent the well-being of the general public and types of social protective factors that can yield positive outcomes while mitigating risk factors. Similarly, these types of public health approaches which elevate positive social protective factors are applicable in the social domain as it relates to the operational continuum. While the various levels of preventions are not always clearly delineated, by understanding where a particular activity or programming fits in the operation spectrum, we can better understand how best to message and present these activities so that they are relatable and applicable to the communities they intend to reach.[32]

Positive & Culturally Appropriate Messaging Frameworks

Messaging around desired outcomes that individuals personally experience or find relatable can lend itself to a more receptive and positive response. For example, the CDC proposed a violence prevention model that presents social protective factors such as connectedness to family/community, access to services, and positive skills in solving problems non-violently as directly relatable to specific needs of deeper personal connection.[33] In essence, this approach lends itself to create messaging that is without fear or stigma, but instead is positive in nature and tone and focuses on desired goals and outcomes that may address personal or community needs. Furthermore, it is recommended that terms be action-oriented. For example words such as "connect," "support," "inclusion," and "dignity" can be more palatable and encourage people to connect with preventative services. While none of these terms are specific to "terrorism" or "terrorism prevention," they all address the underlying social factors which strengthen communities and therefore minimize tendencies toward violence. Moreover, such terms are not associated with the stigmatization that may potentially come along with messaging such as "terrorism prevention." After all, most extremists do not define themselves as "extremists" or inherently "bad actors." Rather, they claim aspiration to altruistic causes and to shift power dynamics so that their narratives of undoing the perceived wrong are the righteous one.

Positive messaging techniques and shifting towards appropriate and personable messaging can be of value in widening access, growing participation and increasing referrals to appropriate services. Examples can be found in suicide prevention awareness campaigns where the messaging focused on solutions rather problems. Given the inherent complexity and challenges with risk factors, the National Action Alliance for Suicide Prevention developed messaging frameworks to support the development of public messaging campaigns that are diverse and relatable to multiple targeted audiences.[34] Changing the narratives to promote hope, connectedness, social support, resilience, treatment and recovery expands the context and allows for a more strategic thinking. One of the key points in the strategy is not to reinforce stereotypes, myths, and stigmas. Similarly, messaging lessons emerged around reframing homelessness using parallel shifts towards positive messaging. Moving away from stigma and criminalization of homeless populations created a tangible engagement of multi-disciplinary solutions rather than relying on law enforcement as the primary point of contact. The United Way published a messaging guide to include community outreach strategies and talking points for mental health in the homeless community. The "Everyone In" campaign launched in March of 2018 in Los Angeles humanized the homeless population and rallied support from political figures, law enforcement, civil

society, and grassroots neighborhood actions.[35] We can draw on these experiences as points of reference to rethink and retool messaging to prevent all forms of violent extremism. Key in both examples is the focus on desired outcomes and the humanization of personal stories rather than the problem, which breaks down barriers and neutralizes emotional responses.

The second element is the relevance and cultural appropriateness of messaging. Relevance and cultural connections of messaging is best crafted by community organizations and civil service organizations that have the operational currency and grassroots knowledge of crafting tailored messages with the aim of reaching their respective audiences. In both examples above, a broad framework of messaging is designed to guide organizations so that they have an overarching vision and direction. Thereafter, they can craft and deliver their own unique and organic messaging to increase referrals and connections with the necessary prevention services. This tends to be a major gap in the space of violent extremism prevention.

Overall the tendency to be problem-oriented rather than solution-oriented inhibits progress in building more robust referral systems to connect needs with services. A quick online search of current websites aimed at providing support and prevention services to mitigated risks of extremism, generally reference "radicalization," "counter radicalization," "countering violent extremism," "stop terrorism," "prevent jihadism," or "prevent tragedy." All of these terms are examples of negative messaging that is problem-driven and lacks the ability to connect meaningfully with members of the public. Moreover, the messages tend to be mostly government-driven and further ostracize the very people they are trying to reach.[36] In contrast, Life after Hate, a community-led organization founded by former extremist, emphasizes phrasing such as "compassion," "forgiveness," and "peace makers."[37] This type of helpful messaging focuses on solutions that humanize targeted audiences, making it more relevant and relatable, thereby encouraging referrals to services.

Flexibility and scalability of positive messaging development is another area of consideration. Small-scale program messaging may be difficult to scale up as it might also lose context and cultural orientation.[38] While examples of positive messaging from programs such as Life after Hate provide helpful best practices, it is still not clear to what extent it can be scaled nationally. The best practice of developing a broad messaging framework toolkit could be a good starting point to leverage multiple messaging initiatives, which would also allow for diversification of efforts. Moreover, it naturally lends itself to leveraging multiple platforms that can reach different audiences.[39]

Authentic Branding

The methodology by which relatable messaging is crafted as well as the authentic nature of the messenger(s) is just as important as the message itself. Authentic and credible voices should be at the front-end of this work rather than an afterthought or simply for the sake of presenting optics. Achieving true diversity of messaging must be rooted in civil society leading the way, rather than being driven by government agencies. Most of the early programmatic messaging in the prevention of violent extremism space was crafted and delivered by government or law enforcement agencies. Since then, some of these efforts have been pulled back before they were even formally launched due to the lack of authentic and cultural appropriateness. Consideration of message, messenger, and appropriate branding must be a priority within the strategic development and not an afterthought in order to increase buy-in and support from civil society.

An interesting program to reference in this regard is EdVenture Peer to Peer program. The program allows university students to develop messaging and digital media campaigns to address hate, bias and extremism with the goal of creating branding that is "credible, authentic, and believable to their peers and resonate within their communities."[40] The messaging is designed by the very communities who have the most credibility, cultural orientation, and media savvy to reach broad audiences. The success of the program spans the U.S., Europe, Middle East and South Asia. While the nature of the messaging is to counter narratives of hate and extremism, the methodology and process are applicable frameworks to promoting prevention services. A similar approach can be adapted to build and deliver messaging to promote access to prevention activities as described in the operational continuum. The identification and retooling of existing points of access so that they are relatable to multiple and diverse audiences in the general public is a process best undertaken by the civil groups.

Social media platforms are largely underutilized in this regard.[41] Much attention is given to policies that remove content, but little is invested in leveraging multiple social media platforms to extend positive messaging relevant to prevention. To this end, future evolutions of prevention efforts will require thoughtful planning in (1) how social media platforms can further be leveraged to drive positive and relatable messaging; and (2) how social media platforms can be used as a point of connection to promote and link individuals and communities to supportive services. Tech and media companies are essential partners, and they will need to be incentivized to take a more central role in facilitating how civil society groups can better navigate and leverage such platforms to effectively reach their audience and convey their message. Overall, reimagining the utility of online platforms to better connect individuals with support systems and social services is key to the success of prevention efforts.

Recommendations

An active effort to retool prevention methods for both extremism and violence is necessary in order to improve connectivity of prevention services as part of a larger strategic operational continuum. The following sets of recommendations are aimed at expanding the efficacy of preventions, improving messaging strategies, and widening the scope and enhancing the potential for scalability.

1. Retool and adopt an operational continuum that allows for a clear demarcation of multilayered preventions in the social domain to include a range of social services that aim to strengthen communities, families, and individuals. The continuum should expand activities in the social domain, which are outside the scope of law enforcement activities, but are conducive to operationalizing preventative services. A public health framing following the CDC violence prevention social protective factors is most conducive to promoting authentic preventions. This approach is solution-based and focuses on the desired outcomes of building healthy communities rather than the problem or risks. Starting with the strength of communities is far more palatable to expanding existing solutions while bridging gaps and identifying needs for services. While activities laid out in the operational continuum are distinctively different and nuanced, collectively they serve a cohesive, comprehensive, and holistic approach to prevention of *all* forms of hate, bias, and violence. Moreover, the proposed operational continuum offers a practical outlook to reaching the general public rather than a narrow focus of specific groups or types of extremism.

2. Invest and allocate funding for civil society actors to spearhead culturally appropriate messaging campaigns, branding and marketing of prevention services. Following positive messaging models that are organically driven requires support, resources, capacity building, and funding. There is an opportunity to also engage private partners and branding experts interested in supporting authentic social solutions.

3. Develop a national messaging framework, including a toolkit for various civil society actors to craft and tailor unique messaging that is culturally appropriate, fits their localities, and meets the needs of residents. Moreover, a national messaging framework, similar to the examples from suicide prevention, will allow for scalability of best practices while providing the flexibility for local and organically driven messaging. This also allows for branding of public services announcements (PSA) that promote social cohesion and inclusion.

4. Leverage social media platforms and provide supporting roles to connect civil society, social media companies, and tech industries to diversify messaging platforms, thereby reaching mass audiences. As social media companies continue to explore policies regarding content management, protection of civil liberties, privacy, as well as contributions to social good, there is an inherent mutual interest to explore civil society partnerships. While such partnerships have led to initiation of programming, far deeper partnerships are needed to explore these types of solution-oriented options.

Conclusion

The current state of affairs and polarized nature of domestic and global public discourse continues to present us with the challenge of addressing all forms of violent extremism. This challenge is complex and multi-dimensional in nature. Therefore, our approaches to retooling prevention must take into consideration these complexities. In an attempt to underscore the need to retool our approach, the proposed operational continuum offers an overview of a holistic strategy to expand preventions in the social domain. The continuum proposes a clear separation of operations between prevention activities in the social domain and the justice-involved space while acknowledging the interdependency of these activities. A clear articulation of a comprehensive strategic approach that encompasses positive messaging in the social domain is necessary to reach mass and diverse audiences. Civil society, along with private sector partners, including social media companies, has a greater ability to craft and implement culturally appropriate messaging and authentic branding of prevention services necessary for the success of the overall strategy to prevent violent extremism. Developing a national framework and providing a toolkit for civil society actors can be a helpful way to reconstruct a new lexicon that is authentic and reflective of communities.

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