

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Import Form

Form Type: OTHER - Other

Date: 04/26/2019

Title: (U) 4-OM-51835 SEC 001 SER 1-

Approved By: A/UC

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Drafted By:

Case ID #: 4-OM-51835

(U) HAWKINS, ROBERT, A

Synopsis: (U) The attached file is a page-by-page representation of the physical file (except when noted in the attached file) and may contain classified information or caveats. Information is not authorized for dissemination outside the FBI or for public release until a review for classified information has been conducted and the information has been properly marked.

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UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 12/06/2007

To: Criminal Investigative

Attn: Violent Crimes Section,
VC Unit
UC [redacted]
SSA [redacted]

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CIRG

Attn: Investigative and Operational
Support Section, BAU-1
UC [redacted]
SSA [redacted]

From: Omaha

Squad 3

Contact: [redacted]

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Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 306-OM-51835- (Pending)

Title: ROBERT A. HAWKINS;
VIOLENT CRIMES/VIOLENT INCIDENT CRIMES

Synopsis: Open and assigned above captioned case.

Administrative: Telephone calls between SSA [redacted] and UC [redacted]
[redacted] BAU-1, and SSA [redacted] and SSA [redacted] VC Unit on
12/06/2007.

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Details: At approximately 1:42 p.m., December 5, 2007, Robert Hawkins walked into the Von Maur Department Store at Westroads Mall, located at 102 West Dodge Road, in Omaha, Nebraska, and began shooting mall patrons with an AK-47 assault rifle. Hawkins killed eight people and wounded five more before killing himself. Coincident with the shooting, Hawkins' mother found a suicide note apparently written by Hawkins that mentioned "becoming famous today."

Hawkins' weapon reportedly belongs to [redacted]
who is currently [redacted] Legat [redacted]
[redacted] has been notified to assist in locating and interviewing the
[redacted] FBI Omaha assets assisting in this incident are:
Special Agent Bomb Technicians, Evidence Response Team, SWAT,
Criminal/JTTF Special Agents, FIG Intelligence Analysts and
Victim Assistance Specialists. Over 100 interviews of mall
employees and patrons have been conducted. At this time, FBI

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To: Criminal Investigative From: Omaha
Re: 306-OM-51835, 12/06/2007

Omaha assesses that there is no nexus to terrorism. Omaha Police Department is the lead agency, however given the scope of the incident, multiple agencies are cooperating with this effort.

Omaha opened this case under the Serial Killing classification due to a lack of a more suitable classification that addresses non-terrorist mass killing situations. This case file will serve as a central repository for the numerous FBI documents generated to date. It should also be noted that BAU-1 has expressed interest in follow-up analysis, as it may relate to Threat Targeted Violence.

Descriptive Data:

Name -
Last: Hawkins
First: Robert
Middle: Arthur
DDN: N/A
Race: W
Sex: M
DOB: 05/17/1988
POB: UNK
DLN: H13201297
SOC: 507-27-6712
Event Date: 12/05/2007
Address:
House#: 4302
Street: McCarty
St. Suffix: Drive
City: Bellevue
State: NE
Postal Code: 68123
Phone#: (402) 682-0845
Misc.: N/A

To: Criminal Investigative From: Omaha
Re: 306-OM-51835, 12/06/2007

LEAD(s):

Set Lead 1: (Info)

CIRG

AT WASHINGTON, DC

For information.

Set Lead 2: (Info)

CRIMINAL INVESTIGATIVE

AT WASHINGTON, DC

For information.

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File - Serial Charge Out
FD-5 (Rev. 10-13-89)

Date _____
File 4.0m. 51835
Class. _____ Office of Origin _____ Case No. _____ Last Serial _____

☐ Pending

☐ Closed

Serial No.	Description of Serial	Date Charged
	1A's kept	
	when	
	Separate	
	Accession File	

Employee _____

RECHARGE

Date _____

To _____ From _____

Initials of Clerk

{ _____

Date

{ _____

Date charged _____

Employee _____

Location _____

FEDERAL BUREAU OF INVESTIGATION

Precedence: PRIORITY

Date: 12/07/2007

To: Omaha
Richmond
San Antonio

Attn:
Attn:

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From:

Contact: SSA

Approved By:

Drafted By:

Case ID #: 306-OM-51835-2 (Pending)

Title: ROBERT A. HAWKINS
VIOLENT CRIMES\VIOLENT INCIDENT CRIMES

Synopsis: Internet Activity Report number 1763363. The information contained herein was received on the FBI's Internet web site as possibly being related to terrorist or other criminal activity. The submitted text has been incorporated into this communication.

Details:

email reports that he saw a posting on www.4chan.org that someone was going to attack the Omaha mall. Tipster captured a picture from this :

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Internet research conducted by the FBIHQ Public Access Center Unit (PACU) regarding

produced a screen capture with the following posting:

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"12/05/07 (Wed)15:38:18 No. 47494402"

"Later today, I'm going to bring my rifle to Von Maur department store at the Westroads mall, Omaha, Nebraska to try to beat Cho's high score."

"I'm going to go out in style."

Submitted Text:

File: 306-OM-51835

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YES

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To: Omaha From: Counterterrorism
Re: 306-OM-51835, 12/07/2007

"I have an idea of where the Omaha Mall attack originated from. There is a website, www.4chan.org and that is where someone posted that they were going to attack the mall. I have a picture from the website.



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Submitted ID:

Date: 12/6/2007 1:23:05 AM EST [12/6/2007 6:23:05 AM GMT]



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Remote IP Address:



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Remote Host:



User Browser Info:



To: Omaha From: Counterterrorism
Re: 306-OM-51835, 12/07/2007

LEAD(s):

Set Lead 1: (Action)

OMAHA

AT OMAHA, NE

Attn: [redacted] Squad 3. Contact [redacted]
[redacted] at 4CHAN.ORG, telephone [redacted] to identify the user that
posted the comments on www.4chan.org on 12/05/07 (Wed) 15:38:18, Post
No. 47494402 regarding the Omaha mall shooting. If necessary, contact
Richmond Division Squad 3 which has previously been able to contact
[redacted] Conduct further investigation and set additional
leads deemed appropriate. Report results of investigation to
FBIHQ/CTD/PACU/Richmond and San Antonio.

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Set Lead 2: (Action)

RICHMOND

AT RICHMOND, VA

Attn: Cyber Squad 3. Coordinate any investigation deemed
necessary with Omaha Division. If necessary, assist Omaha Division
with contacting [redacted] (possibly residing in [redacted])
at 4CHAN.ORG to identify the user who posted the comments on
www.4chan.org regarding the Omaha mall shooting. Report results of
investigation to FBIHQ/CTD/PACU/Omaha and San Antonio.

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Set Lead 3: (Discretionary)

SAN ANTONIO

AT SAN ANTONIO, TX

For information and investigation deemed appropriate.
Coordinate any investigation deemed appropriate with Omaha Division.
Report results of any investigation to FBIHQ/CTD/PACU/Richmond and
Omaha

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Automated Serial Permanent Charge-Out
FD-5a (1-5-94)

Date: 05/06/08 Time: 15:38

Case ID: 4-OM-51835 Serial: 3

Description of Document:

Type : FD302
Date : 12/05/07
To : OMAHA
From : OMAHA
Topic: INTERVIEW

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Reason for Permanent Charge-Out:

error in document, corrected copy to file re
interview

Employee:

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

On 12/05/2007 at approximately 1630 hours, [redacted] interviewed [redacted] at the Westroads Mall. [redacted] stated that she is an employee of [redacted] of the Westroads Mall. [redacted] stated that she was working with [redacted] in [redacted] and did not witness the mall shooting. As with [redacted] first became aware of the shooting when a police officer asked them to secure the store and stay inside. Shortly thereafter they were escorted to a safe area on first floor. [redacted] stated that she hadn't observed any unusual persons and/or events prior to the shooting in the days and hours leading up to the shooting.

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Identifying Information:

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b7cInvestigation on 12/05/2007 at Westroads MallFile # 306-OM-51835 - 4Date dictated 12/06/2007

by [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

On 12/05/2007 at approximately 1530 hours, [redacted] interviewed [redacted] at the Westroads Mall. [redacted] stated that she is an employee of [redacted] and that she was a witness to the shooting event. [redacted] first witnessed the shooter on the third floor, near the down escalator, as he began firing shots in a random manner. After witnessing approximately 4 to 5 shots, [redacted] stated that she went to the floor and instructed a shopper to get down with her. While on the floor [redacted] directed the shopper to follow her to a changing room where they stayed (15-20 minutes) until police officers found them and escorted them to a safe area. [redacted] stated that she heard an additional 15 to 20 shots while in the changing room.

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[redacted] identified the shooter as a white male with blond hair wearing a long black coat. During the shooting [redacted] said the shooter randomly shot as he walked around the third floor of [redacted]. In addition, [redacted] stated that she hadn't observed any unusual persons and/or events prior to the shooting in the days and hours leading up to the shooting.

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Identifying Information:

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b7CInvestigation on 12/05/2007 at Westroads MallFile # 306-OM-51835 -5Date dictated 12/06/2007

by [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] black female, date of birth, [redacted]
[redacted] home address, [redacted]
[redacted] cellular telephone number, [redacted] was interviewed at the
JCPENNYS at the WESTROADS MALL, Omaha, Nebraska. After being
advised of the identity of the interviewing Agent's and the nature
of the interview, [redacted] provided the following information:

[redacted] works at [redacted] and is the [redacted]
of [redacted] where she was working earlier today when the
shooting began. [redacted] had just walked out from behind the
Customer Service Desk for [redacted] when she heard the phone
begin to ring. Just as she turned around to go back to answer the
phone, [redacted] heard an unfamiliar noise but was not sure where it
was coming from. A brief moment later, [redacted] realized the noise
was gun shots, thus she yelled at the customers in her area,
telling them to follow her as she ran away from the sound, towards
the [redacted] Department.

As [redacted] approached the [redacted] Department, she saw
[redacted] Last Name Unknown (LNU), who [redacted] referred to as the
[redacted] i.e., [redacted]

[redacted] was not sure where the other customers were who had been
following her, but she yelled at [redacted] to follow her as somebody
was shooting a gun. As [redacted] and [redacted] began to run from the
[redacted] Department, [redacted] heard the sound of gun shots coming
from just around the corner in front of them, thus, she and [redacted]
ducked into the fitting rooms where they hid until the Police
arrived.

While waiting in the fitting rooms, [redacted] and [redacted]
were too scared to speak as they thought the shooter may hear them.
After sitting for what seemed like forever, [redacted] decided to call
her husband, so he could call the Police to let them know where
they were hiding. [redacted] husband called back a short while later
and told them the shooting was on the news and they should not move
or make any noise.

After waiting for several minutes, the Police located
[redacted] and [redacted] and instructed them to wait in their location
until they came back with additional customers and employee's.

Investigation on 12/05/2007 at Omaha, Nebraska

File # 306-OM-51835

Date dictated 12/06/2007

by SA [redacted]
SA [redacted]

306-OM-51835

Continuation of FD-302 of [REDACTED]

, On 12/05/2007, Page 2

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After a short while, the Police returned with several more people at which time [REDACTED] and [REDACTED] left with the Police. By now, [REDACTED] was suffering from an [REDACTED] as well as [REDACTED] thus two (2) Police Officer's carried [REDACTED] to the elevator. When they arrived at the first floor, two firefighters were waiting to help. The firefighters carried [REDACTED] out of the building and transported her to IMMANUEL HOSPITAL, where she was treated and later released.

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When [REDACTED] was released, her [REDACTED] telephone number [REDACTED] brought her back to the WESTROADS MALL, where she contacted the interviewing Agents at JCPENNNYS. [REDACTED] asked for assistance in gathering her personal belongings from her employee's locker inside [REDACTED] as she needed her purse containing her wallet and keys to her house. [REDACTED] also needed to retrieve her vehicle from where it was parked outside [REDACTED] [REDACTED] was then turned over to an Officer from the OMAHA POLICE DEPARTMENT in an effort to retrieve these items.

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] DOB [redacted] of [redacted]
[redacted] was interviewed at JC Penny Co, Inc.
located at the Westroads Mall, 800 North 98th Street, Omaha,
Nebraska. After being advised of the identity of the interviewing
agent and the purpose of the interview, [redacted] provided the
following information:

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[redacted] stated that she is the [redacted] of the [redacted]
[redacted] located inside Westroads Mall, and was inside [redacted]
when she heard screaming emanating outside [redacted] [redacted] heard
at least one shot being fired and observed a white male,
approximately sixty (60) years of age lying on his side in front of
the escalator.

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 -7 Date dictated 12/06/2007

by [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] DOB [redacted] of [redacted]
[redacted] was interviewed at JC Penny Co, Inc.
located at the Westroads Mall, 800 North 98th Street, Omaha,
Nebraska. After being advised of the identity of the interviewing
agent and the purpose of the interview, [redacted] provided the
following information:

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[redacted] stated that he is the [redacted]
[redacted] located inside Westroads Mall, and was inside the business
when the shooting incident began. [redacted] stated that when he
was securing [redacted] during the incident a [redacted] employee
named [redacted] last name unknown (LNU) entered [redacted] to
hide from the gunman. [redacted] LNU informed [redacted] that the gunman
inside [redacted] wore a long coat, stocking cap and a scarf.

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b7cInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 8Date dictated 12/06/2007

by [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] DOB [redacted] of [redacted]
[redacted] telephone number [redacted]
[redacted] was interviewed at JC Penny Co, Inc. located at the Westroads Mall, 800 North 98th Street, Omaha, Nebraska. After being advised of the identity of the interviewing agent and the purpose of the interview, [redacted] provided the following information:

[redacted] stated that she is the [redacted] of [redacted] located inside Westroads Mall, and was inside the business when the shooting incident began. [redacted] stated that she did not observe the incident and could not provide any information concerning the incident.

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 9 Date dictated 12/06/2007

by [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] born [redacted] of [redacted]
[redacted] telephone [redacted] was interviewed at
JCPenney, Westroads Mall, 102nd and Dodge, Omaha, Nebraska. After
being advised of the identity of the interviewing agents and the
purpose of the interview, [redacted] provided the following
information:

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[redacted] has been employed by [redacted] for approximately
[redacted] and is currently the [redacted]
[redacted] was just getting off the escalator on the third floor of [redacted]
at approximately 1:30 p.m. when she heard gunshots she described
as "boom, boom, boom." [redacted] looked over to her right towards
the south side and saw an individual dressed in a dark shirt and
dark pants holding a large gun in his left hand and pointing it in
the air. [redacted] further described the individual with the gun
as a white male, approximately 25 years of age with black hair and
possibly a moustache. The gun was a large, black rifle.

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[redacted] immediately got down and crawled to the
customer service department. [redacted] estimated that it took her
approximately one minute to get to the customer service department
and she heard the gunfire getting closer the whole time. [redacted]
believes she heard the individual with the gun say something about
the vault. While in a room behind customer service, [redacted]
could hear a co-worker, whose voice she recognized as [redacted]
asking for help and saying he'd been shot. [redacted] heard more
gunfire and then "dead silence."

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[redacted] then crawled through the doors to the shipping
area and showed a customer to the stairs. [redacted] saw [redacted]
[redacted] (ph), a co-worker, laying in the locker room with a lot
of blood around her. [redacted] believes a different co-worker
dragged [redacted] into the locker room after [redacted] had been
shot. [redacted] called 911 and remained on the line until police
arrived. At one point, she put the 911 dispatcher on hold to lock
herself in the loss prevention office. Once inside she remotely
moved the store security cameras on the third floor over to the
customer service department. [redacted] saw the individual she
believed to be the same person who she had seen shooting the gun,
laying on the floor with the gun nearby. He was at the register
area in customer service and there was blood on the floor.

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 - 12

Date dictated _____

by SA [redacted]
SA [redacted]b6
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306-OM-51835

Continuation of FD-302 of [REDACTED]

, On 12/05/2007 , Page 2

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As police officers arrived, they escorted [REDACTED] first to a dressing room in the [REDACTED] area, then to a third floor breakroom and finally to JCPenney. When [REDACTED] was leaving [REDACTED] she saw another employee laying in the doorway, a customer behind the chair, an associate laying on the floor in customer service, [REDACTED] who was still in the locker room and an individual on the second floor laying by the escalators.

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[REDACTED] stated that she didn't get the sense that there was anyone else with the individual who did the shooting

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] date of birth (DOB) [redacted] of [redacted]
[redacted] cell phone number [redacted] was
interviewed at [redacted] in the Westroads
Shopping Center, 102nd and West Dodge, Omaha, Nebraska. After
being advised of the identity of the interviewing agent and the
nature of the interview, [redacted] provided the following information:

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[redacted] provided his [redacted] Operators License as
identification. Per the license, number [redacted] is
further described as a black male, [redacted] with [redacted]
[redacted]

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[redacted] is the [redacted] of the [redacted] in the
Westroads Shopping Center. He provided the [redacted]
[redacted] and his extension of [redacted]

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[redacted] was in [redacted] when the event occurred, but did not
see or hear anything directly related to the shooting. Once law
enforcement arrived, he did assist in evacuating store personnel
and customers to the parking lot.

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[redacted] had been asked by law enforcement, to stay on the
main floor at [redacted] as he had [redacted] and might be
needed to secure the facility.

[redacted]

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b7CInvestigation on 12/05/2007 at Omaha, NEFile # 306-OM-51835 -// Date dictated 12/06/2007by SA [redacted] [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] white female. date of birth: [redacted]
[redacted] home telephone number [redacted] cellular telephone [redacted] was interviewed at the JC PENNEY's store in WESTROADS MALL. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following:

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[redacted] is employed by [redacted] in the [redacted] department. [redacted] was in the [redacted] department on the third floor. She was on her lunch break. [redacted] heard someone rapidly firing a weapon and other [redacted] employees were yelling for [redacted] to get down. [redacted] and co-worker [redacted] (Last Name Unknown) LNU hid in the [redacted] dressing room. [redacted] and [redacted] (LNU) hid there until members of the SWAT team moved them to JC PENNEY's.

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At no time did [redacted] see the shooter or witness anyone being shot.

Investigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 *12*Date dictated 12/06/2007

by SA [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] WM, date of birth [redacted]
[redacted] telephone number [redacted]
was interviewed at the JC Penny Store, Westroads Mall, 102nd and
Dodge Street, Omaha, Nebraska. [redacted] provided a [redacted] state
identification card to the [redacted] prior to the interview. [redacted]
was advised of the identity of the interviewing and the purpose of
the interview, and provided the following information:

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[redacted] was inside the [redacted] adjacent to
the [redacted] Department Store when he heard "Bang, bang, bang."
[redacted] estimated the time to be shortly before 2:00 p.m. when he
heard these sounds. At the time of the sounds only he and the
operator of the store were inside.

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Shortly after [redacted] heard the sounds, four female
employees of [redacted] came running into the [redacted]
and took refuge. [redacted] did not see anyone else after the initial
sounds and could provide no additional information. [redacted] did
not recall the names of the [redacted] employees and did not know
the name of the operator of the [redacted]

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b7CInvestigation on 12/5/2007 at Omaha, NebraskaFile # 306-OM-51835 - 13 Date dictated 12/6/2007

by SA [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

Special Agents (SA) [redacted] and [redacted] members of the Omaha Federal Bureau of Investigations (FBI) Special Weapons and Tactics Team (SWAT), responded to the Westroads Mall located at 10000 California Street, Omaha, Nebraska 68114. Agents responded to provide tactical assistance to the Omaha Police Department (OPD) during a possible active shooter situation.

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Agents [redacted] and [redacted] met Lieutenant [redacted] (OPD) upon arrival at the command post located on the North side of the JCPenny Store in the Westroads Mall. [redacted] requested Agents [redacted] and [redacted] link up with three local K-9 officers and OPD Sergeant [redacted] to conduct a secondary tactical search of the Yonkers Department Store located in the Westroads Mall.

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Sergeant [redacted] escorted the six man team to the Yonkers store where we divided up into two three-man teams to search the large store for additional suspects and victims. A thorough search of clothing racks, storage areas and dressing rooms was conducted with no additional suspects, victims, witnesses or evidence located.

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After completing the search of Yonkers the team returned to the command post located at JCPenny and met with additional members of the Omaha FBI SWAT Team for additional search assignments.

Investigation on 12/05/2007 at Omaha, Nebraska

File # 306-OM-51835 - [redacted] Date dictated 12/06/2007
by SA [redacted]
SA [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

Members of the Omaha SWAT Team to include Special Agents (SA) [redacted] and [redacted] arrived at the VON MAUR DEPARTMENT STORE, WESTROADS SHOPPING CENTER, Omaha, Nebraska, at approximately 2:20 p.m., to assist with clearing of the WESTROADS MALL and recovery of store employees and customers who remained locked down inside the mall.

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Upon arrival, SA [redacted] contacted law enforcement personnel, inside the south doors of VON MAUR DEPARTMENT STORE, in an attempt to determine the location of the command post to offer assistance of FBI Tactical personnel in the clearing of the mall. Agents were directed to the east entrance of the JC PENNEY STORE. Omaha SWAT coordinated with Omaha Police Department ERU Sergeant [redacted] and his team of tactical officers. It was determined that the members of the Omaha FBI SWAT Team and the Omaha Police Department ERU would clear the basement level of the mall while looking for employees, customers and possible other subjects.

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Sergeant [redacted] and SA [redacted] formulated a plan and divided the teams into separate tactical units and began clearing the lower level of the mall. A group of approximately 10 employees and/or customers of the arcade on the lower level were located hiding in a room in the arcade. These individuals were escorted by Task Force Officer (TFO) Trooper [redacted] to a holding area in the JC PENNEY STORE. FBI SWAT and Omaha Police Department Emergency Response Unit finished clearing the lower level at approximately 4:30 p.m.

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SA [redacted] and SA [redacted] joined the aforementioned FBI SWAT Team members and received an assignment to clear the roof of the mall. Entrance to the roof was made through the upper level of the JC PENNEY STORE near the north entrance. The roof of the mall, with the exception of the VON MAUR DEPARTMENT STORE and DICK'S SPORTING GOODS roofs were methodically cleared by the Omaha FBI SWAT team. The VON MAUR and DICK'S SPORTING GOODS roofs were not accessible from the main roof of the mall by Omaha FBI SWAT. At the request of SA [redacted] the Omaha Police Department Helicopter pilots in OPD Able 1, were able to visually clear the roof of VON MAUR and DICK'S SPORTING GOODS by air. The entire roof was declared clear and safe at approximately 5:15 p.m.

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 15 [redacted] Date dictated 12/06/2007b6
b7C

by SA [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] DOB [redacted] of [redacted]
[redacted] telephone number [redacted]
cellular telephone number [redacted] was interviewed at JC
Penny Co, Inc. located at the Westroads Mall, 800 North 98th
Street, Omaha, Nebraska. After being advised of the identity of
the interviewing agent and the purpose of the interview,
[redacted] provided the following information:

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[redacted] stated that she is employed at [redacted]
located inside Westroads Mall, and was on the first floor
[redacted] section of the department store. [redacted] heard
approximately twenty (20) to thirty (30) shots fired inside Von
Maur. [redacted] then observed approximately four (4) or five
(5) black males in sports clothes run up the escalator towards the
direction of where the shots were being fired. [redacted] then
hid inside a fitting room located within [redacted]

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 - 16 Date dictated 12/06/2007

by [redacted]

b6
b7C

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] DOB [redacted] of [redacted]
[redacted] telephone number [redacted] was interviewed
at JC Penny Co, Inc. located at the Westroads Mall, 800 North 98th
Street, Omaha, Nebraska. After being advised of the identity of
the interviewing agent and the purpose of the interview, [redacted]
provided the following information:

[redacted] stated that he is employed at [redacted] located inside
Westroads Mall, and was inside [redacted] break room on the 3rd
floor of the business. [redacted] heard shooting but did not observe the
incident.

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b7CInvestigation on 12/05/2007 at Omaha, NebraskaFile # 306-OM-51835 -17 Date dictated 12/06/2007

by [redacted]

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- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] date of birth [redacted]
[redacted] date of birth [redacted]
[redacted] and [redacted] date of birth [redacted] were
interviewed at JCPENNEY, WESTROADS MALL, 800 N. 98th Street, Omaha,
Nebraska.

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[redacted] provided a [redacted] bearing the
above address and number [redacted] as a form of identification.
[redacted] provided a [redacted] bearing the
information [redacted] as a form of identification. [redacted] could
not provide any form of identification.

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[redacted] and [redacted] were asked if they could provide
any information regarding the shooting incident at the mall. All
three individuals were [redacted]
[redacted] at the time of the incident and could
provide no pertinent details regarding the matter.

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b7CInvestigation on 12/05/2007 at Omaha, Nebraska

File # 306-OM-51835 - 18 [redacted] Date dictated 12/06/2007
by SA [redacted] SA [redacted]

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- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

[redacted] date of birth [redacted]
[redacted] telephone [redacted] was interviewed
at JCPENNEY, WESTROADS MALL, 800 98th Street, Omaha, Nebraska.
After being advised of the identity of the interviewing agent, and
the nature of the interview, [redacted] provided the following
information:

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[redacted] stated that he was employed by [redacted] in the
[redacted]. The [redacted] is located in the lower
level of the store. [redacted] stated that he first became aware
that something was happening when several people came running into
the [redacted] which is located near an internal door
leading into the mall. [redacted] stated that he heard 5-6 noises
which sounded like a "cap gun". [redacted] also stated that he
heard someone yell that somebody was shooting. [redacted] stated
that he thought the time was approximately 2:30 p.m.

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[redacted] stated that he and some fellow employees stood
around in the [redacted] for a little while and then
decided to go upstairs to some offices. [redacted] stated that he
stayed there for approximately 10 minutes and then returned to the
[redacted]

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[redacted] stated he noticed that the doors leading to the
mall were being closed so he, four other employees and one customer
proceeded to a small room located in the [redacted] where a
safe is kept. Approximately 15 minutes later they heard over the
store handheld radio that they should leave the store. The group
tried to leave via the east exit located near the parking garage
however police told them they couldn't leave the store.

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The interview was then terminated.

Investigation on 12/05/2007 at Omaha, Nebraska

File # 306-OM-51835 19

Date dictated 12/06/2007

SA [redacted]
by [redacted]

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(Mount Clipping in Space Below)

See attached

(Indicate page, name of newspaper, city and state.) 1-6A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/06/2007
Edition:

Title: "It Happened to Us"

Character: 306-OM-51835
or
Classification:
Submitting Office:

Indexing:

2 -306-OM-51835
1 - 80-OM-A45011

(5)

b6
b7c

Omaha World-Herald

AN INDEPENDENT NEWSPAPER OWNED BY EMPLOYEES

SUNDAY EDITION
MONDAY, DECEMBER 6, 2007

San Ysidro • Killeen • Columbine • Red Lake • Amish School • Virginia Tech

'It happened to us'

TRAGIC

A 19-year-old gunman kills eight people and himself in Von Maur store at Westroads Mall

HISTORIC

The worst single-day killing spree in Nebraska history adds Omaha to the grim roll of U.S. mass murders

SUNDAY

The shooter was from Sarpy County and had been fired from his job at a McDonald's on Wednesday

■ Holiday shoppers at first found it hard to believe the sounds they heard were people being shot.

By Henry J. Coomes
WORLD-HERALD STAFF WRITER

With only 28 shopping days till Christmas, Von Maur customer service workers busily folded bright wrapping paper around the gifts of eager customers.

A nearby elevator door opened, into the festive scene Wednesday strided Robert A. Hawkins, about to unleash the worst killing spree in Nebraska since the 1958 rampage of Charles Starkweather.

He was toting a Russian anti-aircraft rifle.

And suddenly, the high holiday sound of the store's piano was punctuated by the pop-pop-pop of rapid gunfire.

Witnesses said he fired his first shots into the ceiling.

Then he started shooting at peo-



ROBERT HAWKINS

Robert Hawkins, in a yearbook photo, attended Papillion-La Vista High School and on until March 2006, when he dropped out.

Troubled
teen wanted

(Mount Clipping in Space Below)

See attached

(Indicate page, name of newspaper, city and state.) 1-5A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/07/2007
Edition:

Title: "Westroads Shooting Victims The Eight
Lives Taken"

Character: 306-OM-51835

or
Classification
Submitting Office:

Indexing:

2-306-OM-51835

1-80-OM-A45011

(3)

b6
b7C

Omaha World-Herald

AN INDEPENDENT NEWSPAPER OWNED BY EMPLOYEES

SUNSHINE EDITION
FRIDAY, DECEMBER 7, 2007

WESTROADS SHOOTING VICTIMS



Beverly Flynn

47, of Omaha, was a real estate agent at NPG whose trademark was planting a rosebush a part of every new homeowner. The mother also worked part time at Von Maur during the key season. Her shift was nearly over.



Janet Jorgensen

Age 66, of Omaha, was a saleswoman on the third floor of Von Maur, where she sold crystal and other fine items. Jorgensen would sometimes deliver items to customers' homes. She was known as a fine seamstress and cake baker.



Gary Joy

Age 56, of Omaha, worked in housekeeping at Von Maur. He was described as a sweet man who wrote poetry and stories. He graduated from Bellevue University with a degree in literature, which was his passion. Joy donated his organs.

911 tapes spell out 6 deadly minutes

■ Calls from the store during the shooter's rampage are filled with frantic pleas for help.

By Karen Stodan

WORLD-HERALD STAFF WRITER

The first phone call from Westroads Mall came in to 911 dispatchers at 1:42 p.m. No voice was on the line.

Only silence punctuated by 23 gunshots.

In the next six minutes, the Douglas County 911 center received 48 more calls. Panicked people inside the mall and family members called as 19-year-old Robert Hawkins shut up the Von Maur department store.

Their frantic voices, desperate pleas for help and even their silence provide a chilling account of the chaos that reigned as Hawkins took the lives of eight people before ending his own on a day that will be remembered as one of Omaha's darkest.

Mark Conroy, director of the Douglas County 911 center, described the calls as "extremely disturbing."

Callers frantically dial from bathrooms and storage rooms as they flee from the hail of bullets.

The 911 center call to 911 is a woman...

The eight lives taken

A former flight attendant.

An avid runner and bicyclist. A mother of three.

A newly hired store manager. A soon-to-be

...



FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 12/12/2007

To: Criminal Investigative

Attn: Violent Crimes Section,
VC Unit
UC [redacted]
SSA [redacted]

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b7C
b7E

CIRC

Attn: Investigative and
Operational Support
Section, BAU-1
UC [redacted]
SSA [redacted]

From: Omaha

Squad 3

Contact: SA [redacted]

Approved By: [redacted]

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b7C

Drafted By: [redacted]

Case ID #: 306-OM-51835 (Pending) - 24

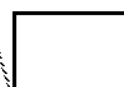
Title: ROBERT A. HAWKINS;
VIOLENT CRIMES/VIOLENT INCIDENT CRIMES

Synopsis: Reclassify captioned case.

Details: The classification of case 306-OM-51835 is being
changed to 4-OM-51835, due to the fact that the FBI HQ, VCMO
Unit, has indicated as such.



*Case
Reclassified
to 4
12/13/07*



OMAHA FIG
YES
☒ NO

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To: Criminal Investigative From: Omaha
Re: 306-OM-51835, 12/12/2007

LEAD(s):

Set Lead 1: (Info)

CRIMINAL INVESTIGATIVE

AT WASHINGTON, DC

For information.

Set Lead 2: (Info)

CIRC

AT WASHINGTON, DC

For information.

♦♦

(Mount Clipping in Space Below)

See Attached

(Indicate page, name of newspaper, city and state.) 1A & 3A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/10/2007
Edition:

Title: "Stories of heroics emerge"

Character: 4-OM-51835
or
Classification:
Submitting Office:

Indexing:

1 - 4-OM-51835
1 - 80-OM-A45011

(2)

OMAHA FIG
YES
~~NO~~

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Husker fans are driven to show Bo their love, Living



Omaha World-Herald

AN INDEPENDENT NEWSPAPER OWNED BY EMPLOYEES

CLUBHOUSE EDITION
MONDAY, DECEMBER 10, 2007

WATCH YOUR MAILBOX

Tax credits mean some lower bills this year

■ For other homeowners,
higher valuations will
offset lower property tax
rates and the state money.

By TIM SHAW
WORLD-HERALD STAFF WRITER

Many Nebraska property owners might be feeling good when they get their 2007 property tax statements this week.

The statements will list how much a new state tax credit is saving them — a little more than \$80 for every \$100,000 in assessed valuation.

But that doesn't automatically mean a homeowner's tax bill will be lower than it was last year.

A number of homeowners in the Omaha area, for example, received big valuation increases this year, and local governments did not drop tax rates enough to offset the valuation bumps.

Instead, most governments and schools decided to collect more property tax money.

The Legislature and Gov. Dave Heineman approved the plan to use \$105 million in state money to pay a portion of property owners' 2007 tax bills, which are due next year.

AFTER THE SHOOTING

Stories of heroics emerge

Families recount selfless acts of courage in Omaha mall massacre

By ERIN GRACE
WORLD-HERALD STAFF WRITER

Firing away, the killer entered customer service, where he would end the carnage.

Hiding 15 feet from him was a 65-year-old grandfather and retired natural gas company manager, who suddenly emerged from the spot that concealed him and his wife and came into plain sight of the

killer.

According to a family member's account given Sunday, John McDonald stood and confronted the 19-year-old gunman. It was a spontaneous act of courage that soon cost the Council Bluffs man his life, although it's possible that he helped spare more than a dozen people who were hiding nearby.

It appears that McDonald

was one of the last of eight people killed by Robert Hawkins Wednesday at the Von Maur department store in the Westroads mall.

Police are still investigating Omaha's worst single day of violence and have not determined the order in which Hawkins' victims fell.

McDonald was found in customer service, where Hawkins killed himself. An undisclosed

number of rounds remained in his AK-47-style semiautomatic rifle.

Police released no new details of the rampage, but accounts Sunday from the families of McDonald and two other victims paint three portraits of courage in the face of chaos and terror.

The second involved Dianne Clevin Trout, the 53-year-old

On
Page 3A.
Photos from
memorials at the
Westroads Mall.
A list of funeral
services for the
victims and
information on
ways that you can
help.

"What do we do? Ignore it? Forget it? Pretend it didn't happen? Go on with our Christmas shopping?
I don't think so. . . It's time to take stock in what you are doing to each other."

The Rev. Rori Thelen at Creighton's St. John Church



(Mount Clipping in Space Below)

See Attached

(Indicate page, name of newspaper, city and state)
1A & 3A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/11/2007
Edition:

Title: "Hearts Beating as One"

Character: 4-OM-51835
or
Classification:
Submitting Office:

Indexing:

1-4-OM-51835
1-80-OM-A45011

(2)

OMAHA FIG
YES
~~X~~ NO

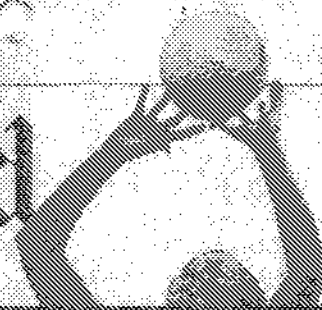
b6
b7c

NU's Cook is looking for a leader, Sports

Omaha World-Herald

SUNRISE EDITION
TUESDAY, DECEMBER 11, 2007

AN INDEPENDENT NEWSPAPER OWNED BY EMPLOYEES



SCOTT/STAFF/STAFF HERALD
Gearing artist Mary Hunt holds a
the ornament she painted. It
shows Mitchell Pass at Scott's
Hill National Monument.

D.C. tree like tour of U.S. parks

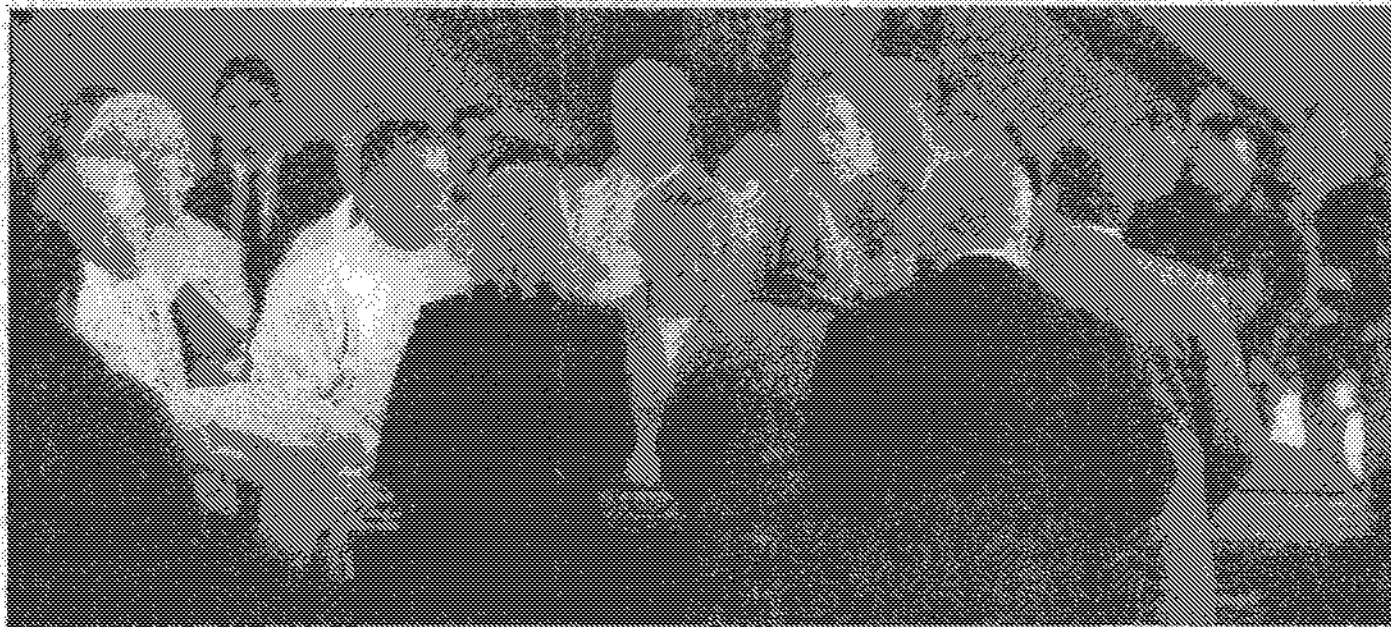
■ Nebraska's
national parklands
are represented on
five White House
ornaments.

By JENNIFER MORGAN
WORLD HERALD STAFF WRITER

WASHINGTON — From
the tumbling waterfalls of the
Niagara River to the stark
beauty of Mitchell Pass,
scenery representing national
parklands in Nebraska are
featured on this year's official
White House Christmas tree.
First lady Laura Bush chose

MOURNEERS TEARFULLY SAY GOODBYE

'Hearts beating as one'



FAMILY MEMBERS OF DIANNE CLAVIN TRENT COVER HER CASKET WITH A FLOWER-PILL MEMORIAL AT ST. LOU CATHOLIC CHURCH, ABOUT A MILE NORTH OF THE VAN HORN DEPARTMENT STORE AT WESTWINDS
HALL WHERE SHE WAS SHOT WEDNESDAY. TRENT, 52, A FORMER AIRLINE FLIGHT ATTENDANT, HAD WORKED IN THE STORE'S CUSTOMER SERVICE DEPARTMENT FOR EIGHT YEARS.

Strangers reach out to Dianne Trent's family

By KIM GRACE
WORLD HERALD STAFF WRITER

They came, they listened, they sang, they prayed.
Thousands of people Monday packed churches and a funeral
home to grieve, to soothe and, ultimately, to pray for the loss of
the night before last week.

Services in Omaha and ones in Curtis, Neb., celebrated the loss
of Janet D. Thompson, Dianne Clavin Trent, Gary Lee, John V.

(Indicate page, name of newspaper, city and state.) 3A
OMAHA WORLD
HERALD
Omaha, NE

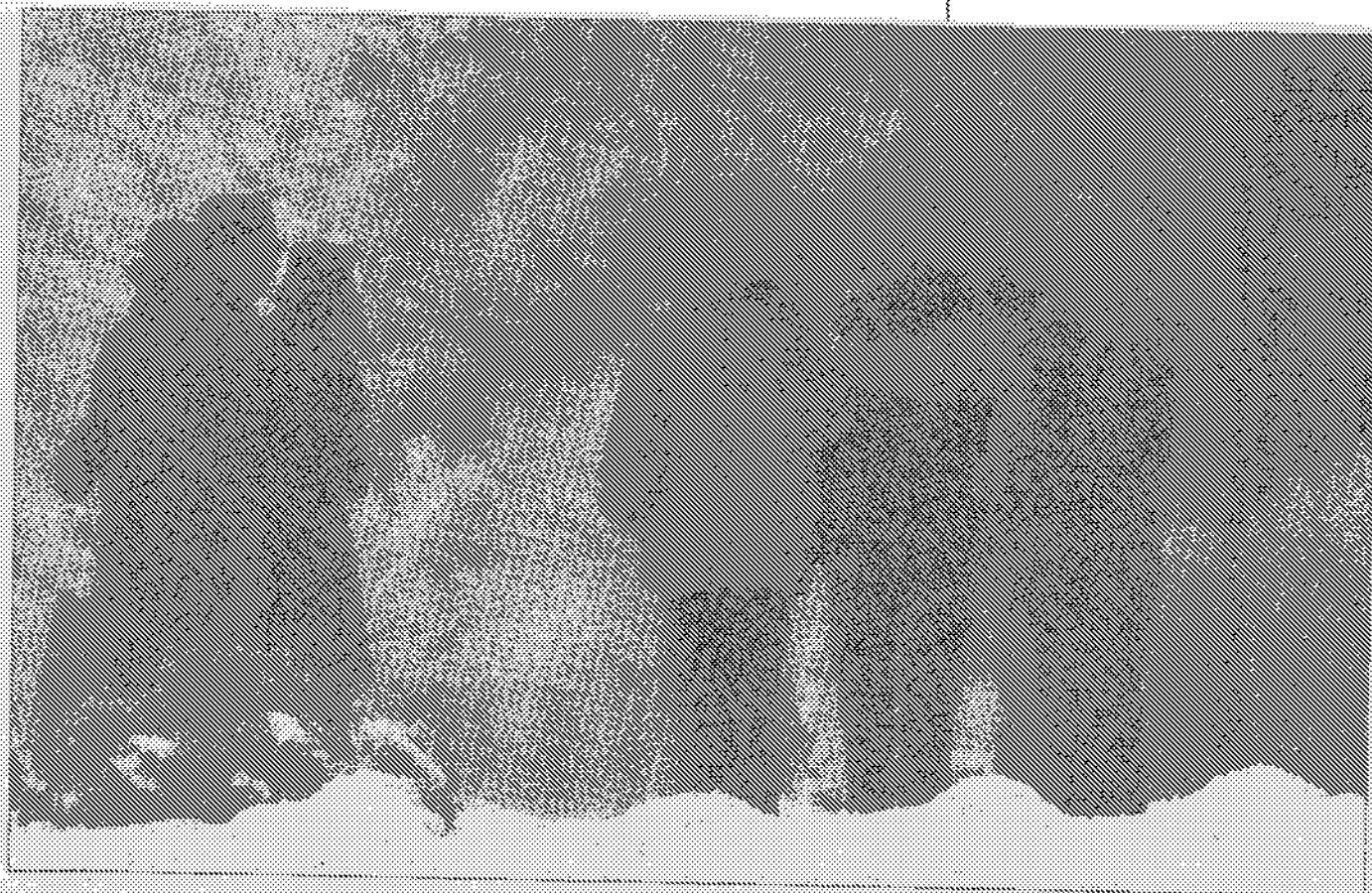
Date: 12/12/2007
Edition:

Title: "Young victim laid to rest"

Character: 4-OM-51835
or
Classification:
Submitting Office:

Indexing:

(Mount Clipping in Space Below)



icy rain mirrored the spirits of family and friends who said goodbye to Muggie Webb on Tuesday at St. Mary Cemetery in East Moline, Ill.

THE OMAHA DISPATCH

① 4-OM-51835
② 80-OM-A45011

- 27

[Redacted Box]

(2)

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Young victim laid to rest

Friends, family say one word sums up Maggie Webb: love

By NANCY GAARDEN
SPECIAL HERALD-EXAMINER WRITER

If you had a chance to talk with people who knew Maggie Webb, you would quickly learn that she was someone who knew love. And she knew it by living it.

Tuesday, many of those who loved Maggie Webb gathered to remember her at Christ the King Catholic Church in Moline, Ill.

At 24, Webb was the youngest of the eight people slain by Robert Hawkins last Wednesday at the Von Maur department store at Westroads Mall.

"She wasn't a person to forget you," her sister, Liz, said. "She always recalled during a telephone interview last week.

"She made you feel special when you were with her, and when you were away from her, you still knew she loved you."

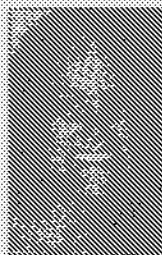
Webb had a knack for making lasting impressions.

"She was the best baby sister I ever had," 13-year-old Alexi Roberts recalled as she walked out of the funeral with her grandmother, her mother, Tina, and.

New to Omaha this fall, Webb kept in touch with old friends while creating new

ones here.

Abaca said she and her sister talked by phone at least every other day, and Webb talked with her mother "about every morning." She was on the phone many nights with a high school classmate, Wayne



Maggie Webb

Wearin. "Sometimes we almost fell asleep talking," he recalled. The night before the shooting, their talk ended about midnight or 1 a.m., he said.

"She was one of the few people I knew who would come into work every day," he said.

Webb began working for the Von Maur chain during her senior year of high school in her hometown of Moline.

At a company that prides itself on personable, talented employees, she rose quickly. Omaha was her seventh store. And here, as one of the chain's youngest store managers ever, Webb was managing one of its largest locations.

Omaha employees say she quickly gained respect by treating them with respect.

Her sister said Webb often worked the floor rather than stay in her office.

"She didn't put herself above anybody."

Last Wednesday was no different. Webb's body was found near a cash register in the children's department, next to the girl's clothing manager, Angie Schermer.

If her MySpace account is any indication, her quick rise within Von Maur and the regard she showed others reflected her own sense of self. The quote that Webb chose for the top of her home page: "You will only go as far as you let yourself."

Webb comes from a close family, her sister said. In addition to Abaca, Webb is survived by another sister, Brynne Clark, and parents, David and Vicki Webb. All live in the Quad Cities area. Another sister, Kiersten, preceded her in death.

Abaca said she and her sisters liked to hang out together, play games and drive to the mall, sitting in the car.

This report includes material from the Moline, Ill., Dispatch.

(Mount Clipping in Space Below)

Couple's love called 'the real thing'

■ Angie Schuster met her fiance while both were working at Von Maur

By MICHELLE AKEAR
Special to the Star-Examiner

They dressed in their finest and packed extra hankies.

They got to Omaha's St. Robert Bellarmine Catholic Church on time.

And on a wintry Tuesday morning, more than 230 attended a fiery funeral for Angela "Angie" Schuster, a 36-year-old who didn't have the chance to plan her wedding.

A gentle snow fell outside the church. Just outside the sanctuary, wind-blown, three large poster boards showed images of Schuster through the years: as a child hugging her nurse, an eastward teen wearing too big '80s

glasses, a young woman struggling for the camera near roadside attractions and on vacation in the great outdoors with her fiancé, Greg O'Neil.

A heartbreaking handwritten letter from her niece told Schuster to "have a great life with god."

Inside the sanctuary, the petite Von Maur girls department manager lay in a full open casket, her hands clasped over a white cardigan, her face a softer version of the one in all those photos.

O'Neil blew her a kiss just before officials closed the casket and began the service.

The strongest voices led the sons and carried the congregation in "Here I Am, Lord" and "On Eagle's Wings." And the Rev.

Donald Shupe thanked friends, family and strangers for caring enough to brave icy roads and to come from as far away as Washington state.

Shupe described "our Angie" as a kind sister and aunt, a one-time teacher who loved children, a happy woman who was about to start a new life with O'Neil.

She had endured the deaths of both parents and, he said, didn't take others for granted. "Her idea of a good vacation was to go visit friends and family."

Schuster and O'Neil attended St. Robert, and Shupe said they had found love — "the real thing" — in one another.

"Right on up to last Wednesday," he said. "Angie could say, 'I don't doubt for a second that he loves me.'"

They had met about six years ago at Von Maur, where O'Neil was once a security guard and

(Indicate page, name of newspaper, city and state.) 3A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/12/2007
Edition:

Title: "Couple's love called 'the real thing'"

Character: 4-OM-51835

or
Classification:
Submitting Office:

Indexing:

① 4-OM-51835
1-80-OM-A45011

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b6
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Angie Schuster

where Schuster was working Wednesday when a gunman opened fire.

Schuster was born on Valentine's Day and raised in Dubuque, Iowa. She studied art and elementary education at the University of Northern Iowa and graduated with a bachelor's degree in 1994. She taught briefly as a substitute but moved to Omaha to live with her older sister, Donna Kenkel, shortly after college.

She worked at Carter's and the J.C. Penney store in Oak View Mall before joining Von Maur.

Shane said Schuster was thrilled when O'Neil quit Von

Maur about a year and a half ago — because that meant they could date. She sold her house and moved in with O'Neil in November. He was going to give her an engagement ring this Christmas.

Shane — a classmate of another shooting victim, John McDonald — implored mourners to love and comfort one another and, hard as it seemed, to forgive the gunman.

"We take Robert Hawkins and we say, 'Jesus, I give him to you,'" Shane said. "And He'll say, 'Don't you worry about Angie and her friends. I snatched them away from this ugliness. They're with me, and I'm with you, and they're with you.'"

Besides Kenkel, Schuster is survived by a younger sister, Brenda Schuster of Norfolk.

(Indicate page, name of newspaper, city and state.) 1A
OMAHA WORLD
HERALD
Omaha, NE

(Mount Clipping in Space Below)

Date: 12/12/2007
Edition:

Title: "Each memorial an expression of solidarity"

Character: 4-OM-51835
or
Classification:
Submitting Office:

Indexing:

Each memorial an expression of solidarity

By CHRISTOPHER DUKBACH
WORLD-HERALD STAFF WRITER

Like a blizzard blown by a city's grief, good will and maybe a little defiance, memorials crowd the entrances to the Von Maur department store at Westroads Mall.

Flowers, peace signs and prayers on placards thickly carpet the steps outside Von Maur's south doors, where a young man had trod into Westroads Dec. 5 with mass murder on his mind and an assault rifle in his jacket.

Inside the mall, thousands of brightly colored, handmade snowflakes blanket the locked gates to Von Maur, which remains closed. More snowflakes cover a giant Christmas tree and the floor around it in the food court.

Seven days after the gunman killed

eight people and wounded four before killing himself, the memorials still are expanding. They have given Omahans a place to grieve. They have raised the spirits of shooting survivors and victims' families.

"It's breathtaking to see the community and people who don't even know us doing all of this," said Kellie Schlecht, whose sister Dianne Trent was killed Dec. 5.

Schlecht took her children and other relatives to Westroads to see the memorials after Trent's funeral Monday.

"Not everyone feels this way — I have a sister who won't come to the mall — but it's healing for me to know how many people are thinking of Dianne and us," Schlecht said.

Mall and Von Maur managers haven't decided how long the memorials will last.
See Memorials, Page 2



Inside

Funerals and burial for Angie Schumler and Maggie Wells and a visitation for Beverly Lynn.
Page 3A

A list of ways the community is responding to the shootings.
Page 3A

More on Omaha.com

A photo gallery of the Von Maur memorials.

① 4-OM-51835 - 27
1- 80-OM-A45011

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GRIEF AND HOPE



Westroads visitors have found an outlet for their emotions in the aftermath of the fatal shootings at Von Maur: hundreds of memorials — both general and personal — placed on the stone and mail corridors outside the store.

Memorials: Many pay their respects to victims

Continued from Page 1

als will stay. For now managers and employees are glad the tributes are there, said Jim Sadler, Westroads general manager.

"They've been a source of healing for me personally and for the entire community," Sadler said.

Outside on Von Maur's steps, there are roses of many colors, mums, daisies, carnations. Miniature evergreen trees bear cards addressed to the shooting victims by name. Fading red leaves of live poinsettia plants with underlying snow.

The greenery nestles objects meant to express endearment and encouragement. Among the many stuffed animals, two bright white teddy bears in holiday sweaters touch paws. A cotive candle bearing the image of Jesus with a radiant, red heart stands before a Styrofoam cross decorated with plastic holly and mistletoe. A Christmas stocking hangs against a concrete step. "Peace on Earth," the stocking reads, an age-old yearning that's painfully new in Omaha.

Written messages float amid the flowers, hang from hand railings above and stick to glass doors.

Some are deeply personal. Many bear the names of one or more of the eight people whose lives were taken: Beverly Flynn, Janet Jorgensen, Gary Joy, John McDonald, Gary Scharf, Angie Schuster, Dianne Tremi and Maggie Webb.

"Our Best Friend, Gary Scharf," reads a laminated photograph of two men and two boys in the mountains. "We will miss you on our 2008 Snowmobile Adventure this year in Colorado."

A fluorescent green placard is addressed to Angie Schuster "O'Neil." The name in quotes is that of her boyfriend, who had hoped to be her husband soon. On the placard is a prayer. The card is signed with a hand-drawn heart, from "the O'Neil family."

Most of the messages appear to come from people with less-direct connections, if any. Many signed their messages in cur-

sive, as if they were personal letters. Other posters, including many from schools, wear many names.

A typical sign reads: "Papio South We care."

One anonymous poster says, "To the Media, stop granting his final wish," a reference to the killer's suicide-note expression that he would become famous. "To the families, our hearts go out to you. To the victims, may you rest in peace." At the bottom, a question: "What is the solution?"

A blue construction-paper snowflake offers a hopeful thought: "Love is all around."

Omaha's Glenda Roberts, 65, wiped away a freezing tear Monday after adding a homemade Christmas wreath of sparkly red ribbon to the outdoor memorial.

"I'm not crafty, but I felt like I should make something," Roberts said. "I knew one of the clerks. Seeing the victims' pictures on the front page of the paper... I'm still in shock, but I wanted to come here myself."

She hurts for the victims'

families, she said, and for the shooter's relatives, too.

Roberts joined one of the lines of people that filed by the memorials indoors and out.

The paper snowflake campaign came from an idea dreamed up by a radio station listener, Sadler said. The metaphor is that the shooting victims were alike and yet unique.

"We didn't know how big it (the snowflake making) would become," Sadler said. "It grew from the (food court) tree, and pretty soon it was on the walls and it just took on a life of its own."

Sadler sees hope in the visible outpouring of sorrow and support, so creatively formed and so brightly displayed. He also sees defiance and resolve.

Near a second-floor Von Maur entrance inside the mall, where people had run for their lives Dec. 5, a man had traced his hand in green marker on a sheet of white paper.

Inside the hand he wrote these words: "You can't kill our spirit."

(Mount Clipping in Space Below)

(Indicate page, name of newspaper, city and state)
 1A
 OMAHA WORLD
 HERALD
 Omaha, NE

Date: 12/13/2007
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Lorraine Hedman, left, says she was moved by an Omaha police detective's compassion when he notified her and her sister Inez Joy, right, about the slaying of Joy's son Gary, who worked at Von Maur.

Victim's aunt praises officer for his kindness

By PAUL GINSKE
 OMAHA WORLD HERALD

The phone finally rang after 3 at night on that bloody Wednesday, and the voice at the other end wasn't Gary's. It belonged to an Omaha police detective.

George Cardenas Jr. had reached Gary Joy's Aunt Lorraine, a retired nurse who at age 86 lives at Manorin Manor and still drives her Oldsmobile around town.

Could he come over right away? Cardenas asked Lorraine Hedman.

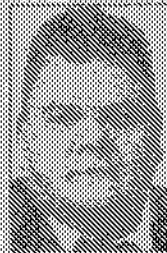
"Is it about Gary?" she recalled asking, even though she knew the answer. Why else would a police detective be calling hours after the carnage at the Westroads Von Maur store

where Gary worked in house-keeping?

Cardenas is a nearly nine-year police veteran who had followed his father, George, into a line of work that required making calls like this. He didn't answer the question directly.

Standard police procedure requires giving this news in person. Cardenas' job at that moment is not to share every detail of a death investigation but to gently tell the main facts and to

See Nonfiction: Page 2



Cardenas

① 4-OM-51835 -30
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Notification: Detective lauded for compassion

Continued from Page 1

He was the first in line to support a grieving family. He can offer a chaplain and other help.

Death notifications require a sensitivity and compassion not outlined in any police handbook. It's a job that Sgt. Teresa Negron, an Omaha police spokeswoman, called "one of the hardest things you have to do as a homicide detective."

Several officers were involved in notifying families Dec. 5, but Negron said she didn't know how many.

Eight people were killed and four were wounded, including two critically, when gunman Robert Hawkins turned his AK-47-style semiautomatic rifle on customers and workers. He then killed himself.

Cardenas was assigned to handle the notification of the families of the shooting victims brought to Creighton University Medical Center. Two had died. One was in critical condition.

It was difficult at first to find Joy's next of kin. The 56-year-old housekeeping worker was di-

vorced, had no children and lived alone. Cardenas didn't immediately know about a brother in Ashland, Neb., or Joy's mother at Skyline Manor.

During his police tenure, which includes his current assignment on the homicide unit, Cardenas has told as many as 30 families about loss; he can't recall exactly. The task never seems to get easier.

He knew he would not forget this day, marked by tragedy on a scale neither he nor the city had experienced.

Cardenas tried the numbers he had for Joy — two numbers from a small piece of paper folded up in a wallet — and only one got answered. By Aunt Lorraine.

"Could I come see you?" Lorraine Hedman recalls him asking on the phone.

In minutes, the burly 43-year-old, dressed in a suit and tie, was at the 21-story tower at 52nd and Leavenworth Streets, explaining that Gary Joy was someone who didn't make it.

"Well, we've got to tell his mother," said Lorraine, a tall, slender woman with short white

hair and shining blue eyes. She told Cardenas about her sister, Inez Joy, a retired schoolteacher and widow. At 91, she is still sharp though sometimes she forgets things.

Cardenas suggested that the two go together to tell Inez. He offered to drive in his unmarked sedan and, on the way, handed Lorraine his cell phone so she could call her sister and make sure Inez was up and dressed.

It was close to 10 when they arrived at Skyline Manor. Inez was sitting in her chair.

"What are you doing here?" she asked Lorraine.

"Inez," Lorraine said. "It's about Gary. He didn't make it, Inez."

"What happened?" Inez asked. "Where is he? Why isn't he here?"

Lorraine knew her sister did not immediately grasp the meaning of this visit despite the phone conversations the two had earlier that day while glued to TV coverage of the shootings.

She let Cardenas take over. "The officer wanted to tell you about it," Lorraine said.

Cardenas sat with the women for close to an hour, telling them what happened at the Westroads. Inez reminded him of his grandmother.

He told the women the Police Department would do everything it could.

Reflecting on the experience several days later, Lorraine was struck by Cardenas' compassion and recognized that his was no easy job.

A lifetime of loss and a 41-year nursing and teaching career at the University of Nebraska Medical Center had familiarized Lorraine with both the getting and giving of tough news. She has outlived five siblings, her husband and her only child, a daughter who died of cancer.

So now it was Gary lost in this unbelievable event. And here was this poor officer who had to tell her about it. She thought he had been so kind. She promised herself to write Police Department officials and tell them so.

"We've got some real good people in this world," she said, "who are trying to go around and do good things for other people."

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(Indicate page, name of newspaper, city and state.) 1A
OMAHA WORLD
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Hawkins got gun when left alone

While his mom left for an hour to go to a store, the Westroads gunman secretly took the weapon from his ex-stepdad's closet.

By PAUL HAMMEL

WORLD-HERALD STAFF WRITER

One hour left alone.

That is what allowed Robert Hawkins to take the AK-47-style assault rifle he used last week in the rapid-fire slayings of eight people at the Westroads, his former stepfather said Wednesday.

Mark Dotson said his ex-wife was staying at his southwest Bellevue house with their two daughters when she invited Hawkins, her son, over for dinner. It was the night before the Westroads shootings.

Dotson, who was in Thailand on a vacation with a girlfriend, said Hawkins took his rifle from a closet when his ex-wife left with the girls to buy a birthday present at Wal-Mart. They were gone an hour, he said.

When Dotson's ex-wife, Mari-bel "Molly" Rodriguez, returned, Hawkins abruptly ended a session on the Internet, said good-bye and "plenty of I-love-yous"

In Midlands

A photo from Wednesday's funeral of Beverly Flynn. Page 8B

On Omaha.com

Ways you can help

and left.

"After the fact, she thought she could have read something into that," said Dotson of the mother. "She feels horrible."

A day after attending the private burial of her son, Rodriguez was in New York, her ex-husband said. Reached by telephone Wednesday night, Rodriguez declined to comment.

Part of an interview with Rodriguez by ABC News aired Wednesday night. Her account of the evening spent with her son matched Dotson's. She said she's "thinking now that my life is

See Hawkins: Page 2

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Hawkins: He got ex-stepdad's gun when left alone

Continued from Page 1
over."

"I'm sorry, so sorry," she said. "Please forgive me and please forgive my little Robert."

The comments from Rodriguez and Dotson, their first since the Dec. 5 shootings, shed light on how Hawkins obtained the gun used in Nebraska's deadliest single shooting incident.

According to Dotson, Hawkins knew that weapons were stored in a bedroom closet at Dotson's house. So before he left for Thailand on Nov. 24, Dotson hid the handguns usually stored in that closet.

Dotson said he left a black AK-47-style rifle in the closet so that his ex-wife could protect herself and the girls against intruders.

The couple divorced 11 years ago, he said, but had sustained a relationship for the sake of their children.

Dotson said he never imagined that his former stepson would do

harm to himself or others with the guns, but he didn't trust him enough to leave the handguns out.

"He's 19. . . I just thought it would be better to not leave them in my closet," Dotson said.

Because of Hawkins' previous brushes with the law — for fighting at school, possession of alcohol and sale of marijuana — Dotson had kept the boy away from his weapons, he said. Dotson did recall going target shooting with him once more than a decade ago.

Dotson said the night before the Westroads slayings, Hawkins told his mother that he had lost his job at McDonald's — an account that differs from previous statements that Hawkins was fired the morning of the slayings.

Despite losing his job, Hawkins didn't appear distraught or upset, just "neutral," his former stepfather said. He told his half sisters that he couldn't get them discounts anymore because he lost his McDonald's job, and he

searched the Internet with his mother for job openings.

"That hardly seems like the act of someone in despair or someone who is suicidal," Dotson said.

Hawkins' mother, Dotson said, left the home for an hour with the two daughters. She discovered the rifle missing later that night, Dotson said, and sent him an e-mail in Thailand, saying that "the black gun is missing" and to "call me right away."

She told ABC News that she thought Hawkins planned to sell or pawn the gun.

Dotson said that when he finally checked his e-mails, he misunderstood the message and reassured his ex-wife: "Don't worry, I put all the pistols out of sight."

The return e-mail to his ex-wife, he said, probably didn't arrive until about the same time she was being shown two suicide notes and a will left by Hawkins at the home where he had been living, about a mile away.

Dotson said his ex-wife immediately alerted law enforcement. She brought the notes to the Sarpy County Sheriff's Office about 30 minutes after the start of the shooting spree, unaware of what had happened.

"Even then, there was no indication that he was going to do this," Dotson said, referring to the mall massacre.

Rodriguez told ABC News she learned that her son was the gunman three hours later.

She said he had left voice mail for her earlier that day: "Mommy, I love you. I'm sorry. I will talk to you later."

Dotson, who is a contractor who travels for his job, said he learned of the Westroads shootings and his former stepson's involvement by watching CNN in Thailand.

He said he took the first flight he could get back to Nebraska.

"I spent 24 hours of traveling wondering what we could have done differently."

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(Indicate page, name of newspaper, city and state.) 3A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/12/2007
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Caring community

The community is responding to last week's fatal shooting at Westroads Mall. Here's how:

■ The Millard North High School Choir will perform "From the Heart," an original composition by Mary Kay Mueller, Tuesday during a 7 p.m. concert at the school, 144th and Pacific Streets. The performance is a tribute to the victims.

■ Donations in Angelia "Angie" Schuster's name can be made to the American Diabetes Association or Lydia House, at her family's suggestion.

■ Bag 'N Save is accepting monetary donations at checkout stands at all locations. Donations will go to the Von Maur Victims Fund through the United Way at First Westroads Bank.

■ Catholic Charities counselors are available in Omaha and Columbus, Neb., to assist people who want help coping. Services include crisis and trauma counseling, grief counseling and support, outreach to schools and parishes, and support in locating community services. For help, call 554-0520.

■ Donations to the Beverly Flynn Memorial Fund can be made at any NP Dodge office. Checks can be made out to "Dodge Cares" with a memo notation referring to the fund.

■ Donations also can be made to the Janet D. Jorgensen Memorial Scholarship Fund, in care of St. James Catholic Church, 9025 Larimore Ave., Omaha, NE 68134.

■ Donations to the Von Maur Victims Fund can be made in care of the United Way of the Midlands, 1805 Hamey St., Omaha, NE 68102; at First Westroads Bank locations; or at www.vonmaurvictimsfund.org. Paul Amos, president and chief operating officer of Aflac Inc.'s U.S. operations, presented a \$100,000 contribution Tuesday in Omaha.

■ Donations also can be through KQKQ-FM Radio at First National Bank in care of Westroads Victims Relief Fund, 1620 Dodge St., Omaha, NE 68197, or at any First National Bank branch.

■ South High School's dual language club students are selling snowflake ribbons to be worn to show support for the families affected by the shooting. Ribbons are \$2. Students hope to sell 100 ribbons. All money will go to the fund at First National Bank.

■ Nebraska Methodist College is holding a spaghetti dinner today at its Josie Harper Campus, 720 N. 87th St., from 4:30 p.m. to 7 p.m. Free-will donations will be accepted. The college also is selling white ribbons in memory of the victims. Proceeds will go to the Von Maur Victims Fund at First Westroads Bank, the Omaha Fire Union and the Omaha Police Union. Call 354-7001 with questions.

■ Iowa Western Community College students are working with KQKQ-FM Radio to host a free concert Sunday at Sokol Auditorium. Australian band Sick Puppies will perform at the all-ages show.

■ Red Zone, a Husker store at Oak View Mall, is collecting donations for the families. Customers will find donation boxes at the store.

■ Grace Reformed Church, 5151 N. 93rd St., will open its doors from 8 a.m. to 4 p.m. for individual prayer or prayer and counseling with a pastor every day through Friday.

■ Judy Haney of Omaha sent out an e-mail Tuesday that has traveled around town, suggesting that Omahans bring cards and flowers to Von Maur the day it reopens. She said: "I was just trying to think of a way the store itself might not be so spooky for the employees returning."

— Compiled by Veronica Stickney and Andrew J. Nelson

4-OM-51835 - 32

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Pictures, stories reflect a giver

By CHRISTINE LAYNE
WORLD-HERALD STAFF WRITER

As mourners inched toward Beverly Flynn's coffin in a long line at her visitation, three tables covered in photos and mementos showed the energetic, doting mother who loved to shop and give gifts to camp and to drive.

In one photo, she brushed a young daughter's teeth. In another, she kissed her groom, his fingers tenderly cutting her skin.

Among the other items: A box filled "Presto Card" holders for "My Mom." A red Von Maur shopping bag. A purse in a favorite color, purple.

Flynn's family, friends and coworkers shared in grieving at a Monday night visitation. Another pronounced the funeral from Sunday to Monday.

"I'll be with you," a pastor said as he patted the head of Flynn's 8-year-old daughter, Gretchen. Flynn's husband, Patrick, embraced family and even strangers at Glad Tidings Church, 2414 and Hickory Streets.

Some were familiar faces because, like Beverly Flynn, they were real estate agents with their pictures on signs and advertisements.



Beverly Flynn

Others were Von Maur employees, including a witness to the shootings that killed Flynn and seven other employees and customers last Wednesday. Flynn worked part time wrapping gifts at the department store.

UPS workers attended in their brown uniforms to support Patrick, a UPS driver of 26 years.

For two hours, the line of mourners never thinned. It spanned the width of the sanctuary and trailed inside, where the 47-year-old lay in a peach-colored nightgown. Flynn always had said she wanted to be laid to rest in a nightgown, which Patrick and Von Maur provided in one of her favorite colors.

"There will forever be a hole in my heart and a void in the life of a mother who said during the visitation time of sharing.

Later, Flynn's sister, girls privately shared their memories.

On Flynn's recent 13th birthday, Flynn surprised her by picking her up from school in a limo. She was so excited at the time.

Robin, Flynn's 17-year-old daughter, said her work would move into her apartment with her car and laundry and clean. Robin recently asked why Sister Sister was doing the church.

She said, "When I'm not here, I'm not going to be able to." Robin said, "She loved to do things for me."

(Indicate page, name of newspaper, city and state.) 3A
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Flynn was born in Omaha and graduated from Omaha North High School. She worked 17 years as national accounts manager for Marriott.

She became a real estate agent three years ago because she liked the idea of helping people. Cal, a friend, said she and Patrick were planning to buy a cabin. The couple had been together 27 years.

In addition to her husband and daughter, she leaves behind her parents, Elizabeth and Raymond Vachels of Omaha, and a sister, Not a member of Omaha.

① 4-OM-51835 - 33
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U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

10755 Burt Street
Omaha, Nebraska 68114
December 19, 2007

[redacted]
Omaha Police Department Crime Lab
Omaha, NE 68102-1806

Attention: [redacted]

RE: Von Maur/Westroads Mall Shooting

Dear [redacted]

I am forwarding the following documents prepared by the
FBI to be maintained by the Omaha Police Department Crime Lab:

Total Station Data
Total Station Plot of 3rd Floor Crime Scene
Photographs of Exterior of Mall
Handwritten Notes of Total Station Data

I would also like to commend your Department's Crime
Lab for the high level of professionalism and technical
competence demonstrated during the evidence recovery phase of the
tragic Van Maur/Westroads Mall Shooting.

Please direct any questions relating to FBI evidence
collection to Special Agent [redacted] the FBI's Evidence
Response Team (ERT) Team Leader in Omaha at [redacted]

Sincerely,

John G. Kavanagh
Special Agent in Charge

1 - Addressee
2 - 4-OM-51838-34

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By: [redacted]

Supervisory Special Agent

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YES
NO

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(Indicate page, name of newspaper, city and state.) 1A
OMAHA WORLD
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Omaha, NE

Date: 12/14/2007

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Kids forced to cope

By PAUL CANNON
OMAHA HERALD STAFF WRITER

A last-minute change of plans kept eighth-grader Alex Wilson off the third floor of Westroads last Wednesday.

He and his mother had planned to go shopping and visit a friend, Jane Jorgensen, who worked at the Westroads store. Alex's school, Brownell-Talbot, had an early dismissal that day, so the Wilsons would have arrived shortly before a gunfight erupted.

Their friend Jorgensen was one of eight people the gunman killed.

Her death and the Wilsons' escape have been irreplaceable for Alex, but his parents have helped him cope.

"They tell me 'You shouldn't let this ruin your life,'" he said.

Alex and other youths interviewed about last week's mall shootings are still feeling powerful emotions, from fear to anger to sadness.



Alex

But they are coping with the tragedy, many with the help of parents, teachers, counselors and pastors.

At Omaha Central High, senior Richard Farhat wrote in English class about his reaction to the shootings.

At Omaha Benson High, most of the school newspaper was devoted to the Westroads shootings, including two pages of comments and seven poems.

At Christine Yee's youth group at Christ Community Church, a short distance from Westroads, teenagers talked about whether God would forgive the shooter.

At Brownell-Talbot, students met in small groups with counselors.

And in homes across Omaha, many children talked to their parents.

See Kids Page 2

Be a calming influence

Some kids find comfort in, and help others cope with, the tragedy.

Stay calm and strong. You may be nervous about your situation, but remember that children learn their cues from you.

Reassure them that they are safe. Don't overexplain their whereabouts, though. Be brief and to the point.

Acknowledge their feelings. Listen to their concerns and encourage them to share their fears.

Tell them the facts. Basic facts can help the youngest children make sense of the tragedy. Turn off or remove the news on TV to help them stay informed, but watching violence news programs is likely to heighten anxiety.

Maintain routines. Try to get a sense of predictability, structure and order.

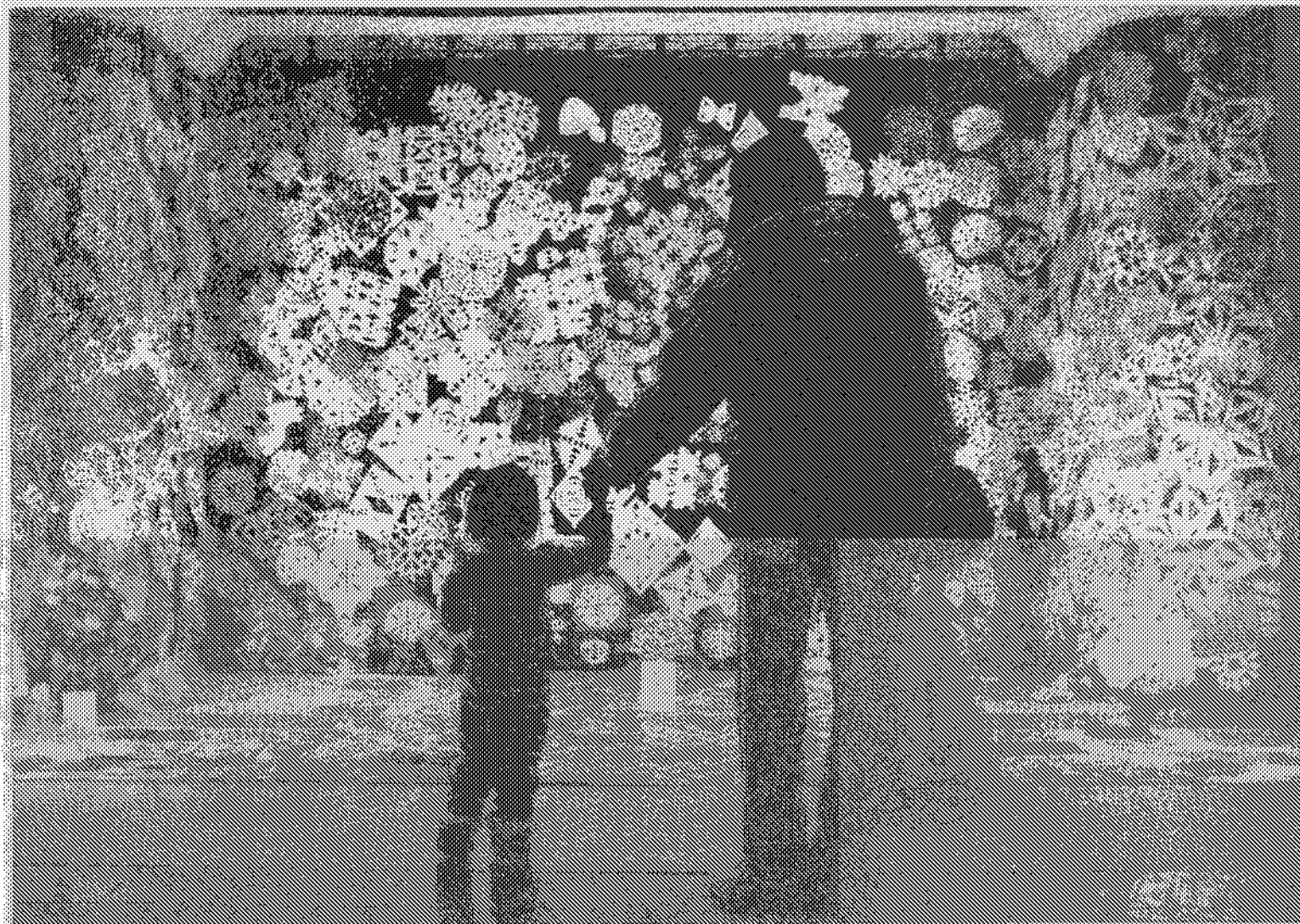
Spend family time with them. Get high-quality children's books about coping. Read them often. A lot of time can be spent discussing fear, including where it comes from and how to deal with it. The possible 24 hours per day, seven days a week. The number: 800-444-9330.

Be kind to kids. Kids and teenagers are scared, but the sense of shared humanity is also a powerful force for good.

Remember the victims. Remember the victims of the tragedy.

4-OM-51835
1-30-OM-A45011

After mall shooting stole a bit of children's innocence, they turn to family, counselors and pastors for comfort



Hundreds of people have stopped outside the Von Maur department store at Westman Mall in the past week to leave notes, paper snowflakes or stained mittens, or just to pause and pay their respects, in the aftermath of the Dec. 8 shootings that claimed eight lives plus the gunman.

Kids: They strive to make sense of the unspeakable

Continued from Page 1

Dean Wilson, Alex's father, said talking about the incident has helped his son learn that life is precious but also full of twists and turns, that real guns carry deadly consequences, that we can't ignore the pain of our fellow man.

Wilson said he learned that from his own father: "Positive lessons are not necessarily learned in positive ways."

The Westroads shootings stole some innocence from Omaha's youths. For some, a visit to the mall has become a little less care-free.

"Safety is an illusion," said Levi Goner, a senior at Omaha North High. "This could happen anywhere. That's the sad part of it."

Alex Wilson said the shootings make him want to spend more time with his family.

M.J. Taylor, an eighth-grader at Millard's Andersen Middle

"Safety is an illusion. This could happen anywhere. That's the sad part of it."

Levi Goner, a senior at Omaha North High

School, said he has a deeper appreciation for what he has, knowing that it could be "gone in a snap."

Some youths said they were determined to take something positive away from the tragedy, either by helping others or by changing their attitude toward life.

Andersen Middle School, for example, is raising money to help the victims' families.

"I want them to know that people care about them," said M.J., who is on the school's student council. "The holidays are all about giving, and we have to do all we can to make sure they're feeling like they're getting something."

Lindsey Finochiaro, a senior at

Millard West, said she wants to help people who are depressed or perhaps suicidal. She said she wants to know more about the problems that plagued the shooter, Robert Hawkins, rather than dismiss him as evil.

"The problems that he had kind of need to be talked about," she said.

Rachael Farhat agreed. In her Spanish class at Central, she wrote about how she could help classmates struggling with depression or stress.

"If we don't talk about it, it's more likely that it will happen again," she said. "A lot of kids feel down a lot. They have no place to go, no one to talk to."

Goner, the North High student, said he also wishes Hawkins had more help but sees no ex-

cuse for Hawkins' actions. "There are better means of dealing with issues and problems. I believe a lot in personal responsibility."

Some youths are desensitized to the violence, he said. He recalled a conversation with one friend who seemed to shrug off the shooting.

More common, however, are students who are struggling to make sense of an unspeakable act.

"What kind of person would do this?" asked Alex Allbery, a Brownell-Talbot seventh-grader who was in Von Maur when the shooting started. She hid behind a cosmetics counter on the first floor with a saleswoman, her sister and a friend until the police came.

She said she feels fortunate to be alive.

"I think it's forever going to change my life," Alex said. "Every day is a new opportunity — because it could be the last. You should value every day."

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Tragedy witness moved to spread joy

By SUSAN SZALEWSKI
WORLD-HERALD STAFF WRITER

More than 200 girls will get computers for Christmas this year—thanks to an Omahaman who witnessed the trauma of the Westroads shooting, counted his blessings and decided to help others.

Arthur Suess, who works at UPS, was outside the Von Maur store at the Westroads on Dec. 5 when he and a co-worker saw frightened employees and shoppers running out. A gunman inside had just shot 11 people, eight fatally, before taking his own life.

The scene made Suess take stock of his own life. "It made me reflect: I'm really happy to be alive," he said.

Suess had earlier purchased 220 Apple computers and

planned to sell them on eBay. Instead, he and his wife, Patty, donated them to Girls Inc. They will be distributed to girls who do not have computers in their homes, said Roberta Wilhelm, executive director of Girls Inc.

Suess bought the computers from a Norfolk, Neb., company, rented a truck to pick them up and delivered them Saturday.

The computers will be distributed at both the organization's north and south Omaha locations.

Suess said he has teenage daughters who have benefited from Girls Inc.

He estimated that he could have made \$3,000 or \$4,000 if he had sold the computers as originally planned.

"We decided we need to give back to the community," Suess said.

① 4-OM-51835 - 36
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Hawkins case a study in frustration

Inside

The House passes a resolution remembering the shooting victims and their families.

Midlands, Page 3B

Von Maur will reopen its Westroads store Thursday. Business

BY KARYN SPENCER
WORLD-HERALD STAFF WRITER

The conversations have the feel of a frustrated father and a sullen teen.

"You're smoking (marijuana) every day, and you're not in school, and you're not employed," Judge Robert O'Neal said. "What should that tell you, Robbie?"

"I don't know," Robert Hawkins replied.

Court transcripts from 2006 show officials' exasperation.

"Does it tell you your life is going well?"

"Not really."

Those exchanges between the Sarpy County Juvenile Court judge and Hawkins were recorded in transcripts released Monday.

The transcripts document the final three hearings with Hawkins, a little more than a year before he killed eight people and himself this month at Westroads Mall.

The transcripts start as Hawkins' cases were winding down in 2006. Transcripts of other hearings were not immediately available.

Hawkins had been made a state ward in 2002 because his father's in-

See Hawkins; Page 2

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Hawkins: Transcripts show frustration with teen

Continued from Page 1

insurance through the Air Force would no longer pay for his stay at a residential treatment center. The teenager, then 14, was sent there after threatening to kill his stepmother.

Hawkins had already been hospitalized for psychiatric treatment twice before.

During his time as a state ward, he received more than three years of therapy while living in residential treatment centers, a group home and a foster home. He moved back with his father in December 2005.

The first transcript is from a hearing in March 2006, when the judge ended a court case that had been prompted by Hawkins' need for psychiatric treatment. The judge still had oversight of the teen for a 2005 drug charge.

Juvenile court judges' decisions rely on a case plan developed by a caseworker from the Nebraska Department of Health and Human Services.

At the hearing, HHS caseworker Angie Pick reported that Hawkins had tested positive for marijuana. He admitted that he had been smoking daily.

Hawkins, then 17, was three years behind in school and needed to switch to an alternative school or pursue his GED certificate.

The caseworker said his father struggled with him.

"Robbie has this 'I don't care' attitude," she said.

Hawkins' father, Ronald, explained in court: "He wasn't taking his medicine, and he's left to his own devices since he hasn't been in school."

No other details were given about Hawkins' medication.

The judge told the teen to get a job, get started on the GED and stay drug-free. Otherwise, he would put Hawkins in the CARE program.

The judge described that as a structured program using electronic home monitoring, which rewards a youth with more freedom for good behavior. It lasts a minimum of eight weeks.

Hawkins didn't want to be in the program, said his guardian ad litem, a lawyer appointed to represent his interests.

His father thought otherwise. "Mr. Hawkins just said if that's what the court orders, that would probably be very appropriate, and it's unfortunate Robbie may not like it," said the father's attorney, Lisa Lewis.

As part of the program, Robert Hawkins could be detained at the Sarpy County Juvenile Justice Center during the day if he didn't have a job.

The judge told him:

"You've worked too hard and too long and had all these out-of-home placements and had this opportunity to go back home with your dad, and now it's all going to be gone..."

"I can't have you sitting and smoking weed every day with zero motivation to do anything productive. And, you know, do you think you can live off the fat of the land, off your dad for the rest of your life? How's that going to happen?"

"I don't know," the teenager said. "I want to move out."

"And how are you going to afford that, Robbie?" the judge asked. "You don't have an education, you don't have a job, you don't have a car, you don't have any money to pay for an apartment. How are you going to be an independent young man when you don't have any of the above?"

"I don't know, find a way," Hawkins said.

"I don't think so," the judge said.

By the next hearing, about a month later, Hawkins had not started his GED or gotten a job.

"I just see Robbie going down a really, really negative road," his caseworker said.

His father had no suggestions.

"I've been doing this since he was 4 years old," he told the judge, "and when all the professionals don't have the answers, I certainly don't, sir."

The judge ordered Hawkins to start the CARE program while an application was made for him to

go to a residential treatment center.

He still held out a carrot: If Hawkins did well on the CARE program, he could stay at home.

"You're at an age where you need to start making good decisions for yourself because you need to start making a plan for yourself and deciding what you're going to do with your life," the judge told him.

"Do you have to have that figured out for your life? No. But you need to start thinking about what you need to do and how you're going to get there, not just where you're going to score your next baggie."

The next hearing was held nearly three months later, on Aug. 21, 2006.

Hawkins was 18 years and 3 months old.

He had failed a drug test Aug. 8.

He had been released Aug. 16 from the Washington County Jail.

He had served a week in jail because he hadn't finished 25 community service hours for a disorderly conduct charge stemming from a fight.

His caseworker recommended getting outpatient counseling and ending the court's jurisdiction rather than the residential treatment discussed at the previous hearing.

"I think that the department has offered many services to this young man," she said, "and he has received a lot of help along the way. I don't think that residential treatment is appropriate for this young man, being 18 years old."

She said Hawkins needed to sort through his problems himself.

"I think that Robbie has been in the system quite a long time. He's tired, and I think that he needs to do this for himself, and I'm not quite sure that we're benefiting him anymore with requiring certain services for him. I think he needs to find some fulfillment from within."

An HHS spokeswoman declined to comment Monday, saying information about how the

department reached its recommendations is confidential.

A day after the shootings, HHS Children and Family Services Director Todd Landry said the department provided Hawkins with \$265,000 worth of treatment and programs.

"The most appropriate thing for this youth was the closure of the case," Landry said at a Dec. 6 press conference.

By the hearing in August 2006, the caseworker had arranged for a therapist to provide family and individual counseling.

Hawkins' public defender, Dennis Marks, reiterated Hawkins' desire to work on counseling on his own.

Hawkins said he had gotten his GED and had lined up a job interview.

The judge told him that he might have to follow his father's rules to continue living with him.

"He's not obligated to support you," the judge said, "and you really do need to understand that."

Hawkins said, "I do, sir."

The judge asked Hawkins what he planned to do with his life. Hawkins talked about a construction job. The judge warned him that he would have to be drug-free for that career.

The judge offered to seal his juvenile record if Hawkins provided proof of finishing a drug treatment program.

"Yes, sir, I can do that," Hawkins said.

"OK," the judge said. "Well, up to now, you haven't shown that, Robbie."

"I will, sir," the teen said.

The judge then decided to terminate the court's jurisdiction, noting that Hawkins did not successfully complete the court conditions.

The judge's parting words after overseeing Hawkins for nearly four years:

"I think you're a likable guy, and I want you to do well, and I think you will do well and can be a successful young man and move on with your life."

Hawkins replied, "Thank you, sir."

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'Something more to do here'

Mall shooting survivor is thankful, not angry

By DANE SIMONEY
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OMAHA WORLD-HERALD

When Fred Wilson finally opened his eyes, he saw nothing.

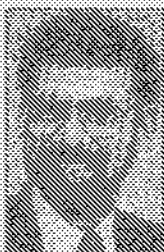
That's what he remembers.

He could be wrong. After being shot in his right arm, losing three-fourths of his blood and enduring about six hours of surgery, his senses were foggy. The brightness could well have been lights in his room at the Nebraska Medical Center.

But he likes to think it was an angel, a sort of love pat from heaven telling him that he had more to do in his life.

Maybe more plans to direct. More young people who used to be told they're special. More presents to wrap.

"I've been given a gift," said Wilson, who two weeks ago was critically wounded in the mass shooting at Omaha's You Man department store, where he



Wilson

regularly wrapped different kinds of gifts.

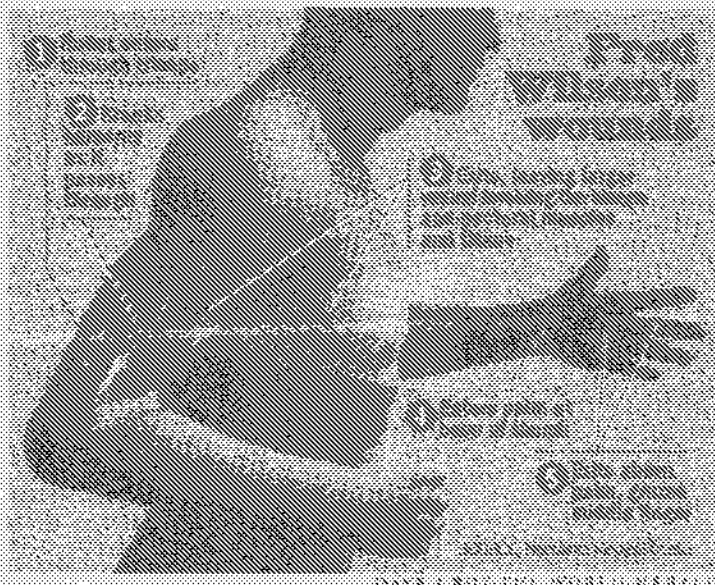
"I should have been dead. I should have been dead, and I'm not."

Wilson has debilitating injuries to his right arm, but he could be released from the hospital as early as this afternoon. He shared

his story Tuesday during an interview with The World-Herald in his hospital room.

Dec. 5 started as just another day. The 51-year-old, who lives alone in an Omaha apartment, called First United Methodist Church to schedule a photo session for its directory. The former English, speech and theater teacher also called a local

See Wilson: Page 2



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Wilson: Survivor plans on doing something positive

Continued from Page 1
bookstore and put three books on hold.

A little before his 12:30 p.m. shift started, Wilson arrived at Von Maur. A customer service supervisor, he had taken one sick day in eight years.

The store had a decent number of customers for a weekday afternoon three weeks before Christmas. About an hour into his shift, Wilson met with a co-worker in an office near the customer service counter.

Their conversation was cut short around 1:42 p.m.

"Pop-pop-pop, pop-pop-pop," Wilson said. "We heard gunshots."

He dashed out of the office. He had no clue where the shots were coming from. He thought they could have been on the first floor. As he stood, confused, fellow customer service workers hiding behind a counter yelled at him to get down.

As Wilson crouched behind a counter, he saw a young man walking from the store's atrium toward his hiding place.

Wilson said, "My first thought was, 'He needs to be taking shelter. Doesn't he hear the gunshots?'"

As the young man — 19-year-old Robert Hawkins — walked toward the customer service department, Wilson grasped the situation. That young man was the shooter.

Wilson remembers little of what happened next.

As store speakers sounded words of warning that police had been called, those hiding behind the counter tried to shift to safer spots as the shooter and his gunshots approached. When Wilson tried to change his position, he saw the shooter roughly six feet from him.

Hawkins pulled the trigger of the AK-47-style assault rifle, and a bullet tore through the back of Wilson's right arm and part of his chest. It hurt, Wilson said, but it wasn't piercing pain.

"It felt more like getting clubbed. It was powerful."

Wilson fell on his right arm, a quirk of fate that may have saved his life. His body weight put pressure on a major artery in his injured arm, slowing blood loss.

Wilson could see co-worker Beverly Flynn lying a short distance from him. She told Wilson she needed oxygen. She later died.

**"I should have been dead.
I should have been dead, and I'm not."**

Fred Wilson

"There wasn't anything I could do," Wilson said.

He could see another injured woman, who he thinks was Michelle Oldham. She survived and is in fair condition at Creighton University Medical Center.

Wilson began shouting:

"Help us! Help us! Somebody!"

It seemed like an eternity before help arrived, Wilson said.

He remembers seeing vast amounts of blood on the carpet. He was uncomfortable, but he couldn't move. Wilson thinks he was conscious the entire time he was waiting, most likely a half-hour or more. Paramedics and police were working their way through the store, unsure if the shooter was still on his rampage.

Like the responders, Wilson didn't know that the shooter had killed himself.

Two paramedics eventually made their way to Wilson. He remembers seeing them and being thankful that he would get medical care. He doesn't recall exactly what they did, but he was quickly on a stretcher and then in an ambulance.

He fleetingly remembers arriving at the Nebraska Medical Center, where as many as 20 doctors were waiting. It was 3:41 p.m., nearly 80 minutes after he'd been shot. Wilson had lost roughly 75 percent of his blood, said Dr. Joseph Stothert, one of Wilson's surgeons.

"He bled so much he stopped bleeding," Stothert said.

Stothert and other doctors initially treated Wilson in the emergency room, hooking up the medical center's fastest blood transfusion machine to a major blood vessel in Wilson's leg. They pumped in roughly eight pints of blood.

Within 20 minutes, Wilson's blood pressure was back to a reasonable level.

Doctors moved Wilson upstairs to a trauma room where they operated on his wounds. Stothert remembers coming out of surgery around 9:30 p.m.

Wilson was in critical condition, but doctors were confident that he'd live.

He awoke sometime Dec. 6. He still isn't sure whether it was

morning or afternoon. But he remembers that light. He remembers being happy he was alive.

Doctors routinely wheeled him into more surgeries to clean his wound and to attempt to rebuild parts of his arm with skin grafts from his legs.

The most painful moments of recovery, Wilson said, were hearing the names of his co-workers who had died.

He knew Maggie Webb as the young, attractive, confident store manager. Angie Schuster was a top-notch girls department manager. Janet Jorgensen was one of the top sellers in the entire Von Maur company, Wilson said. Gary Joy, who worked in housekeeping, was there to help Wilson whenever he needed it. Flynn was only in her second year at the store, but she had quickly made friends with everyone.

Wilson was especially close to Dianne Trent, who was the head of the shipping department.

"She was a dear, dear woman," Wilson said. "I liked her so much, and she was so good at what she did."

As Wilson was mourning these friends, dozens of others were reaching out to him. He received so many flowers that he donated some bouquets to his church and other places.

He has spent hours reading cards and e-mails.

One was from a young actor Wilson had taught at St. Albert Catholic School in Council Bluffs. The student played a professor in a production of the play "Children of a Lesser God," which Wilson was directing. In one powerful scene, the student's role called for him to berate a deaf girl into speaking.

During one rehearsal, the scene left the actor sobbing. Soon the entire cast was crying, too. Wilson approached the boy and told him his show of emotion was natural. When Wilson read the student's get-well card, it was the teacher's turn to cry.

Wilson — a Monroe, Iowa, native — has taught hundreds of young men and women at Iowa high schools in Clear Lake, Shenandoah and Council Bluffs. He took a midcareer break from teaching to work at radio stations

in Wichita Falls, Texas, and Nevada, Mo., only to return to the classroom.

He left St. Albert in 1998 because he needed a new challenge. He found it at Von Maur.

After one year, he climbed from being a men's department worker to customer service supervisor, where he scheduled workers, counted money and wrapped presents.

Von Maur officials have told him that he can come back to his job whenever he wants. And he'd like to.

Wilson has a long recovery before that. Doctors think he'll have some use of his right fingers, but much of the arm's function may be lost.

The right hander is already training his left hand. He's proud that he recently ate an entire plate of chicken breast, mashed potatoes and sweet corn with his left hand, dropping only one yellow kernel.

He's not angry about having to adapt.

The injury is out of his control, and he has relied on his faith to help him come to terms with that. One of his most cherished possessions is a Bible his family gave him in 1955. Over the decades, he has scribbled notes, memories and family additions in its pages.

To him, that book represents the most important things in his life — God and family. Like the light streaming through his window, it will give him hope as he recovers, Wilson said.

He's not angry at the young man who shot him. He doesn't hate him.

As a teacher, Wilson encountered students similar to Hawkins. He did what he could to help.

He remembers how some students were left out on Valentine's Day. Florists dropped off dozens of bouquets. Some kids got several. Some got none. Wilson stopped as many of the empty-handed students as he could. He gave each of them some sort of compliment to make them feel important, to let them know someone cared.

Now, he's especially glad he did that. He plans to do something positive like that as soon as he can.

"Life's too short, as I well know," he said. "But I must have something more to do here, and I'm thankful for that."

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Von Maur delicately prepares to reopen

By CHRISTOPHER SCHMACK
WORLD-HERALD STAFF WRITER

Like a family packing away holiday decorations after the festivities end, trained volunteers today will gingerly remove and store the colorful memorials that blossomed at Westroads Mall after one of Omaha's grimmest of days.

The dozens of teddy bears, hundreds of notes and thousands of handmade snowflakes will be stacked in plastic bins and stored. So will all the other items that can be preserved — even some patches from the hundreds of

flowers piled on Von Maur's south steps — said Betty Davis, executive director of the Douglas County Historical Society.

Westroads managers asked the organization to take down and preserve the items today out of necessity and sensitivity.

Von Maur plans to reopen Thursday, for the first time since the afternoon of Dec. 5, when a gunman killed eight people and wounded three others in Von Maur before taking his own life.

The memorials cover three en-

trances to Von Maur — the south external doors and two internal entrances from the mall. They have become like sacred places in the past two weeks, drawing people in for long, quiet staring, whispers to each other and often tears.

That was the case again Tuesday afternoon, as word spread that the memorials would come down.

"It brings tears to your eyes," said Jean Miller, 47, of Bellevue, one of 27 people crowded outside Von Maur's south doors at 3 p.m. Tuesday. "I

See Von Maur Page 2

In memory

Preserving the memorial: This afternoon, Douglas County Historical Society staff and other volunteers will remove memorials to the victims of the Von Maur shootings. The public will not participate in removing the memorials to preservation, as was previously indicated by organizers.

Serious victims of the Von Maur shootings and their families will be honored with a brief ceremony at 3 p.m. today at the south entrance to Von Maur at the Westroads Mall.

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Memorials will be gone but not heavy hearts



Katie Jenkins, 7, visits a memorial Monday to the victims of the Dec. 5 Van Nuys shootings at the south entrance of the Westroads Mall store.

Von Maur: Memorials to be removed, preserved

Continued from Page 1
wanted to see this before they
took it down."

The dismantling is expected to begin early this afternoon, Davis said. As many as 45 trained volunteers will carefully remove the items, cautious not to damage them.

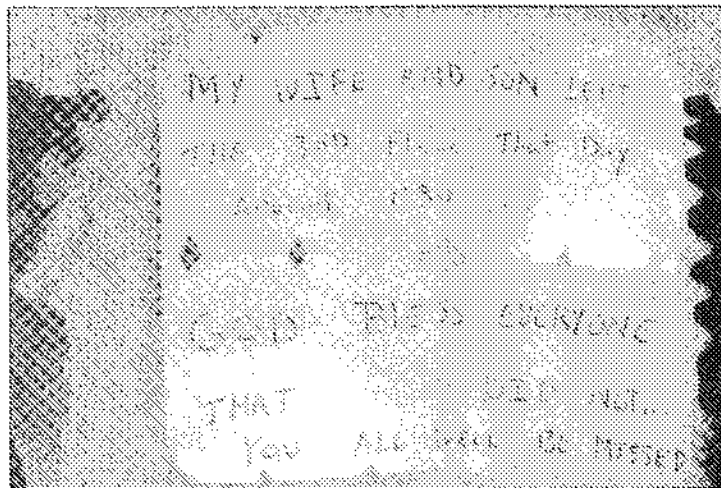
"We'll have to be careful with the tape, to fold it over so that the sticky sides don't stick to other items," Davis said.

They'll sort the things into categories. They'll set aside to dry stuffed animals and other items that may be wet from the outside memorial. They'll pack the items between acid-free paper to protect them.

Westroads will store the bins for the time being, said Jim Sadler, the mall's general manager. Victims' families will be invited to look through the items and take what they want. Current plans call for the remainder to be given to the historical society to preserve.

It has not been decided how, or even if, any of the items will be publicly displayed again. Sadler said that's a question for a later date, probably with input from victims' families, survivors and others.

"So much care and so much love have come from the community in putting up these memorials," Sadler said. "We want to



Memorials, including paper snowflakes like this one, left at Von Maur will be taken down today and saved. People can still add snowflakes or other tributes to the Christmas tree in the Westroads food court. The tree will remain in place through January.

take as much care and love in taking down and storing them."

No help is needed from the general public in dismantling and moving the memorials. But Sadier said the public is welcome to watch today. Grief counselors and clergy will be on hand. Memorial books, which already contain hundreds of prayers, tributes and expressions of support, will be available for those who wish to write in them.

People can still add snowflakes or other tributes to the Christmas tree in the mall's food court. The tree will remain into January.

A brief ceremony in honor of the victims is planned for 8 p.m. today. Sadler said Westroads is grateful for all the community's support, and he hopes it continues when Van Maur reopens Thursday.

Omaha's Deb Greenwood, who photographed the paper snowflake.

Talking about the transport

There will be town hall meetings Thursday and Friday to discuss the effects of the Dec. 5 shootings at Westridge Mall.

Topics at the sessions — hosted by Region 6 Behavioral Healthcare and the Omaha Metro Medical Response System — will include recognizing emotional reactions after a crisis, building resiliency in times of stress and helping children after a crisis.

Thursday: 6:30 p.m. to 8 p.m. at Glad Tidings Church, in the west fellowship hall, 7415 Hickory St.

Friday: 4 p.m. to 8:30 p.m. at the Holiday Convention Centre, 72nd and Granger Streets.

colored Von Maur gates Tuesday, said she'll be there. She's a regular Von Maur shopper who knew the victims, and she'll remain a loyal customer.

It is appropriate, Grewcock said, to take down the memorials now, and a good idea to preserve them.

"It's great to memorialize," she said. "But I think this is something we will never forget. We will never forget that day."

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Paying last respects

Community prepares to move on after mall tragedy

By JOHN KERNAN
and ANDREW J. NERSON
WORLD-HERALD STAFF WRITERS

It began as the brief memorial service in the steps of Von Maur was coming to a close. The low murmur rose from the east side of the large crowd.

"Hallelujah, hallelujah, hallelujah."

The rest of the several hundred people gathered Wednesday night in front of the store's south entrance took up the chant, a spontaneous hymn in tribute to the victims of the Dec. 5 shooting.

With a prayer for the eight victims killed and for Westroads customer Robert Hawkins, with tears and embraces, with that last reverent song, Christians gathered to watch the disinterment of the tributes to the Von Maur shooting victims that had spontaneously sprung up at the store's entrances.

Scott Reed, senior pastor of the Omaha Vineyard Christian Fellowship at 13305 1 St., told the crowd that members of the community "all feel



The Omaha Von Maur store will reopen at 10 a.m. today. At Wednesday night's service, the Rev. Don Shane described the memorial site as "a holy place."

connected to the lives that were lost, whether we knew them or not."

The brief service, he said, was a way to pay last respects and also to take the next step of continuing with life.

"Tomorrow, Von Maur will reopen. That's good," Reed said. The crowd responded with applause and cheers.

The Rev. Don Shane of St. Robert Bellarmine

Catholic Church at 11802 Pacific St. told the crowd that the memorial site had become "a holy place."

God had "stirred the hearts of people to show love and concern in a time of tragedy," Shane said.

About 500 people attended the ceremony, including Ron Risk and Donna Schaefer, daughter of the slain victim.

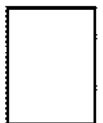
See Von Maur, Page 2

On Omaha.com View at Wednesday night's ceremony and a link to the Von Maur Victims Fund.

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Von Maur: Paying last respects and moving on

Continued from Page 1

ters of victim Janet Jorgensen.

"I don't know if we'll ever be healed from it," Husk said. But reopening the store "may help the city."

Doris Mainelli of Omaha, who was working in the fragrance department on the first floor of Von Maur when Hawkins entered the building, said it was important for the store to reopen.

"We're all grieving, but in grief you always have to take one step forward to heal," she said. "It would be awful if it closed, and to have this terrible hole here forever? ... It would be like if the whole mall closed."

John and Deb Lietzen said it was touching to see Omaha come together after such a trauma.

"It's a real important, heart-warming thing to see how many people care for people they might not even know," Deb Lietzen said.

The Lietzens were there, too, as the memorials began. The day police removed the yellow crime tape, they laid a bouquet of white roses on the steps of the south entrance.

All there was then was a large wreath, a teddy bear, a few bouquets and a sign that read, "Peace be with you."

The memorials quickly blossomed, though, at one outdoor and two indoor entrances to Von Maur. In the memorials, people expressed their grief, anger, love, prayers and support in myriad ways, making the walls speak for a community in grief.

Jim Sadler, general manager of Westroads Mall, said a public ceremony was important. "These memorials were put up by the public. We owed it to them to give them this last chance to come out and pay their respects before they're taken down."

The tributes at the store's interior entrances were cleared away beginning at 11 a.m.



PHIL JOHNSON/THE WORLD-HERALD
Fred Wilson, who survived the shooting rampage, arrives Wednesday for a press conference at the Nebraska Medical Center. Audio of his first public appearance since he was wounded can be found at Omaha.com.

Wednesday.

Volunteers, mostly from the Douglas County Historical Society and local clergy, worked reverently to pack up the memorials, said Betty Davis, the society's executive director. Westroads Mall managers had asked the society to help.

The items generally were packed in 30-gallon storage bins, although some, such as banners, were too large and went into plastic bags. Sadler said he expected 60 to 70 bins to be filled.

The volunteers began removing the outdoor tributes after the evening service and had picked

up all of them by 2:45 p.m.

The materials will be stored and offered to victims' families to look through and possibly keep. It has not been decided whether any of them will be publicly displayed again.

Wednesday night inside the mall, shoppers strolled past to look into the closed, uncurtained entrances of Von Maur, where Christmas lights were blinking and a worker or two moved through the rows of clothing.

"We're happy to have (Von Maur) back open," said Kirk Ballard of General Growth Properties, owner of Westroads. "But I

Store donates \$500,000 to victims fund

By ANN WENZEL
WORLD-HERALD
STAFF WRITER

Von Maur officials Wednesday announced that the company is making a \$500,000 donation to the Von Maur Victims Fund.

It is the largest gift to date for the fund and brings the total raised to \$643,000.

United Way of the Midlands, which is administering the fund, also announced that the families of 12 people had been sent their first \$5,000 payments from the fund. The payments will help with current expenses.

Eight people were killed in the Dec. 5 shooting rampage at the Westroads Mall store, three suffered gunshot wounds and survived, and one person received stitches for cuts on his face.

know that, based on the comments I've been hearing from others, the community's very happy to have them back open."

Many who gathered for the ceremony said they would be back this morning when the store reopens.

"It's great to see the amount of people who have come here," said Paul Wojthiewicz, 45, of Omaha. "I know we'll be back tomorrow for its opening, and I'm sure these people will be, too."

World-Herald staff writer Christopher Burbeck contributed to this report.

TWO WEEKS LATER



Outdoor tributes to the shooting victims are removed from outside the Westmont Sun Plaza after a brief memorial ceremony Wednesday night.

AP/WIDE WORLD

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From hurt to healing

By JOHN KEENAN

WORLD-HERALD STAFF WRITER

Julia Plucker finished work and headed to Von Maur.

She wasn't alone.

Traffic was heavy inside and out at Von Maur department store on Thursday evening, the first day it had been open since a Dec. 5 shooting left nine people dead, including gunman Robert Hawkins.

Mothers pushed strollers. Couples walked together. In the gift area, shoppers examined hand-painted or crystal Christmas ornaments.

In the children's department, a blond girl held up a pair of sparkly shoes. "Daddy, are they my size?" she asked hopefully.

A young man walked through the

"We can't let what happened take away all of our freedom."

Lizz Kaminski, cousin of victim Janet Jorgensen

accessories section, a cell phone at his ear and a handbag dangling from one hand. "I've got it. I'm holding it," he was saying into the phone.

The hustle and bustle of the holiday shopping season had returned full force to all three floors. The mood was, if not joyous, at least hopeful—and seemingly typical for a few days before Christmas.

Plucker said she wanted to visit the store on its reopening day. She got a gift, "and a gift for myself,"

she said with a laugh.

"It's important to show the world that we're moving on, and I wanted to show my support for the store and for the employees," said the Omaha woman. "It was fun. I'm glad I came."

The store reopened Thursday morning. The first-floor gates slowly rose about 9:45 a.m., and Von Maur employees—holding hands in a line, some of them with tears in their eyes—were greeted with loud applause.

Jim von Maur, president of the family-owned department store chain, and Mayor Mike Fahey were among those who attended the morning's short memorial service.

Eight wreaths were displayed
See Von Maur: Page 2

More on Omaha.com A photo gallery and a virtual tour of the reopened Von Maur

In Midlands Survivors of the shooting voice fear and anger at a forum. **Page 2B**

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Forum helps survivors voice fear and anger

■ People who were shopping at Von Maur during the massacre describe their feelings and their efforts to cope with them.

By KEVIN COLE

WORLD-HERALD STAFF WRITER

It took one woman all the courage she could muster just to travel to a public forum for those affected by the Von Maur shootings, and another said she had been waiting for a chance to talk about her feelings.

In the end, both women seemed to find what they were looking for in a small gathering Thursday at Glad Tidings Church near 74th and Hickory Streets.

The forum was one of three scheduled by Region 6 Behavioral Healthcare and the Omaha Metro Medical Response System to address the Dec. 5 Westroads

Mall tragedy.

"This is a small but powerful group," said Dr. Daniel Nelson of the National Center for School Crisis and Bereavement.

"I suspect there are hundreds of people, shoppers, just like you that were affected," Nelson said.

"This is part of the process. It starts with you here saying: 'Here we are. Here's how we feel.' I know this will grow and there will be a groundswell of people coming forward."

One woman, who identified herself only as someone who had been shopping at Von Maur when a 19-year-old gunman took the lives of eight people and then killed himself, said she "had to push her brave button" just to

More chances to speak out

Two more forums are planned today for survivors to discuss the lingering effects of the Von Maur shootings:

Noon, at the University of Nebraska Medical Center near 42nd and Emile Streets.

4 p.m., at the Holiday Convention Centre near 72nd and Grover Streets.

Survivors can also call (402) 546-0770 to be directed to health professionals.

show up at a strange building and sit with a group of people she didn't know.

Since that day, she said, she finds it incredibly hard to be in a crowd, such as at a grocery store.

"I feel terrible anger because people are not recognizing my

pain," she said. "I feel like I am transparent and the pain is out there, on me, for everyone to see."

"I want the city of Omaha to recognize we're out there and (for others) to use patience and kindness."

Another woman said she and her preschool-age son were on the third floor "eight feet away" during the shooting.

"What is hard is, I feel like I've been going in circles to find someone to work with my son," she said. "I call one group, and they tell me to call another. Then my daughter, who wasn't there but knows that something is wrong with her mom, wants to find a way to help me."

Dr. Robin Gurwitch, who works with Nelson, told the survivors that there is reason for hope.

"This is not something you get over," she said. "It's something you need to get through and, one day, come out on the other side."

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VON MAUR REOPENS



There were many hugs and handshakes shared by employees and customers Thursday when Von Maur reopened its Westside Mall department store, which had been closed since the Dec. 3 shootings. A memorial service honored the memory of the eight victims.

Von Maur: Governor, wife show up to shop, too

Continued from Page 1
near the first-floor entrance in memory of the victims.

Von Maur said it was an important day for the company.

"It means a lot to resume our store operations," he said, "but we're still thinking of the victims and their families. We'll be remembering them for a long time to come."

"Though it is difficult to open our store after such a terrible loss, we do it with your support, the support of the Omaha community and the Von Maur associates," von Maur told about 250 people who had gathered outside the store's first-floor entrance.

The difficulty showed in the faces of employees; some struggled to hold back their tears, others stared at the floor.

The crowd showed the emotional struggle. Three people stood side by side facing the employees with their arms around each other. One man watched from the back, wiping tears throughout the service.

The support continued as the mall crowd and dozens more from the south entrance poured into the store.

"Here we go, here we go," one woman said somberly as she walked past the elevator that Hawkins had taken to the third floor to begin his shooting rampage on Dec. 5.

Another wiped a tear with her pink glove. A third took a deep breath and exhaled.

A customer in the accessories department took one employee's hand and said how sorry she was.

As live piano music filled the store, a line formed at the escalators.

For the first few minutes, the mood was somber throughout the store — especially in the third floor customer service area, where five people were shot, three fatally.

Four police officers stood near the counter. Customers waiting in line stood quietly or spoke in whispers.

Von Maur said the store would increase security in the short term.

Company officials said there were no physical changes to the third floor, but one customer



Von Maur's Westroads Mall store reopened Thursday morning, 15 days after a gunman opened fire there, killing eight people and himself. Employees struggle to remain composed during a Thursday ceremony.

service employee said the entire department had been refurbished. Everything was new, she said.

From the upper floors, people occasionally stopped and looked down the open atrium to the escalators below.

In the women's shoe department, employees carrying boxes zigzagged between wandering customers and a line of 15 people.

In the third-floor gifts department, an even longer line stretched from the counter to the main aisle beside the atrium. A customer told an acquaintance that she intended to spend as much money as she could to help support Von Maur.

In the men's shirt department on the second floor, a woman hugged a clerk behind the counter.

"I wanted to see how you were doing," the customer said.

"We're fine, we're doing

great," the employee said.

Gov. Dave Heineman and his wife, Sally Ganem, made a quick shopping trip to the store Thursday as a show of support. They left with a big red sweater — a gift for a brother-in-law, Heineman said.

Liza Kaminski also left the store with a Von Maur bag in hand.

"We can't let what happened take away all of our freedom. This (opening) is kind of the next step," she said. "But it feels very different coming back."

Kaminski's cousin Janet Jorgensen was one of the shooting victims. Kaminski attended the store's reopening as a tribute to Jorgensen, she said. "She loved the store and I did it for her," Kaminski said.

"I'm glad they reopened. That's what she would have wanted."

World-Herald staff writers

Christine Lane, Stefanie Monge and C. David Kotok contributed to this report.

Survivor released from hospital

Von Maur shooting survivor Fred Wilson was released from the Nebraska Medical Center on Thursday.

The 61-year-old Omahan suffered critical wounds to his right arm in the Dec. 5 shooting and underwent extensive surgeries. He left the hospital at 11 a.m.

The Von Maur customer service supervisor will continue his rehabilitation and said he hopes to return to work at the department store.

One person — Michele Oldham — remains hospitalized with injuries from the shooting. She was in fair condition at Creighton University Medical Center on Thursday night.

(Mount Clipping in Space Below)

Hawkins fought attempts to help

*Records shed light
on psychiatric woes*

4 suicide attempts

By KARYN SPENCER
WORLD-HERALD STAFF WRITER

In the months just before and after Robert Hawkins turned 18, he got kicked out of drug treatment.

"Who are you to judge me?" he told the counselor.

He regularly smoked marijuana and refused to take psychiatric medication.

He called his state caseworker a curse word and said he was sick of "all this court stuff."

His father said he could do no more to help his son.

"It is beyond my ability," the father wrote in a letter filed in court, "and I have to release him to God, praying that He will make sure that nothing happens to him that cannot be undone."

Hawkins' caseworker, father, drug counselor and a juvenile court judge agreed it was time for Hawkins to face his choices and their consequences as an adult.

Sixteen months later on Dec. 5, Hawkins killed eight people and himself at the Westroads Mall.

More than 400 pages of court exhibits and hearing transcripts — most released Wednesday — shed light on Hawkins' psychiatric troubles and his defiant attempts to get out of the court's grip in 2006.

Among the new details:

■ He told a social worker that he lived in a group home for two months as a young child after he quit eating and became very skinny.

■ As a teenager, he made comments supportive of Nazis and scratched a swastika into his arm.

■ He tried to commit suicide
See Records: Page 2

(Indicate page, name of newspaper, city and state.) 1A
OMAHA WORLD
HERALD
Omaha, NE

Date: 12/27/2007
Edition:

Title: "Hawkins fought attempts to help"

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1-80-OM-A45011

(2)

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Records: Light shed on teen's psychiatric troubles

Continued from Page 1

at least four times. The most recent listed was January 2006.

Hawkins had become a state ward in 2002 to get intensive psychiatric treatment.

Hawkins, then 14, had gone to inpatient treatment after threatening to kill his stepmother. He later faced charges for a fight and for dealing marijuana.

At one of the first court hearings, his father said schizophrenia might be among his son's diagnoses. "There's so many, they're not certain," the father said.

Documents later list Hawkins' main diagnoses as major depressive disorder and attention-deficit/hyperactivity disorder.

Also listed to a lesser degree were oppositional defiant disorder, which is a persistent pattern of defying authority, and drug and alcohol abuse.

For three years, Hawkins received individual and family therapy while staying at residential treatment centers, a group home and a foster home.

Angie Pick, his caseworker through the State Department of Health and Human Services for his last two years in the system, documented his progress in court reports.

Judge Robert O'Neal oversaw the cases in Sarpy County Juvenile Court, intended to rehabilitate children.

Hawkins' path had been bumpy but improved before he was sent home in December 2005 to live with his father in La Vista.

The father-son relationship had improved through therapy, Pick wrote. They seemed to grow closer as the father and stepmother were divorcing.

Hawkins had passed two drug tests. He went to at least one Alcoholics Anonymous meeting a week and had a sponsor.

At home, Hawkins continued in individual and family therapy.

On Jan. 23, 2006, about a month after returning home, Hawkins tried to commit suicide. He was hospitalized for six days and given medication for depression

and a mood disorder.

He later told a social worker he had been caught skipping school that day and was tired of being in the court system.

"He reported that at the time he wanted to die, yet after he had done it, he knew it was a dumb idea," Pick wrote.

His behavior took a permanent slide in the last two weeks of March 2006.

Hawkins learned he could no longer go to Papillion-La Vista High School because he was three years behind. He bucked Pick's instructions to get a GED and a job.

"He wanted to get out of the court jurisdiction and did not understand why we were being 'assholes' and not letting him go," Pick wrote.

Hawkins had an outburst at home, flailing his arms at his father and yelling that he hated him and wanted to be out of his home.

When his father called police, Hawkins yelled at the officer, blaming the problem on his dad's "gay" rules.

The next day, Hawkins tested positive for marijuana and told Pick he had been smoking daily for a month.

He became agitated when she said she wanted a new chemical dependency evaluation, which assesses a person's drug or alcohol problem and recommends treatment.

Pick explained: The more he fought, the longer he would be under court jurisdiction. In Nebraska, juvenile courts can maintain custody until age 19.

"He thought that was stupid," Pick wrote in her report.

She wrote to the judge: "He wants to be out of the court system but will not follow through with what is being asked."

Hawkins was uncooperative and manipulative during his evaluation through Addiction & Behavioral Health Services.

Hawkins said he had used marijuana from age 13 when he could get it. He had snorted cocaine several times. He said his father once had drug dogs search his

room but didn't find anything.

"Robbie seems to have regressed quickly since returning to his father's home concerning his mental health status, sobriety and educational progress," ABH social worker Kersten Borer wrote in April 2006.

ABH recommended a residential treatment center but was turned down by Magellan Behavioral Health, which manages the state's Medicaid program.

Hawkins received intensive outpatient treatment through ABH.

An ABH report said Hawkins was sarcastic, argumentative and disruptive in group sessions. He finished his GED but had not found a job, saying he didn't like the constraints of a work schedule.

He admitted that he planned to use drugs once out of state custody.

Hawkins was rude and condescending during a review of his poor progress in July 2006.

When asked whether he would make an effort, Hawkins didn't answer. He then was told he was out of the program.

"You guys are dicks," he responded.

Hawkins also was in the CARE program, a structured program using electronic home monitoring that rewards a youth with more freedom for good behavior.

He tested positive for marijuana use at least three times and dropped down to the most restrictive level.

His father had discussed the drug use and need for a job with his son, he explained in a letter in August 2006.

"I told him I felt bad that he seems to insist on learning every life lesson the hardest way possible instead of listening to or believing anything I or anyone else tell him," he wrote. "I truly believe, and told him exactly this, that he has the capacity to do well."

Later that night, about midnight, they argued when the son refused to turn off his stereo.

The father eventually called a

CARE supervisor, who told the son he could be removed by police if he didn't follow his father's rules.

The father wrote:

"I cannot continue like this. I love my son, but he will not believe or even listen to anything I try to tell him."

"He wants to be released and treated as an adult. I don't think this is in his best interest, but I cannot make decisions for him, particularly when he will not follow instructions."

"I am way past sad that I cannot reach him or get him to take actions that would improve his situation."

"We have all done everything for him and to protect him so much that he has come to expect it and will not make the effort unless there is no other option."

The father ended his letter with: "He can do this if he cares enough to try."

ABH suggested ending state custody because of Hawkins' unwillingness to change.

Pick echoed those concerns in her final report Aug. 17, 2006.

"Robbie is frustrated about being in the court system for a number of years and wants a chance to do it on his own," she wrote. "He has expressed to this worker that he is not ready to change and it will do no good to force him to change."

Pick arranged for a therapist to come to the father's home, which would be paid by the father's insurance.

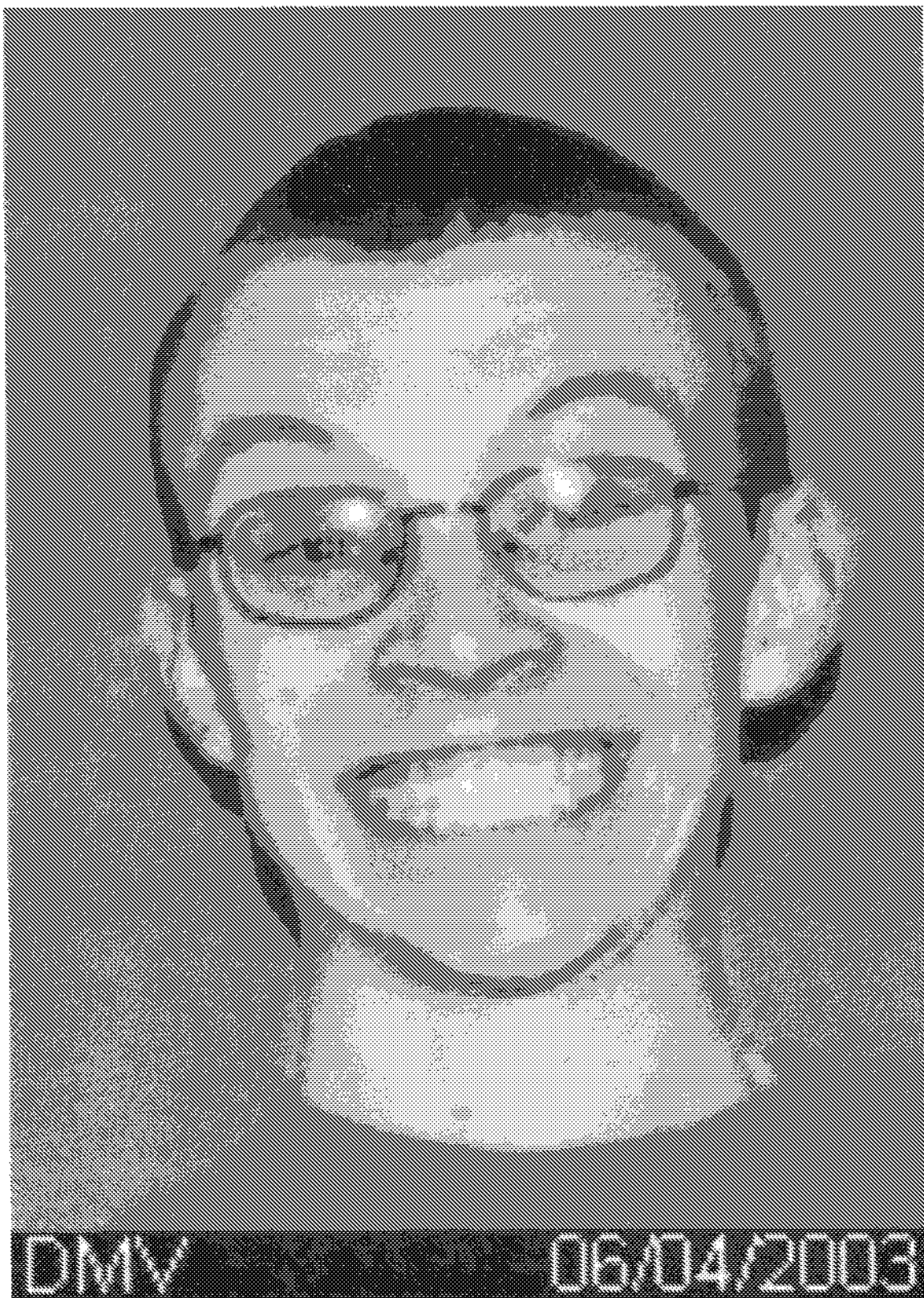
She noted that Hawkins had not been charged with any criminal offenses for more than a year. His poor decisions had not put his safety at risk, she wrote.

Hawkins, then 18, had support from his father and a therapist.

The choice was now his.

"Robbie has been in the court system for many years and has reached the maximum benefits from what the department can provide," Pick wrote.

"At 18 years of age, it is time for Robbie to take responsibility for his actions alone and face the joys and consequences of those actions."



DMV

06/04/2003









Mike Fahey
Mayor

OMAHA POLICE DEPARTMENT
"To Serve and Protect"
NEWS RELEASE



Thomas H. Warren
Chief of Police

FOR IMMEDIATE RELEASE, December 22, 2007
FAX TO ALL MEDIA: ATTENTION NEWS DIRECTORS

FROM: Sergeant [REDACTED]
Public Information Office
505 South 15th Street
Omaha, NE 68102-2769
(402) 444-5867 FAX 444-5877
[REDACTED]

Shooting Rampage Results
in the Death of 9 People

On Wednesday, December 05, 2007 at 1:43 p.m., a call was received at the City/County 911 Center regarding at Von Maur in the Westroads Mall, located at 102nd and West Dodge Road. At 1:45 p.m., officers from the Omaha Police Department were dispatched to an Active Shooter at the mall. The first Omaha Police Officer arrived at the scene at 1:49 p.m.

Multiple officers then begin to arrive and the mall was locked down, meaning no one was allowed to leave without the approval of law enforcement officials. The arriving officers were provided with conflicting descriptions of the suspect with a consistent clothing description that the male suspect was wearing camouflage.

The officers that entered the mall and Von Maur conducted an initial sweep to clear the mall, searching for the suspect and any victims. In Von Maur, there were seven fatalities to include the suspect. Six people to include the suspect were located deceased on the third floor, and one person on the second floor. It appeared that the suspect died from a self inflicted gunshot wound. The weapon was located near the suspect. There were five victims who were transported to area hospitals, two of these victims died as a result of their injuries. Of the remaining three victims, two were transported in critical condition and one was suffering from chest pains.

The suspect has been identified as Robert Hawkins with a date of birth of 05-17-88 of Bellevue, Nebraska.

SEE PAGE 2

Prepared by: Sergeant [REDACTED]

Date/Time 22 December 2007 9:39 AM

Approved By: _____

Date/Time 4-07-51835 / 15

TOTAL NUMBER OF PAGES _____

PLEASE CALL IF ANY ARE MISSING

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PAGE 2

The victims have all been identified and their next-of-kin notified. The deceased victim's names are listed below:

- Beverly Flynn with a date of birth of 01-28-60 of Omaha
- Janet Jorgensen with a date of birth of 06-22-41 of Omaha
- Gary Joy with a date of birth of 03-12-51 of Omaha
- John McDonald with a date of birth of 04-18-42 of Council Bluffs, Iowa
- Gary Scharf with a date of birth of 04-05-59 of Lincoln
- Angella Schuster with a date of birth of 02-14-71 of Omaha
- Dianne Trent with a date of birth of 09-12-54 of Omaha
- Maggie Webb with a date of birth of 12-19-82 of Omaha

The names of the injured victims are listed below:

Von Maur and the Westroads Mall Management are providing grievance counselors.

The Omaha Police Department and the City of Omaha would like to express our sincerest condolences to the families of the deceased and the surviving victims.

UPDATE 12-22-07

The Omaha Police Department has identified another victim injured in the shooting.

The victim received a contusion to her left leg when it was struck by a fragment from a bullet discharged from a firearm. She was not transported or treated for her injury.

Prepared by: Sergeant

Date/Time 22 December 2007 9:39 AM

Approved By: _____

Date/Time _____

TOTAL NUMBER OF PAGES _____

PLEASE CALL IF ANY ARE MISSING

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(Indicate page, name of newspaper, city and state.) 1A
OMAHA WORLD
HERALD
Omaha, NE

Date: 01/01/2008
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Title: "Only Valium found in Hawkins' system"

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Only Valium found in Hawkins' system

By TODD COOPER
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OMAHA WORLD-HERALD

Typically, autopsies are telling for what's found in a person's body.

Robert Hawkins' autopsy may have been significant for what wasn't found.

A doctor performing the autopsy found that the 19-year-old who killed eight people at the

Before the Westroads slayings, the killer apparently took the tranquilizer, not something to get "jacked up."

Westroads Mall on Dec. 5 had only therapeutic levels of diazepam — the tranquilizer often known by the trade name Valium — in his system.

No marijuana. No methamphetamine. No cocaine. No alcohol.

hol.

Douglas County Attorney Don Kleine said the findings are chilling in that Hawkins apparently didn't feel the need to ingest anything to get "jacked up" to commit the mass killings.

"Sometimes you see people who have abused drugs or alcohol to give them the ability to carry out their misdeed," Kleine said. "In this case, it doesn't appear he had abused either."

The fact that Hawkins had an anti-anxiety medication in his system seems to fit the witness and videotape accounts so far of his demeanor: the calm, method-

See Autopsy: Page 2

4-OM-51835 - 47
80-OM-A45011

(2)

OMAHA FIG
YES
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Autopsy: Tranquilizer found in Hawkins' system

Continued from Page 1

ical way he cased Von Maur and killed his eight victims. In the midst of people scrambling for their lives, Hawkins leaned over railings and around counters and fired away, sometimes at people who were hiding and cowering.

He then pressed the AK-47-style assault rifle under his chin and fired — the bullet traveling through his brain, killing him, according to the autopsy report.

Kleine said investigators will try to piece together where Hawkins obtained the Valium — through a prescription or illegally.

A former friend of the 19-year-old has said Hawkins was known to sell the drug. A Bellevue girl who was a neighbor has said that Hawkins once sent her a text message offering to sell her Valium.

Diazepam often is prescribed for people who suffer from anxiety attacks or insomnia, said Dr. Todd Stull, director of the Uni-

Diazepam, or Valium, is "a calming kind of medicine. A lower dose can help with anxiety. As you push up the dosage, it can help with sleep problems. . . . Can you get a high on it? Yes. . . . It's not a very common addiction, however."

*Dr. Todd Stull, director,
UNMC drug and alcohol program*

versity of Nebraska Medical Center's drug and alcohol program. Stull said the depressant can be prescribed for something as basic as preparation for anesthetics to something as serious as violent outbursts by hospital patients.

"It's a calming kind of medicine," Stull said. "A lower dose can help with anxiety. As you push up the dosage, it can help with sleep problems."

"If taken properly, it is very useful. . . . Can you get a high on

it? Yes. . . . It's not a very common addiction, however."

Stull, who never treated Hawkins and had no direct knowledge of his case, said it would be too difficult to determine from just an autopsy where Hawkins fell on the range from therapeutic to addictive use of diazepam.

Although the toxicology reports indicate a relatively low, therapeutic level of the drug, Stull said, it's impossible to tell just by those numbers.

Hawkins might have taken a

large amount of the drug just before the shootings. If that's the case, the level in his blood would have increased with time, in much the same way that alcohol is absorbed into the body.

Or Hawkins might not have taken any diazepam that day. Valium can stay in a person's system for a few days after discontinuing regular use.

From juvenile court records and friends' accounts, Hawkins was known to smoke marijuana regularly, sometimes daily.

Kleine said there were no cannabinoids — the chemicals found in marijuana — detected in his blood. However, technicians were unable to obtain enough urine to adequately test it for marijuana.

Marijuana shows up in either blood or urine. Stull said marijuana use is detectable for, at most, a month.

However, he said, an occasional user can smoke marijuana and it might not be detectable a week later.

(Mount Clipping in Space Below)

(Indicate page, name of newspaper, city and state.) 1B
OMAHA WORLD
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Omaha, NE

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OMAHA WORLD HERALD

2007

4-OM-51835
1-80-OM-A45011

(2)

OMAHA 716

YES

NO

OMAHA WILL NEVER FORGET IT

By Michael Avok WORLD-HERALD STAFF WRITER

Omaha will never forget 2007. The tragic loss of eight lives at the Von Maur store at the Westroads Mall on Dec. 5 catapulted the community onto the national stage and became a story that will be the "where were you when" moment for generations. A 19-year-old gunman entered the store early that afternoon and began firing. He killed eight people, then took his own life. Two people were seriously wounded by gunfire, several others were injured and Omaha grieved. It came at a time when we were reflecting on a busy year. As a community, we fretted over college football and a proposed baseball stadium. We argued over our schools and the learning community. We looked inward for answers as we acknowledged that Omaha has one of the poorest black communities in the nation. We also celebrated as a Nebraska native returned safely to Earth after five months in space, and we cheered when Council Bluffs landed a \$600 million Internet data center. And we will always remember that December day.

(Mount Clipping in Space Below)

Last victim at Von Maur leaves hospital

BY DANE STICKNEY
AND STEFANIE MONGE
WORLD-HERALD STAFF WRITER

The final person to remain hospitalized in the Dec. 5 shooting at Von Maur was released Wednesday from Creighton University Medical Center.

Von Maur employee Micheale "Micky" Oldham, 65, had been recovering from critical wounds to her back and abdomen. She will continue her recovery at a nursing facility.

Oldham, who worked in customer service, was listed in fair condition Wednesday morning, said hospital spokeswoman Lisa Stites. Oldham's move to a nursing facility is a positive step, Stites said, but she still needs medical attention during her recovery.

The family asked hospital officials not to reveal the facility where Oldham went.

Approximately 95 percent of Von

Maur's Omaha employees returned to work when the store reopened Dec. 20, two weeks after the shooting that killed eight store workers and customers, spokeswoman Megan Hakes said.

When the store reopened, it was packed from opening to closing, she said.

Hakes declined to provide a total sales figure for the day, saying the company doesn't release sales data for individual stores.

"All of the good will and well wishes

employees received when the store reopened were extremely reassuring," she said.

Shoppers were lined up outside each entrance on the morning of the reopening, and the crowds continued at the same intensity throughout the day, she said.

"The response from the community on the day the store reopened was tremendous and verified for us the support we have in the Omaha community."

(Indicate page, name of newspaper, city and state.) 1B
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1-80-OM-A45011

(2)

OMAHA FIG
YES
NO

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(Mount Clipping in Space Below)

Woman who took in Hawkins arrested in pot bust

By ANDREW J. NELSON
WORLD-HERALD STAFF WRITER

The woman who housed Westroads killer Robert Hawkins during the last year of his life was arrested Thursday on suspicion of drug offenses.

Debora Maruca, 51, who lives in the Quail Creek neighborhood west of Bellevue, was ticketed on suspicion of contributing to the delinquency of a minor, possessing more than an ounce but

less than a pound of marijuana and possessing drug paraphernalia, according to the Sarpy County Sheriff's Office.

None of the allegations are felonies.

Maruca was arrested after members of the Sarpy County Sheriff's Office and the Papillion and La Vista Police Departments executed a no-knock search warrant at the Maruca home, 4302 McCarty Drive. Officers with the three agencies

had received information that drugs were being used and sold there, according to the Sheriff's Office.

Officers ticketed one of Maruca's sons, William, 19, on suspicion of possessing less than an ounce of marijuana. Another of her sons, who was not named by the Sheriff's Office because he is a minor, was also ticketed on suspicion of possessing marijuana.

Lt. Steve Grabowski of the

Sheriff's Office said Maruca's arrest was not tied directly to the Dec. 5 shootings at the Von Maur store in the Westroads Mall. Hawkins, 19, who was living in the Maruca home at the time, killed eight people before fatally shooting himself.

Maruca posted 10 percent of her \$1,500 bail and was released.

Reached at home Thursday evening, she would not comment in depth.

See Pot: Page 2

Pot: Search warrant served where Hawkins last lived

Continued from Page 1

"We're kind of being harassed," Maruca said. "All that because the kids had a little pot in the house. We weren't selling pot in the house."

Sarpy County Attorney Lee Polikov, who was not familiar with the specifics of the case, said there had been "heightened suspicions" about what might be going on in the Maruca house in

the wake of the Von Maur massacre.

"There's no doubt that brought a big spotlight onto that house and (Hawkins') associates," Polikov said.

Shelby Harrington, a junior at Papillion-La Vista South High School, has said that she used to hang out with a group of boys, including Hawkins, when they drank and smoked marijuana at the Maruca home.

In late 2006, a 14-year-old girl had to be carried out of the Maruca home unconscious from an overdose of drugs and alcohol, said the father of the girl, who asked not to be named, and Kevin Harrington, Shelby's father.

Maruca, a nurse, was put on professional probation in 1993 by the State Department of Health after admitting that she had taken five vials of Demerol from a resident at the nursing home

where she worked, had falsified the resident's narcotics sheet and had used the Demerol herself, according to Health Department records.

Maruca also admitted having given a patient only half the prescribed amount of Demerol.

Health Department records indicate that she also admitted having used marijuana for several years prior to 1988 and from May 1992 through January 1993.

(Indicate page, name of newspaper, city and state.) 1B
OMAHA WORLD
HERALD
Omaha, NE

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Title: "Woman who took in Hawkins arrested in pot bust"

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1-80-OM-A45011-221

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FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/04/2008

[redacted] born [redacted] Social Security Account number [redacted] of [redacted] was interviewed at her residence. After being advised of the identity of the interviewing agents and the nature of the interview, she provided the following information:

[redacted] is unfamiliar with the website www.4chan.org. [redacted] has not seen anything like the screenshot of the www.4chan.org website dated December 5, 2007. [redacted] did not post any such picture at tinypic.com.

After being advised that the tinypic.com post was traced back to [redacted] residence, she advised she had [redacted] including her [redacted]. The other [redacted] are [redacted] Last Name Unknown (LNU) and [redacted], aka [redacted] stated that she has known [redacted] for a long time but was so nervous she could not remember his name. [redacted] advised [redacted] moved in [redacted] [redacted] is [redacted] years old and is [redacted]. He is a [redacted]. [redacted] stated [redacted] is often [redacted] late at night. [redacted] described [redacted] as an [redacted]. She stated that [redacted]

[redacted] does not know when [redacted] is home. He has different hours every day. [redacted] advised [redacted]

Investigation on 02/01/2008 at [redacted]

File # 4-OM-51835-53

Date dictated 02/04/2008

SA [redacted]

by SA [redacted]

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/08/2008

[redacted] born [redacted] Social Security Account Number [redacted] was interviewed at his residence [redacted]. After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

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[redacted] stated he is familiar with www.4chan.org. [redacted] posted [redacted]

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[redacted] He does not know where the screenshot originated or by whom it was altered.

[redacted] does not know the name Robert Hawkins. [redacted] had no contact with Hawkins or anyone else regarding the shooting prior to it happening. [redacted] had no prior knowledge of the shooting on December 5, 2007. [redacted] motivation was to [redacted]. [redacted] agreed that he should have reported it to law enforcement before [redacted].

b6
b7CInvestigation on 02/08/2008 at [redacted]File # 4-OM-51835-54Date dictated 02/08/2008by SA [redacted]
SA [redacted]OMAHA FIG
YES
NOb6
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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 02/08/2008

To: ✓ Omaha

Attn: SA [REDACTED]

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b7E

From: Richmond

Contact: SA [REDACTED]

Approved By: [REDACTED]

Drafted By: [REDACTED]

Case ID #: 4-OM-51835 (Pending)-55

Title: ROBERT A. HAWKINS;
VIOLENT CRIMES/VIOLENT INCIDENT CRIMES;
OMAHA DIVISION

Synopsis: To report results of interviews with [REDACTED]
and [REDACTED]

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Reference: 4-OM-51835 Serial 46

Enclosure(s): Original and one copy of FD-302 dated 02/04/2008
of [REDACTED] Original and one copy of FD-302 dated
02/08/2008 of [REDACTED]

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Details: On 02/04/2008, SA [REDACTED] and SA [REDACTED]
[REDACTED] interviewed [REDACTED] as Omaha requested. Based upon
information provided by [REDACTED] SAs [REDACTED] and [REDACTED] interviewed
[REDACTED] on 02/08/2008. [REDACTED] was [REDACTED]
[REDACTED] was motivated to [REDACTED]
[REDACTED] neither originated nor altered
the 12/05/2007 screenshot of the www.4chan.org website. [REDACTED]
had no prior knowledge of the Omaha Mall shooting.

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Richmond considers this lead covered.

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[REDACTED]

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To: Omaha From: Richmond
Re: 4-OM-51835, 02/08/2008

LEAD(s) :

Set Lead 1: (Info)

OMAHA

AT OMAHA, NE

Read and clear.

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Lessons from Dec. 5 shootings

■ Mental health professionals gather to discuss the response to the Von Maur killings and the long-term effects on the community.

By ERIN GRACE

WORLD-HERALD STAFF WRITER

First, following a disaster, people want to help. And the victims of that disaster, whether created by nature or man, are grateful.

Then time passes. Some helpers tire, and victims or their families become frustrated. Disillusion-

ment has set in.

This is the phase, several Omaha mental health experts said Wednesday, that the city has reached in the two months following the Dec. 5 shooting rampage at Von Maur. They noted that Omaha, overall, is doing well but said some people remain frustrated about response and services.

"It's a natural stage in a disaster,

to be tired, irritable," said Robin Zagurski, a clinical social worker in the University of Nebraska Medical Center's psychiatry department. "The whole community is tired."

Zagurski, one of the main mental health responders to Von Maur, led a two-hour presentation on the psychiatric response to disaster and the public health implications.

The presentation, which drew more than 70 psychologists and licensed mental health practitioners, was held at the Holiday Inn convention center. The event was sponsored by the Region VI Behav-

See Psychiatric: Page 2

Stages of reaction to disasters

Heroic phase: People rush to help, provide rescue and are happy to do so 24/7. This phase usually lasts from hours to a few days, depending on the size of the disaster.

Honeymoon phase: More people come to aid and work long hours. Those affected by the disaster are glad and very thankful. This phase can last anywhere from weeks to a couple months.

Disillusionment phase: People stop getting along as well and begin to complain that they aren't getting their fair share of donations and resources. Tempers flare. Everyone is tired. This typically lasts weeks to months.

Recovery phase: People seem to find their rhythm again and begin working together and making plans for the future. This can last for years.

Source: Zunin & Myers

(Indicate page, name of newspaper, city and state.) 1B
OMAHA WORLD
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(2)

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Psychiatric: Initial Von Maur response praised

Continued from Page 1

ioral Health Services, UNMC's Department of Psychiatry and the Omaha Metropolitan Medical Response System.

Several local health officials praised the mental health response immediately following the daytime shooting.

They noted that key disaster-trained mental health professionals are on a first-name basis with one another, which helped speed deployment to a hotel near Von Maur where families and friends of the deceased were gathering that night.

Furthermore, a network of 85 mental health practitioners was tapped for immediate events that included meeting with Von Maur employees and staffing the mall's reopening.

But they noted that had a larger disaster occurred or had the shooting happened in a remote part of the state, mental health resources would not have been sufficient.

As impossible as it seems to prepare for disaster, the event's keynote speaker reminded the

audience that they need to be ready and that another disaster will hit some day.

Mental health professionals play a vital role in protecting the public morale, mitigating fear and distress and promoting community cohesiveness, said Dr. Anthony Ng, an assistant professor of psychiatry at the Uniformed Services University School of Medicine/Health Sciences and an assistant professor at George Washington University.

"Oftentimes, the mental health consequences of events dictate how well the community gets back into the swing of things," said Ng, a disaster expert who has been tapped to help communities deal with a range of tragedies, from the Sept. 11 terrorist attacks in 2001 to the massive tsunami that shook Asia in 2004.

He differentiated between massive disasters and a mass-casualty incident that does not destroy a community's infrastructure or displace people. But even when disasters have smaller relative effects, he said a commu-

nity shouldn't overlook the broad-scale consequences.

"Nine people got killed," he said, referencing Von Maur and including the 19-year-old shooter. "Yet those nine lives touched so many people that many in the community know someone who knows someone."

He said manmade disasters, like shootings or terrorist attacks, can be harder for a community than the havoc nature wreaks because they occur at a place and time assumed to be safe — and are often sudden and unpredictable.

Ng reminded the audience that humans are incredibly resilient and generally able to move on after the worst of circumstances.

About 8 percent of those who experience a traumatic event could be diagnosed with post-traumatic stress disorder, an affliction first recognized in veterans of war. He said that disorder is often over-diagnosed.

Ng said therapists should watch for symptoms like insomnia and depression, changes in behavior, substance abuse, new

fears, such as staying away from malls, work absenteeism and seeking of medical care for undiagnosed afflictions.

He said some people in need may not seek help until a year or more after the shooting.

Ng outlined disaster mental health service goals: Stabilize the crisis, watch for symptoms or signs of struggle, promote resilience and coping mechanisms, be supportive, try to problem-solve.

He told the audience that the shooter's family will need support and that mental health care providers need to be mindful of their own psychological limits. He reminded them that ethnic, cultural, political and economic factors can influence long-term recovery.

Ng said communities should learn what they can and better their response to the inevitable crisis that lies ahead.

"A lot of people have paid dearly," he said, flashing a photo of Virginia Tech mourners. "It would be a waste if we don't take that knowledge to heart and learn."

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(Indicate page, name of newspaper, city and state.) 2B
OMAHA WORLD
HERALD
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Three at house Hawkins lived in face drug counts

By LEIA BAEZ

WORLD-HERALD STAFF WRITER

Drug-related charges were filed in Sarpy County Court on Tuesday against a Bellevue woman and two of her sons with whom gunman Robert Hawkins lived before the Dec. 5 Westroads shootings.

Debora Maruca-Kovac, 51, is charged with contributing to the delinquency of a minor, possessing more than an ounce but less than a pound of marijuana and possessing drug paraphernalia.

William Maruca, 19, is charged with possessing less than an ounce of marijuana, and Kraig Kovac, 17, is charged with possessing less than an ounce of marijuana and possessing drug paraphernalia.

William Maruca also was charged with contributing to the delinquency of a minor from another incident on Aug.

1. None of the charges is a felony.

On Feb. 7, members of the Sarpy County Sheriff's Office and the Papillion and La Vista Police Departments executed a no-knock search warrant at the Maruca home, 4302 McCarty Drive.

Two marijuana bong pipes, a scale, papers used to roll cigarettes, a glass pipe and several plastic bags containing what sheriff's deputies identified as marijuana were among the items seized from the Maruca home, based on an inventory filed in Sarpy County District Court. A plastic bag containing 2.3 ounces of marijuana, the largest amount seized, was found in a beige purse in an upstairs bedroom, the inventory says.

They all are scheduled for arraignment March 26.

1-4-OM-51835 - 57

1-80-OM-A45011 - 226

(2)

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YES
NO

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(Mount Clipping in Space Below)

(Indicate page, name of newspaper, city and state.) 5A
OMAHA WORLD
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Omaha, NE

Date: 03/10/2008
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(2)

OMAHA FIG
☐ YES
☐ NO

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'I WILL NOT BE ALIVE'

Robbie Hawkins' life takes a fast downhill slide in his final weeks



By LYNN SAFRANIK
STAFF WRITER

Mother and son stood smoking on the third-floor balcony of her cookie-cutter Bellevue apartment last November and stared down at the parking lot.

Parked there were Robbie Hawkins' white 1992 Cadillac DeVille and the green 1985 Jeep Grand Cherokee that his mother, Maribel "Molly" Rodriguez, had long planned to give him. She had postponed the gift after he had failed to pass his driving test again and again.

They compared the beat-up Laddy with the SUV. She praised her son for getting his license and car insurance but thought he should drive a nicer vehicle than that "severe beast."

Rodriguez had been in and out of her son's life for much of his 18 years.

She had lost custody of her son during a divorce when he was 3 and had stopped seeing him when he was 6. They had seen each other again when he was a state ward as a teen, and then she had dropped contact again. Now Robbie was out of state care and on his own.

But their stubborn personalities made for a rocky relationship. Robbie had stormed out of his mom's apartment after an explosive argument in December 2006 and had stopped calling her.

After a couple of chance encounters, Robbie had started calling Rodriguez again late last October. Now they saw each other almost daily.

The two spent afternoons chatting in her living room, watching movies or playing Call of Duty 4, a popular first-person shooter video game set in a modern war. Sometimes Robbie napped on her red love seat with its crocheted throw.

Now Rodriguez was offering him a reliable vehicle, on one condition: Get rid of the Cadillac.

With their new closeness, Robbie confided in his mother the guilt he felt over cheating on his girlfriend.

When he broke up with his girlfriend in late November, he told the 17-year-old about the new girl. But he also gave another reason for ending the relationship.

He was feeling suicidal. He thought it would be easier on her if the relationship ended before he killed himself.

The girl didn't take him too seriously — she had heard those words from Robbie before.

To his mother, he did not mention his suicidal feelings — only the other girl.

Rodriguez congratulated him for being honest.



Molly Rodriguez says she sometimes feels angry with her son and has trouble visiting his grave site. After having no contact for years, the two spent significant time together last fall.

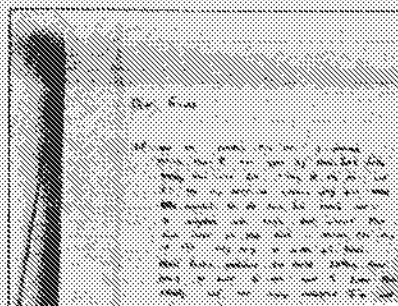
get into the house and slacking off," Maruca-Kovac said. "He just acted like it was no big deal. I told him he'd have to move out if he didn't get his crap together."

Robbie blew off his work shift, taking off with Kraig Kovac to play video games at a friend's apartment near the Westroads.

This friend had been Robbie's roommate at Cooper Village, a group home for troubled boys. The two gangly guys had been inseparable there. Other teens knew them as funny, goofy guys, although Robbie talked more than his friend.

After they went separate ways, their contact dwindled.

Robbie was once living in a home at Cooper Village.



plain everything
Robbie hung up

Molly Rodriguez accidentally left her cell phone at home that afternoon while running errands. She came home to a phone message.

Robbie had called her from his friend's phone.

"Hi, mom. It's me. I just wanted to let you know that I love you. I'm sorry for everything. I'll see you later. Goodbye."

She called the number and got Robbie's friend.

A gun is missing from a house, Rodriguez told him. If you see Robbie, tackle him.

(Mount Clipping in Space Below)

Counseling for Dec. 5 killings

□ Police have contacted scores of shoppers who were at Von Maur during the shootings, to let them know services are available.

By TOM SHAW
WORLD-HERALD STAFF WRITER

Over the past month, the Omaha Police Department has been contacting Von Maur customers to let them know that counseling services are available.

Interim Omaha Police Chief Eric Buske said officers called more than 100 customers who were in the store during the Dec. 5 shootings and spoke with them or left messages.

He said "a handful" of the contacted customers told police that

they wanted to explore such services. A list of those customers was forwarded to the Von Maur Victims Fund committee on Friday, Buske said.

That group of customers would be in addition to five customers who had signed up already for counseling through Region 6 Behavioral Healthcare, which is working with the committee.

Region 6 originally planned to contact the customers directly. But the Police Department decided it was best for officers to make the

calls.

Buske said police had taken down the customers' information as part of the shooting investigation.

"They spoke to us and we didn't want to make a presumption that they wanted to speak to someone else," Buske said.

Region 6 has had a list of 200 or so customers and employees who were in the store at Westroads Mall when a 19-year-old man killed eight people before taking his own life.

See Von Maur: Page 2

How to seek counseling

Customers who were in the Von Maur store during the Dec. 5 shootings can call 402-546-0770 and ask about counseling. The number is for the Spring Center in Omaha, which works with a regional behavioral health care group.

(Indicate page, name of newspaper, city and state.) 1B
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(2)

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YES
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Von Maur: Police making calls on agency's behalf

Continued from Page 1

The health group has used the list to verify that people seeking counseling were in the store.

Citing confidentiality concerns, police had not given Region 6 permission to contact the Von Maur customers directly. Von Maur has paid for counseling for its employees.

The counseling help for customers was announced Feb. 25 by John Ewing, chairman of the victims fund committee and the Douglas County treasurer.

Dennis Snook, the Region 6 manager of emergency services, said last week that four counselors were donating their services. Other counselors were available for various levels of cost.

The goal had been to receive donated services from 35 professionals. But the lower number of counselors hasn't been a problem, Snook said, because of the small number of customers signing up for counseling.

If more Von Maur customers

were to seek counseling, Region 6 would try to line up additional counselors to donate services, Snook said. The state — which partners with Region 6 — also would apply for federal grant money to pay for counseling for customers, if needed.

But Snook didn't expect a large number of customers to seek counseling. Studies have shown that when people are involved in traumatic events, usually no more than 20 percent seek some form of counseling, Snook said.

Money donated to the Von Maur Victims Fund was used to cover expenses for families of the eight people who died and the six other people who were injured. None of the donated money was set aside for counseling services for noninjured customers.

Soon after the tragedy, the state received money through an emergency federal program to offer support groups and community forums to discuss the lingering mental effects of such an event.

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 12/06/2007

On 12/05/2007, at approximately 4:45 p.m., [redacted] interviewed [redacted] at the WESTROADS MALL. [redacted] stated that she is the [redacted] for [redacted] (2nd floor) in the WESTROADS MALL. [redacted] stated that she was not a witness to the mall shooting but became aware of the situation when a police officer asked her to secure [redacted] and to stay inside. [redacted] also stated that another police officer arrived, approximately 15 minutes later, and escorted them to a safe area on the first floor of the mall. In addition, [redacted] stated that she had not observed any unusual persons and/or events prior to the shooting in the days and hours leading up to the shooting.

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Identifying information:

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b7CInvestigation on 12/05/2007 at Westroads Mall, Omaha, NEFile # ⁴306-OM-51835-63Date dictated 12/06/2007

by TFO [redacted]

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- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/18/2008

On June 18, 2008, [redacted] born [redacted] was interviewed in the presence of [redacted] born [redacted] at their residence [redacted]. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information:

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On June 10, 2008, [redacted] viewed postings on 4CHAN.ORG. This bulletin board posts anonymous information without any specific subject matter. The bulletin board maintains a finite amount of postings and then the board deletes the oldest posting to create room for a new posting. [redacted] saw a posting which was a scanned image of a suicide note talking about a shooting at a store. Several posts followed that suicide note where someone stated that they were going to "beat CHO's record". Other people continued to post and encouraged the person to do it. [redacted] has no idea who the people are who posted any of this information and has not seen anything about it since.

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[redacted] did not want to get [redacted] involved [redacted] so he sent a message to the VON MAUR store and to the local police near the VON MAUR store. [redacted] did not know how to communicate this warning without [redacted] finding out so he

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[redacted] believed that providing the website information would assist law enforcement in preventing this act of violence. [redacted] did not have any malicious intent.

[redacted] got to [redacted]
[redacted] knows that 4CHAN.ORG also has 4CHANARCHIVES which often stores older interesting postings. [redacted] checked the archives and did not see the information posted there. [redacted] stated it could still be posted in archives at a later date.

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Investigation on 06/18/2008 at Milford, New Hampshire

File # 4-OM-51835, 288-OM-C43128-551

Date dictated

by SA [redacted]

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 07/24/2008

To: Omaha

From: Omaha

Contact: SSA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 4-OM-51835 (Pending) ~7/

Title: ROBERT A. HAWKINS;
VIOLENT CRIMES - VIOLENT INCIDENT CRIMES;
OMAHA DIVISION;
12/05/2007

Synopsis: Reassign captioned case.

Details: Due to SA [redacted] being transferred to
[redacted] it is recommended captioned case be reassigned to SA
[redacted]

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 07/26/2010

To: Omaha

From: Omaha

Contact: SA [redacted]

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: 4-OM-51935 (Closed) - 72

Title: ROBERT A HAWKINS;
VIOLENT CRIME - VIOLENT INSTANT CRIMES;
OMAHA DIVISION;
DECEMBER 05, 2007

Synopsis: Close case.

Details: Robert Hawkins murdered eight people at a Von Maur store in Omaha, Nebraska, on December 05, 2007. The FBI responded to the incident and assisted with other federal and local law enforcement. FBI swat team help clear the shopping mall of potential threats and the Evidence Response Team (ERT) collected evidence. The FBI also assisted with interviewing witnesses.

Hawkins committed suicide at the scene and it was determined there were no other actors involved. No requests have been made for assistance by the Omaha Police Department in several years. Therefore, it is requested this case be place in closed status.

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12-10
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FEDERAL BUREAU OF INVESTIGATION

Import Form

Form Type: OTHER - Other

Date: 01/25/2023

Title: (U) 4-OM-51835-1A SEC 001 SER 1A1-.pdf

Approved By:

Drafted By:

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Case ID #: 4-OM-51835

(U) HAWKINS, ROBERT, A

Synopsis: (U) The attached file is a page-by-page representation of the physical file (except when noted in the attached file) and may contain classified information or caveats. Information is not authorized for dissemination outside the FBI or for public release until a review for classified information has been conducted and the information has been properly marked.

◆◆

UNCLASSIFIED

File Number 306-04-51835 1A ①

Field Office Acquiring Evidence Omaha

Serial # of Originating Document _____

Date Received 12/5/07

From [Redacted]

(Name of Contributor/Interviewee)

[Redacted]

(Address)

[Redacted]

(City and State)

By SA [Redacted]

To Be Returned ☐ Yes ☒ No

Receipt Given ☐ Yes ☒ No

Grand Jury Material - Disseminate Only Pursuant to Rule 6 (e)

Federal Rules of Criminal Procedure

☐ Yes ☒ No

Federal Taxpayer Information (FTI)

☐ Yes ☒ No

Title: Robert A. Hawkins;
Violent Crime/Violent Incident Crimes

Reference: _____

(Communication Enclosing Material)

Description: ☒ Original notes re interview of

[Redacted]



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