



# NMVC

National Mass Violence Center

Providing Resources to Victims,  
Survivors, & Those Who Serve Them

## READY. RESILIENT. INFORMED. NMVC Resources *For* and *From* the Field

February 26, 2026



16<sup>th</sup> Virtual National Town Hall  
on Mass Violence

# NATIONAL TOWN HALL ON MASS VIOLENCE

*Sponsored by the*

**National Mass Violence Center (NMVC)**

*Providing Resources to Victims, Survivors & Those Who Serve Them*

*with support from*

**U.S. Department of Justice, Office for Victims of Crime**



# Housekeeping Announcements

- ♥ This National Town Hall is being recorded and has live ASL interpretation.
- ♥ Closed captioning is available to attendees; please go to your setting at the bottom of your screen and turn on "closed captions" (available in multiple languages).
- ♥ After being posted to our website, the recording, slide deck and resources will be available for download at [www.nmvvrc.org](http://www.nmvvrc.org).
- ♥ **Joining us by telephone?** Please email us at [nmvc@musc.edu](mailto:nmvc@musc.edu) with your full name and email address to receive credit for attending.
- ♥ Thanks to many of you who sent questions to our presenters in advance – we will save time at the end to answer the most frequently asked questions.

# Learning Objectives

- ♥ Describe the importance of the NMVC survivor-centered and survivor-driven approach, and its strategies to listen to and amplify the voices of mass violence survivors and those who serve them.
- ♥ Identify the importance of collaboration in mass violence preparedness, response, recovery and resilience, through the example of NMVC's 21 national partners and a focus on its partnership with the U.S. Conference of Mayors.
- ♥ Through actual case studies, describe the resources and support available from the NMVC in *preparedness* and *response*, and how communities request and receive assistance from the NMVC.

# National Town Hall Presenters

**Michael McCart, Ph.D.**, Moderator  
Professor, College of Medicine  
National Mass Violence Center

**Aurelia Sands Belle, Ed.D.**  
Faculty, Research Instructor  
National Mass Violence Center

**Ariel Cathcart**  
Program Associate, Public Safety  
U.S. Conference of Mayors, NMVC Partner

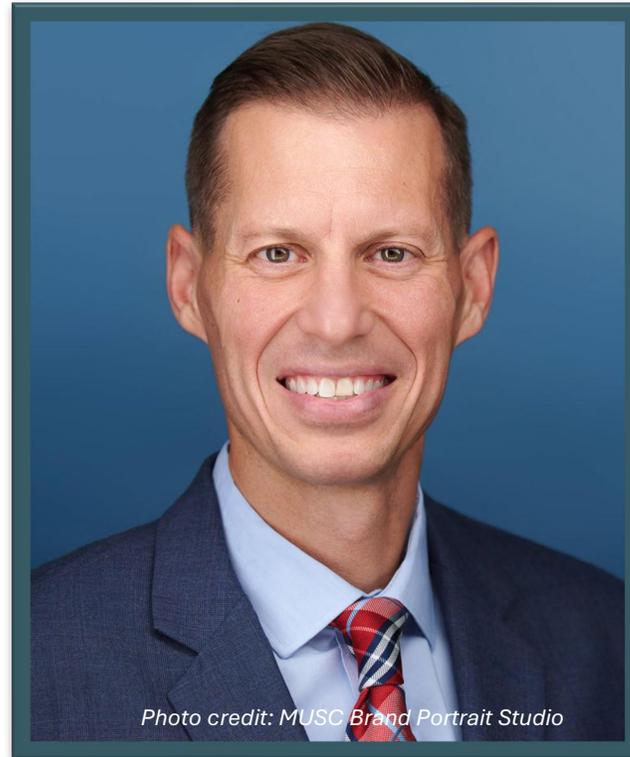
**Mary-Beth Brown**, ASL/English Interpreter

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**Alyssa Rheingold, Ph.D.**  
Director, Response, Recovery & Resilience Division  
National Mass Violence Center

**Angie Moreland, Ph.D.**  
NMVC Associate Director, and Director, Improving  
Community Preparedness Division  
National Mass Violence Center

**Michael McCart, Ph. D., Moderator**  
Professor, College of Medicine  
National Mass Violence Center



*Photo credit: MUSC Brand Portrait Studio*



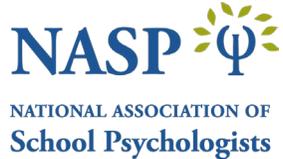
## Our Vision

Victims and survivors of mass violence must have access to first rate, evidence-based information and services throughout the entire recovery process provided by victim assistance and other professionals who are compassionate, well-trained, and respectful of victims' needs and wishes.

## Our Mission

To improve community preparedness and the nation's capacity to serve victims recovering from mass violence through research, planning, training, technology, and collaboration.

# Our Partners



# Centering and Amplifying the Voices of Mass Violence Survivors

Survivors & Providers Stakeholders Steering Committee (SPSC)



*Photo credit: MUSC Brand Portrait Studio*

**Aurelia Sands Belle, Ed.D.**

Faculty, Research Instructor  
National Mass Violence Center

# The Historical Raised Voices of Victims Lead to Change



Civil Rights



Women's Movement

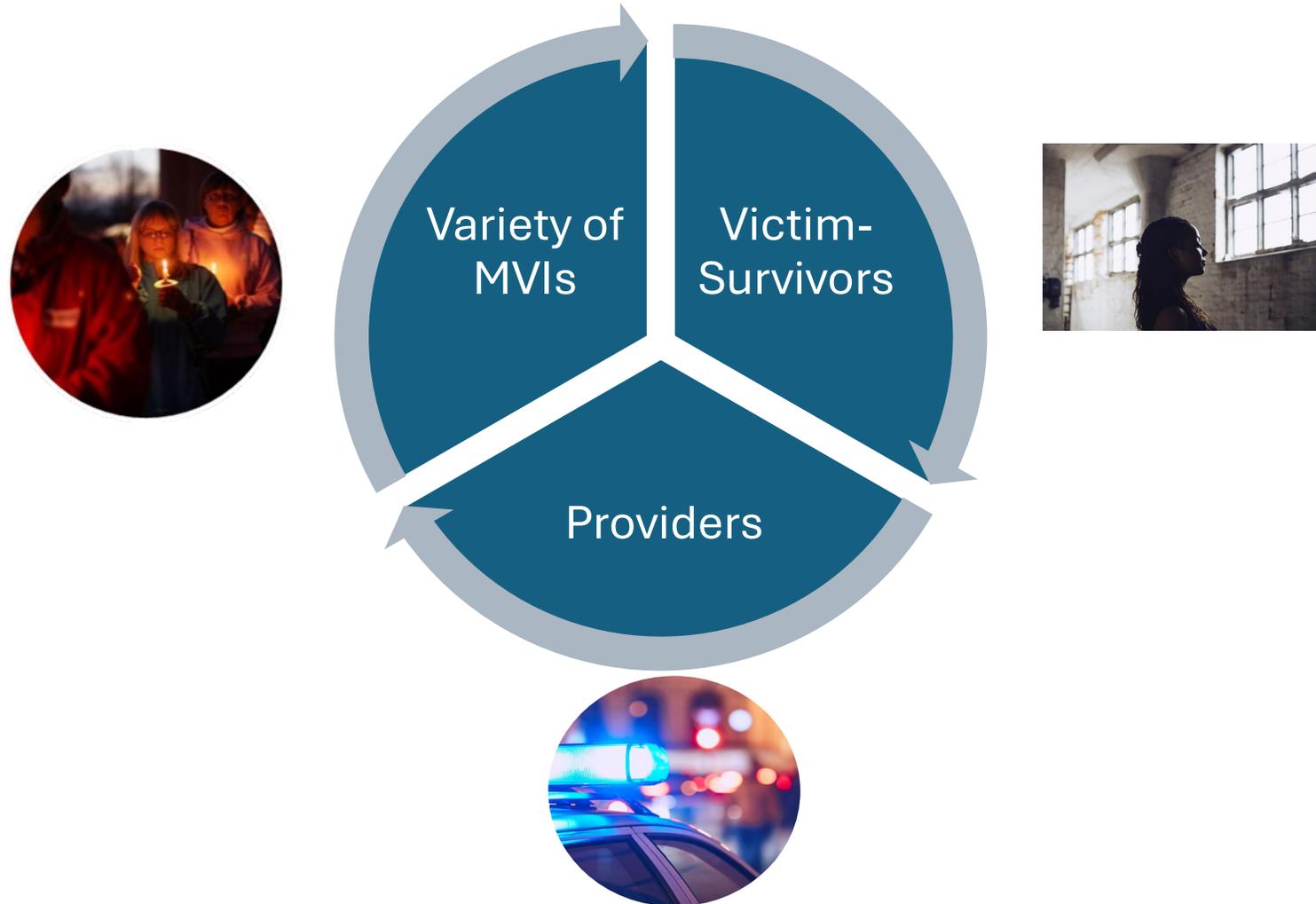


Grassroot Services



System Response

# Composition of the Survivors & Providers Steering Committee



# Composition of the Forum

- The committee is a well-rounded group that has quarterly virtual meetings and when possible, in-person meetings.
- They represent a variety Mass Violence Incidents:
  - **Shootings** - San Bernardino, Heath High School, Sikh Temple, Cedarville Rancheria Tribal, Parkland School, the Mother Emanuel Massacre, Sutherland Springs, and Las Vegas Route 91 Harvest Festival Shooting
  - **Terrorist Attacks** – Sept. 11th & Boston Marathon
  - **Large-scale Criminal Incidents** - Flint Water Crisis & Deepwater Horizon Oil Explosion



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# Purpose of the SPSC

Help

ensure NMVC's success.

Keep

the NMVC aligned with its goals.

Offer

their expertise and guidance based on experience.

Assist

in developing resources.

Meet

quarterly and in subcommittees.

# Objective

- Describe the importance of the **survivor-centered** and **survivor-driven approach**,
- Strategies to **listen** to and **amplify the voices** of mass violence survivors and those who serve them.
- Develop Best Practices:
  - Identify gaps and needs.
  - Qualify what works.



*Photo credit: Microsoft stock photo*

# Engaged & Involved

- SPSC members have shared ideas and concepts, and have been involved in numerous projects:
  - National Town Halls
  - Virtual Resiliency Center
  - Developing tip sheets
  - Development of guides
  - Panels



*Photo credit: Microsoft stock photo*

# SPSC Victim-Survivors

Survivors	Mass Violence Incident
<b>Amy O’Neill Gregorian</b>	Boston Marathon, 2013
<b>Hedi Bogda Hitchcock</b>	Cedarville Rancheria Tribal Shooting/Stabbing, 2014
<b>E. Yvonne Lewis</b>	Flint Water Crisis, 2014
<b>Brittney Thomas</b>	Heath High School Shooting, 1997
<b>Keith Jones</b>	Deepwater Horizons, 2010
<b>Mary Fetchet</b>	September 11 Terrorist Attacks, 2001
<b>Navdeed “Navi” Gill</b>	Sikh Temple Shooting, 2012
<b>Julie Paez</b>	San Bernardino Shooting, 2015
<b>Dion Green</b>	Oregon Historic District Shooting, 2019
<b>Garnell Whitfield</b>	Tops Friendly Market Store Shooting, 2022

# Service Providers

Providers	Mass Violence Incidents
<p><b>Debra Burton-Howard</b> LE Victim Advocate (Ret.)</p>	<p>Member of the FL Crisis Response Team, Ft. Lauderdale Airport Shooting (2017), Parkland School Shooting (2018), FL</p>
<p><b>Elynn Greene</b> LE Victim Advocate (Ret.)</p>	<p>Las Vegas Route 91 Harvest Music Festival Shooting, NV (2017)</p>
<p><b>Veronica Sanchez</b> Community Mental &amp; Behavioral Health Services</p>	<p>Church Shooting, Sutherland Springs, TX (2017)</p>
<p><b>Michael A. Ramos</b> District Attorney (Ret.)</p>	<p>Mass Shooting, San Bernardino, CA (2015)</p>
<p><b>Rev. Eric Manning</b> Pastor</p>	<p>Mother Emanuel Church Shooting, SC (2015)</p>

# Strengthening Preparedness and Recovery Through Collaboration: NMVC and the U.S. Conference of Mayors



## Ariel Cathcart

Program Associate, Public Safety

U.S. Conference of Mayors, NMVC Partner

# Partnership Overview

- Original partner in the OVC/NMVC Cooperative Agreement since 2017.
- Supports mayors in preparing for and responding to mass violence incidents.
- Connects city leaders to victim-centered resources and national expertise.
- Ensures mayors have access to guidance and support.

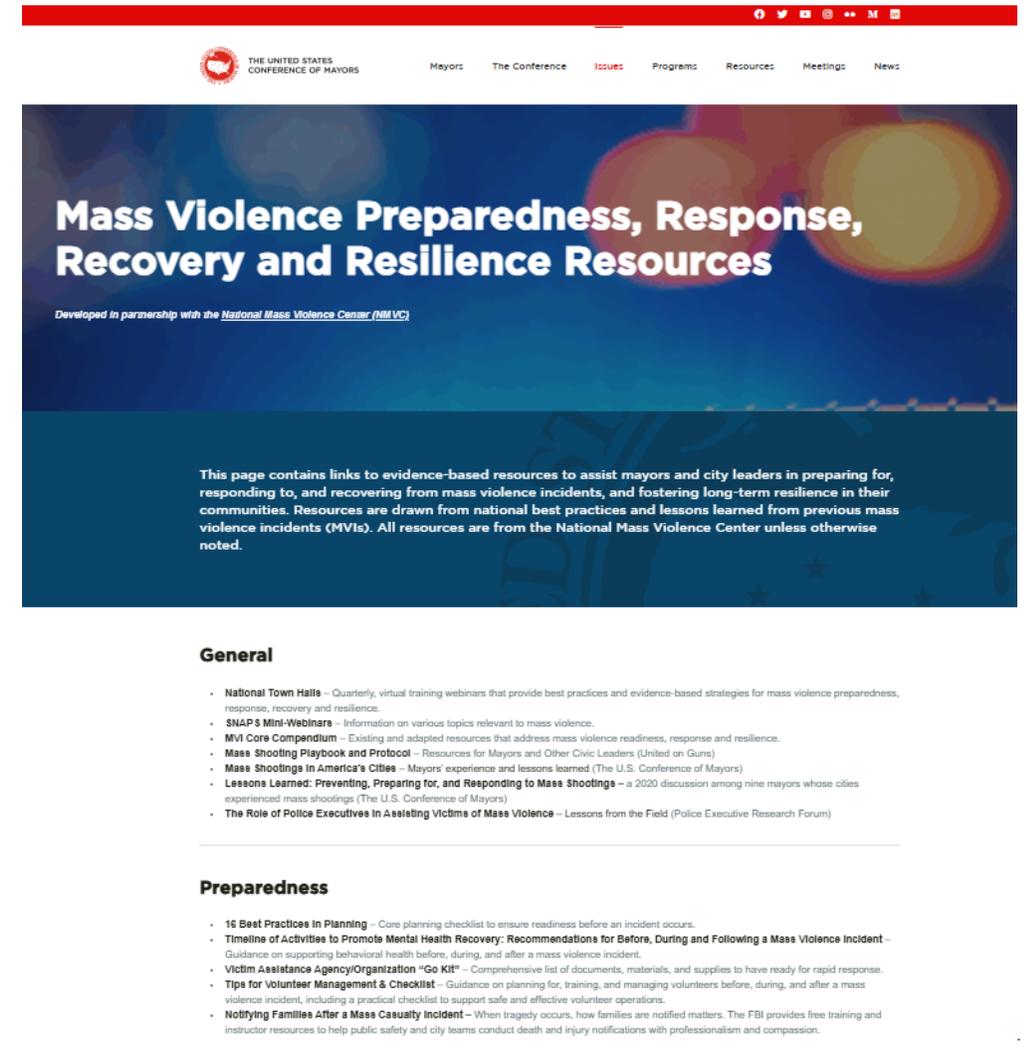
# How USCM Shares Resources with Mayors?

## USCM Mass Violence Resource Page

[www.usmayors.org/issues/responding-mass-violence/](http://www.usmayors.org/issues/responding-mass-violence/)

### Key Resources Include:

- Mayor's Timeline for Response and Recovery
- Victim and behavioral health engagement guidance
- Preparedness and recovery tools
- Shared directly with mayors through USCM network



The screenshot shows the top portion of a website. At the top is a red navigation bar with social media icons. Below it is a white header with the USCM logo and navigation links: Mayors, The Conference, Issues, Programs, Resources, Meetings, News. The main content area has a dark blue background with a city skyline at night. The title 'Mass Violence Preparedness, Response, Recovery and Resilience Resources' is in white. Below the title is a small line of text: 'Developed in partnership with the National Mass Violence Center (NMVC)'. A paragraph of text follows: 'This page contains links to evidence-based resources to assist mayors and city leaders in preparing for, responding to, and recovering from mass violence incidents, and fostering long-term resilience in their communities. Resources are drawn from national best practices and lessons learned from previous mass violence incidents (MVIS). All resources are from the National Mass Violence Center unless otherwise noted.' Below this is a section titled 'General' with a bulleted list of resources: National Town Halls, SNAPs Mini-Webinars, MVI Core Compendium, Mass Shooting Playbook and Protocol, Mass Shootings in America's Cities, Lessons Learned: Preventing, Preparing for, and Responding to Mass Shootings, and The Role of Police Executives in Assisting Victims of Mass Violence. A second section titled 'Preparedness' follows with a bulleted list: 16 Best Practices in Planning, Timeline of Activities to Promote Mental Health Recovery: Recommendations for Before, During and Following a Mass Violence Incident, Guidance on Supporting Behavioral Health Before, During, and After a Mass Violence Incident, Victim Assistance Agency/Organization 'Go Kit', Tips for Volunteer Management & Checklist, and Notifying Families After a Mass Casualty Incident.

# Virtual Resiliency Centers

## Example – 345 Park Ave, NYC



Victim & Social Services Social Connection & Empowerment Health & Wellness Managing Grief & Trauma

Get Help Now



Home / 345Park

### Welcome to the 345 Park Avenue Virtual Support Center

Following the tragic shooting at 345 Park Avenue in Manhattan, where five people were shot, including four who were killed, resources are available to help provide support and guidance for those directly impacted and the broader community. Anyone affected by this incident is encouraged to seek assistance from the providers below.

[New York State Office of Victim Services \(OVS\)](#): This State agency funds and supports more than 200 victim assistance programs that provide direct services to victims and survivors and their families, including but not limited to crisis counseling, therapy, advocacy, civil legal assistance, emergency shelter, and relocation assistance. These programs also help individuals file claims with OVS for financial help with crime-related costs. OVS can pay for medical and counseling expenses, funeral and burial expenses, lost wages and support, in addition to other assistance, for eligible individuals.

Please visit [OVS Resource Connect](#) to find a program near you or:

- **Call:** [800-247-8035](tel:800-247-8035), 9 a.m. to 5 p.m., Monday – Friday
- **Email:** [ovsinfo@ovs.ny.gov](mailto:ovsinfo@ovs.ny.gov)

[New York State Office of Mental Health](#): Resources related to mental health. Disaster situations and traumatic events can overwhelm our ability to cope. Often people experience anxiety, fear, helplessness and hopelessness. Know the signs and get help.

[New York State Workers' Compensation](#): Information on available benefits and resources for employees that become injured or ill.

[NYC 988](#): This program provides free, confidential mental health support and services, including Mobile Crisis Teams that respond in-person to a mental health crisis, 24/7 in more than 200 languages. Call or text 988 or [chat](#).

[New York City Mayor's Office of Community Mental Health](#): Mental health resource guides and toolkits.

## Provides:

- Recovery and victim support resources
- Information for families and communities
- Centralized access to services

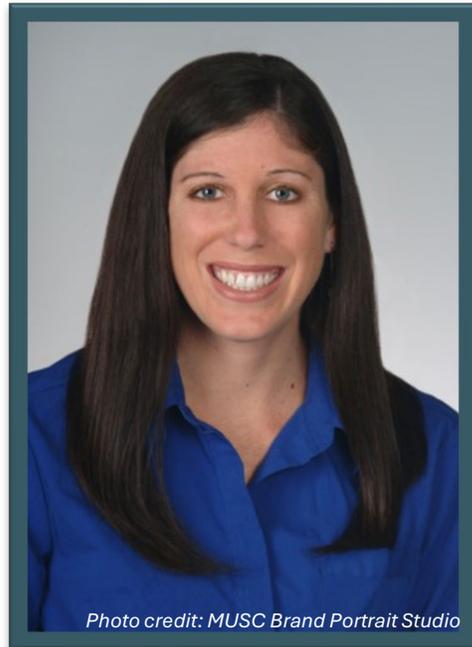
*Shared with mayors to support impacted communities.*



# Ongoing Partnership and Impact

- Supports mayors in leading communities through recovery
- Provides access to national expertise and resources
- Continued collaboration and resource development
- Including upcoming co-branded “lessons learned” guide for mayors

# From Preparedness to Response: How NMVC Supports Communities



**Angie Moreland, Ph.D.**

NMVC Associate Director, and  
Director, Improving Community Preparedness  
Division

National Mass Violence Center

# NMVC – Improving Community Preparedness

*Transition from Improving Community Preparedness (ICP) Assistance Project to the NMVC*

## Assistance to individual communities/sites

- Provide individualized consultations to help develop partnerships, policies, and procedures that proactively prepare to identify and address the needs of victims after MVIs.
- Expand capacity of agencies and local governments by providing supplemental resources to those seeking to augment their existing emergency response plans.

Webinars

Trainings (virtual or in person)

Case studies/scenarios

Review of emergency response plans

Short-term consultations

Long-term consultations

# NMVC – Improving Community Preparedness

*Transition from Improving Community Preparedness (ICP) Assistance Project to the NMVC*

- State
- County
- City
- University
- School District
- Medical Center
- Tribal Communities

18  
Completed  
Communities

49  
Active  
Communities

# Planning and Preparing for Mass Violence

- Many communities who have seen mass violence never expected to have a MVI.
- Hope is not a course of action – effective preparation requires deliberate planning and practice.
- Preparation reduces stress, uncertainty, and anxiety, allowing staff to respond with clarity and confidence.
- Each incident is unique – success depends on collaboration and partnerships for an effective response.
- Low-frequency, high-impact – planning and preparation is crucial; once it starts, it's too late.

# Examples of Key Partners in Planning

## State and Local Resources

### Governor's Office

- Office of Emergency Management/Services/Planning
- State Homeland Security
- Criminal Justice Policy and Planning
- Criminal Justice Council
- Office for the Aging
- Parks Department

### County and Local Executives

- County Executive
- City Manager
- Mayor
- District Attorney
- Town Supervisor
- Medical Examiner/Coroner
- County Department of Parks
- Emergency Manager County

### Education

- State Board of Education
- Superintendent of Public Instruction
- Chancellor's Office for Higher Education
- State Board of Community Colleges
- School Resource Officers
- School Counselors
- Board of Governors State Universities
- Parent/Teacher Association

### Social Services

- Department of Health and Human Services/Social Services
- Adult Mental Health Services
- Child and Family Wellbeing
- Child Protective Services
- Adult Protective Services
- Rural Health
- Public Health
- Homeless Services

### Public Safety and Emergency Management

- Department of Public Safety
- Department of Emergency Management
- Environmental Protection Agency
- State Office of the Chief Medical Examiner

### Law Enforcement

- State Police
- Sheriff's Department
- Bureau of Investigation
- Department of Homeland Security
- Tribal Law Enforcement
- State/City Transit Police
- Local police departments
- Park Rangers

### Firefighters & EMS

- State Association of EMS Administrators
- State Association of Rescue and Emergency Management Services
- State Association of EMS Administrators

### Criminal Justice System

- Attorney General
- State Department of Justice
- District Attorneys' Offices
- State's Attorneys
- Court System (judges, clerks, managers)
- Community Safety Managers

### Victim/Survivor Assistance

- State VOCA Administrator
- State Crime Victim Compensation Program
- State victim/survivor assistance coalitions (DV, SA, general, Child Abuse)
- Prosecutor-based Victim/Witness Staff
- Local Victim Assistance Programs
- Street Outreach Programs
- Trauma Recovery Centers

### Community-Based Organizations

- Red Cross
- United Way
- State Funeral Directors' Assn
- Faith-Based Organizations
- State Convention Bureau
- State Lodging/Restaurant Association
- Designated Travel Agency
- Translation and Interpretation Services

### Health Care/Hospitals

- State Department of Health
- State Emergency Medical Services
- Statewide Health Planning and Development
- State Department of Mental Health
- State Department of Behavioral Health
- State Office of Rural Health
- State Hospital Association
- Hospital Chaplains
- Hospital Department of Security
- Trauma Recovery Centers – Hospital Based
- Level One Trauma Centers

# Examples of Key Partners in Planning

## Federal & National Resources

### Law Enforcement & Prosecution

- FBI
- US Attorney
- ATF
- Department of Homeland Security
  - CPB
- Department of Interior – National Parks Service Park Police & Park Rangers
- DEA

### Examples of Federal and National Victim Assistance Resources:

- FBI Victim Services Response Team
- NOVA Crisis Response Team
- DEA Victim/Witness Program
- Department of Interior National Park Service Victim/Witness Assistance
- NTSB Disaster Assistance Division
- ATF Victim Witness Assistance Program
- OVC TTAC
- NTSB – Transportation Disaster Assistance
- Bureau of Indian Affairs

## Associations

### Executive

- National Governors Association
- State Mayor's Association
- National Council of County Association Executives
- US Conference of Mayors
- National Association of Towns and Townships

### Law Enforcement

- Tribal Law Enforcement Association
- State Association of Chiefs of Police
- State Sheriffs Association
- State Law Enforcement Officers Association
- State Association of Fire Chiefs
- Tribal Law Enforcement

### Health Care

- State Hospital Association
- State Healthcare Association
- American Hospital Association
- Hospital Chaplains Association

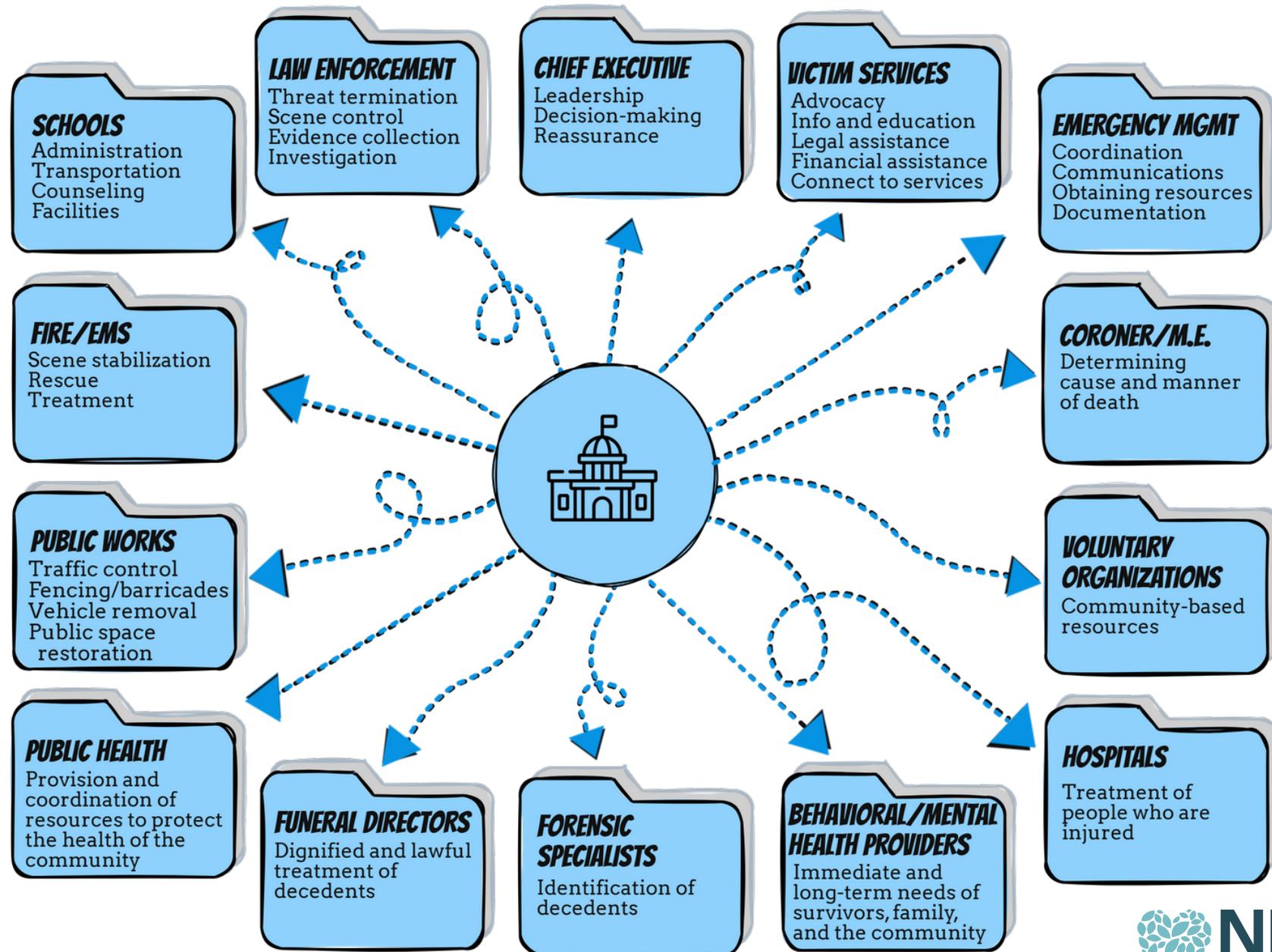
### Education

- State Principals and Assistant Principals Association
- National Education Association
- National Association of School Psychologists
- National Child Traumatic Stress Network

## Press Officers

- Governor
- Attorney General
- Mayor
- Law Enforcement
- Prosecutors

# COMMUNITY-WIDE MASS VIOLENCE PLANNING AND RESPONSE



# 16 Best Practices

<p>1. Incident Command</p> 	<p>2. Committee Identification &amp; Engagement</p> 	<p>3. Up-to-Date Contact List</p> 	<p>4. Friends &amp; Relatives Center (FRC)</p> 
<p>5. Victim Identification &amp; Notification Protocol</p> 	<p>6. Public Information &amp; Crisis Communications Protocol</p> 	<p>7. Volunteer Management Protocol</p> 	<p>8. Family Assistance Center (FAC) Plan</p> 
<p>9. Financial Donation Management Protocol</p> 	<p>10. Memorial &amp; Special Event Management Protocols</p> 	<p>11. Community Behavioral Health Response</p> 	<p>12. First Responder Support</p> 
<p>13. Planning &amp; Preparedness Grants and Emergency Funding Assistance</p> 	<p>14. Community Resilience Planning</p> 	<p>15. Criminal Justice System – Victim Support</p> 	<p>16. Training and Exercise</p> 

# 16 Best Practices (Community Roadmap)



# Community Needs Assessment

## General Questions

- If an MVI occurred, what would pose the biggest challenge for your jurisdiction?
- What has your jurisdiction done to prepare for MV?

## Individual Best Practice (BP) (example)

### Friends & Relatives Center (FRC)/ Family Assistance Center (FAC):

- FRCs and FACs require coordination across multiple agencies and partners. Which planning or organizational structures would need to be in place *before* an incident to make this effective?
- Which functions of these Centers could fail if staff and partners had not trained together or practiced their roles ahead of time?
- If your jurisdiction was called to stand up an FRC or FAC tomorrow, what are *two concrete steps you could take today* to improve readiness?

# Overview of Three Centers



## Friends & Relatives Center

***USUALLY ESTABLISHED IMMEDIATELY AFTER AN MVI (OFTEN OPEN FOR 24-48 HOURS)***

An initial, secure space where survivors, families, and friends can go for timely and accurate information.



## Family Assistance Center

***CAN OPERATE CONCURRENTLY WITH THE FRC OR ESTABLISHED WHEN THE FRC CLOSSES (OPEN 7-10 DAYS OR LONGER)***

A private, safe space where survivors and families can obtain a wide range of services and draw support from each other.



## Resiliency Center

***GENERALLY ESTABLISHED WITHIN A YEAR OF THE MVI (IN EXISTENCE FOR VARYING LENGTHS OF TIME)***

A central hub that provides mid-to long-term recovery and support services for survivors, family members, and first responders.

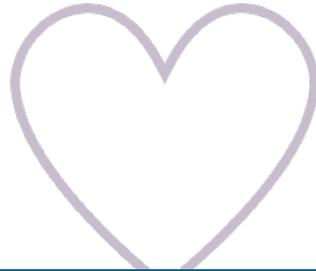
# FRC Functions



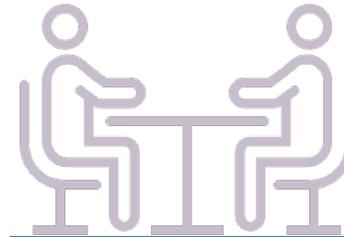
Registration



Reunification



Death  
Notification



Crisis Support



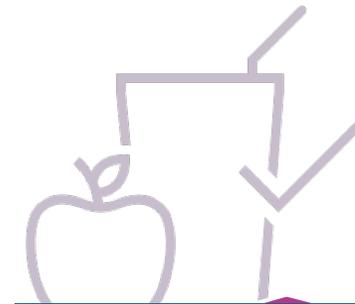
Information  
Briefings



Spiritual Care



First Aid



Food/  
Beverage



# Friends & Relatives Center (FRC)

Service	Agency
Mental/Behavioral Health	
Spiritual Care	
Victim Identification / Tracking	
Communications / Media / Information Briefings	
Transportation	
Limited Food & Beverage	
IT	
First Aid / Medical Event	

# Primary Services at a FAC

Primary Functions/Services provided include:

- Reception
- Mental/Behavioral Health and Spiritual Care
- Initial Victim Advocacy and Access to Apply for Victim Compensation
- Return of Personal Effects
- Legal Guidance
- Vital Document Replacement
- Immediate Transportation and Lodging
- Public Health Services (nurses, medical advice, food)
- Social Services (childcare, memorial services support, private sector participation)
- Victim Information (notifications of hospital, missing, deceased)
- Call Center (centralized Center for those who cannot travel to the physical FAC)

# Emergency Management Checklist: Victim-based Response to a Mass Violence Incident (MVI)

## EMERGENCY MANAGEMENT CHECKLIST FOR VICTIM-BASED RESPONSE TO A MASS VIOLENCE INCIDENT



NOTE: This checklist is intended to serve as a flexible guideline for Emergency Management personnel during the aftermath of a Mass Violence Incident (MVI). The timing and order of actions may vary based on the specific circumstances and evolving needs of the incident. Users should apply professional judgment and adapt these recommendations to best support an effective, victim-centered response. This information is not intended to replace existing emergency response plans, but to supplement existing plans to include victims' issues.



This document was produced by the National Mass Violence Center under Cooperative Agreement 25POVC-23-GK-00555-AERX, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this document are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

### Within Minutes to One Hour After Incident

- Activate Emergency Operations Center (EOC), if applicable, to implement mass violence incident (MVI) plans.

- Implement Unified Incident Command System (ICS) to coordinate response efforts across multiple agencies.
- Establish Communications
  - Initiate ongoing communications with law enforcement leaders and state/local emergency response teams. This may need to be via radio monitoring if the threat is still active.
  - Provide early warning to area hospitals so they can extend shifts, call in additional personnel and clear surgery suites as needed

- Identify or Confirm the location of the Friends and Relatives Center (FRC) and staffing requirements.
  - Preferably near the location of the MVI so that it is accessible to victims, yet far enough away that it will not interfere with emergency operations. The location should have easy access for transportation (ex. Shuttles, personal transport, etc.)
  - Ensure that location allows for privacy, confidentiality, and security.

Training

# Prepare your team for the planning process #KnowBeforeYouNeedTo

LEARN MORE

CONTACT US



No one wants to think that a mass violence incident (MVI) can occur in their community, but, in reality, MVIs can occur anywhere and at any time. Unfortunately, all communities are at risk for mass violence and must consider the possibility of these tragedies striking close to home.

The National Mass Violence Center (NMVC) Improving Community Preparedness Training and Technical Assistance (ICP TTA) program provides no-cost, evidence-based resources to prepare for MVIs.

Website: <https://icptta.com/>

Email us: [icp-tta@musc.edu](mailto:icp-tta@musc.edu)



# Response: How NMVC Supports Communities



**Alyssa Rheingold, Ph.D.**

Director, Response, Recovery & Resilience Division  
National Mass Violence Center (NMVC)

# Agency Roles in Mass Violence Response

## Victim Services

- Local, State, Federal
  - FBI Victim Services Division can be requested to deploy for direct victim assistance
  - SAMHSA /FEMA / NTSB

## Community Services

- National And Local Red Cross
- Community non-profits

## OVC TTAC

- Deploy either in person or virtually along with NMVC
- Conduct community needs assessments for purpose of AEAP grants development
- Draft AEAP Applications for community
- Provide victim services consultation and training

## NMVC

- Immediately pushes out curated resources
- Stands up VRC community page with local agencies
- Deploys either in person or virtually along with OVCTTAC
- Provides consultation on mental behavioral health impact of MVI based on latest research and practice
  - Facilitate Victim/Survivor Forums
  - Facilitate mental/behavioral health forums
- Provide consultation and education on evidence-based early interventions, and long-term treatments for trauma and grief following mass violence
- Provide consultation on evidence-based recovery and resilience strategies following mass violence to include Resiliency Center models

## NCTSN

- Immediately pushes out curated resources
- Can deploy either in person or virtually
- Provides consultation on mental behavioral health impact of MVI for children and young adults
- Provides consultation and education on evidence-based early interventions and long-term treatments for trauma for children and young adults

## NOVA

- Will deploy NOVA Crisis Response Teams nationally and regionally if invited by the community

## NCVC

- VictimConnect Resource Center
- National Compassion Fund
  - Consultation on donation management

# NMVC Immediate Response Resources

- Curated list of resources
- Resources posted on social media and distributed to key partners and allies

09/04/2024 Winder, GA Resource Guide 2

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**Resources for Community Leaders**

- [Timeline of Activities to Promote Mental Health Recovery: Recommendations Before, During, and Following a Mass Violence Incident | Read here](#)
- [Tips for Community Leaders: Rebuilding Your Community | Resources here](#)
- [Navigating Community Resources in Times of Crisis | Read here](#)
- [Unexpected Challenges for Communities during the Immediate Response of a Mass Violence Incident | Read here](#)
- [Psychological First Aid: An Early Intervention to Support Individuals Impacted by Disaster and Large Scale Events via NCTSN | \[Manual\]\(#\) and \[Online Course\]\(#\)](#)

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**Georgia Resources for Crime Victims and Survivors**

- [Georgia Crime Victims Compensation Program | Resources here](#)



National Mass Violence Center  
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Charleston, SC 29425  
NMVRC.org

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September 4, 2024

Mass violence occurring in schools or involving child and/or adolescent victims can be especially difficult for communities. Following the tragic Apalachee High School shooting in Winder, GA where at least four were murdered and 30 physically injured, the National Mass Violence Center offers the resources below which may provide guidance for the community in the coming days and months.

**Resources for Educators**

- [Self-Care Strategies for Teachers & Providers, via NCTSN | Read here](#)
- [Helping Youth After Community Trauma: Tips for Educators, via NCTSN | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Psychological Impact of the Recent Shooting \(for teachers and parents\), via NCTSN | Read here](#)

**Resources for Parents, Caregivers and Teens**

- [Assisting Parents/Caregivers in Coping with Collective Traumas, via NCTSN | Read here](#)
- [Parent Guidelines for Helping Youth After the Recent Mass Shooting, via NCTSN | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Helping Teens with Traumatic Grief - Tips for Caregivers, via NCTSN | Read here](#)
- [Tips for Talking with and Helping Children and Youth Cope After a Disaster or Traumatic Event: A Guide for Parents, Teachers and Caregivers, via SAMHSA | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Tips for Survivors of a Disaster or Other Traumatic Event: Managing Distress via SAMHSA | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [For Teens: Coping After Mass Violence, via NCTSN | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Talking to Children About Violence: Tips for Families and Educators, via NASP | \[Read here\]\(#\)](#)

**Resources for Victims, Survivors, and Community Members**

- [The NMVC self-help app, Transcend NMVC, is available on Apple and Android](#)
- [Twelve Self-Help Tips for Coping in the Aftermath of Mass Violence Incidents | \[Read here\]\(#\)](#)
- [Coping with Grief After a Disaster or Traumatic Event via SAMHSA | \[Read here\]\(#\)](#)
- [Tips for Survivors of a Disaster or Other Traumatic Event: Managing Distress via SAMHSA | \[Read here in English\]\(#\) | \[Read here in Spanish\]\(#\)](#)
- [Tips for Talking With and Helping Children and Youth Cope After a Disaster or Traumatic Event: A Guide for Parents, Teachers and Caregivers via SAMHSA | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Parent Guidelines for Helping Youth After the Recent Mass Shooting via NCTSN | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Managing Distress: Grounding Tips for Crime Victims, Survivors, and Family Members | \[Read here\]\(#\)](#)
- [How to Identify an Experienced Trauma-Focused Therapist | \[English\]\(#\) | \[Spanish\]\(#\)](#)
- [Disaster Distress Helpline | Call or Text: 1-800-985-5990 | \[Español: Llama o envía un mensaje de texto a 1-800-985-5990 presiona "2."\]\(#\)](#)
- [Suicide & Crisis Lifeline | Call or Text 988 | \[Chat 988lifeline.org\]\(#\) | \[Línea de Prevención del Suicidio y Crisis 988\]\(#\)](#)
- [Victim Connect Resource Center | 855-484-2846 | \[Chat Online\]\(#\)](#)
- [National Compassion Fund | <https://nationalcompassionfund.org>](#)

09/04/2024 Winder, GA Resource Guide 3

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**Frequently Asked Questions About the Transcend NMVC Mobile App**

**What is the Transcend NMVC Mobile App?**

This free app was developed by the National Mass Violence Center to help those who have been affected by mass violence. Designed to help reduce the risk of developing problems and enhance recovery if you already have problems, Transcend NMVC:

- Provides information about common reactions to mass violence, crime, and other highly stressful events.
- Guides you through state-of-the-art self-help strategies to reduce the risk of stress-related behavioral health problems and promote recovery if you already have problems.
- Connects you with access to victim/survivor services, financial, legal, and mental health resources.

**Is the Transcend NMVC app just for survivors of mass violence?**

The app was designed for those directly affected by mass violence and their families and friends, but it may also be useful for:

- Victim service providers, law enforcement officials, other first responders and health care professionals who respond to mass violence incidents, mass casualty incidents, or other violent crimes.
- Others in communities that have experienced mass violence.
- Violent crime victims and their family or friends.
- Anyone who had an extremely stressful experience with which they are having trouble coping.

**What topics are covered?**

Transcend offers written explanations, active exercises, and animated videos that highlight strategies to help reduce stress and mental health difficulties for mass violence survivors. Topics include:

- **About** - An overview of common reactions to mass violence and paths to recovery.
- **Calm Your Body** - Highlights the impact of mass violence on your body and provides ways to promote relaxation, sleep and physical well-being.
- **Ease Your Mind** - Explains how mass violence can affect the way you think and strategies to ease your stressed mind.
- **Get Up and Move** - Explains the importance of remaining active and involved with others, while also helping to generate ideas for re-engaging with people and the world around you.
- **Cope with Loss** - Provides coping strategies and activities to help those who are grieving a loss.
- **Reach Out** - Highlights the role of social support in recovery and walks through personal strategies you can use to increase your social support network as you recover.
- **Help Others** - Provides information and strategies about how to help survivors of mass violence.
- **Get Help Now** - Provides information about accessing victim, financial, and legal assistance. This section can also help you get immediate help or connect you with a therapist in your area.

**How can I find the app?**

From a smart phone or tablet, download the FREE Transcend app from the [Google Play Store](#) or [Apple App Store](#).

**How do I get started?**

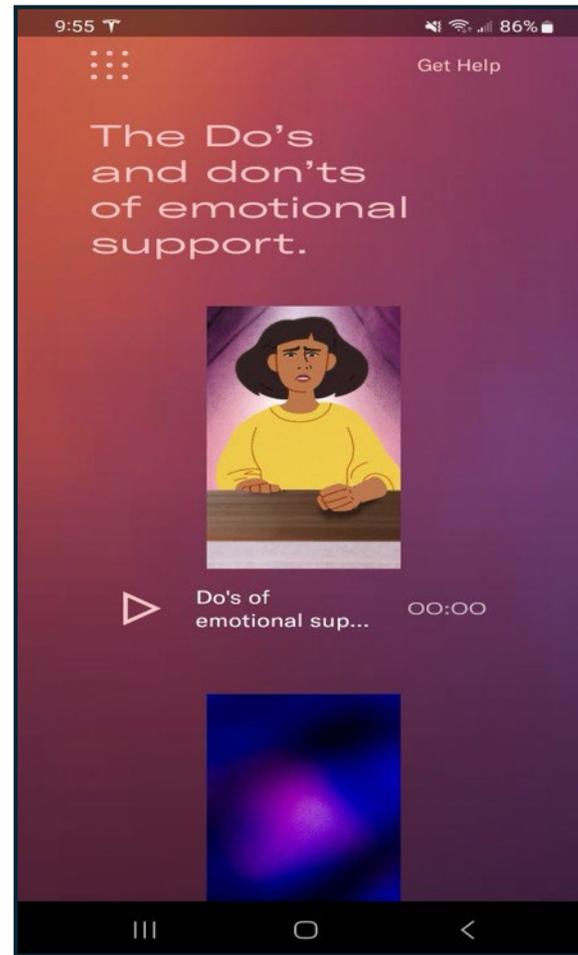
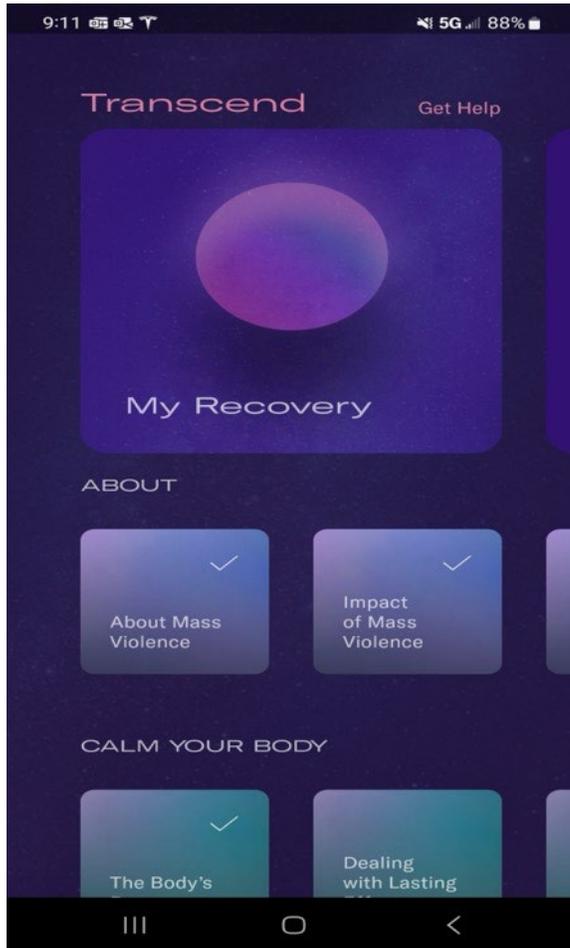
Once you create your account, you can get started in one of two ways:

- The "Personalized Recovery Plan" option: If you select the "Personalized Recovery" plan option, you will be asked to complete a brief assessment. You can complete this assessment immediately, come back to it later, or skip it altogether. When you complete the assessment, the app generates a recovery plan that addresses your specific needs. Then, just follow the plan that is recommended for you.
- The "Explore on Your Own" Option: You can also choose to navigate the app on your own. If you opt out of the assessment, you will go to the main dashboard to explore what's most interesting to you.

This document was produced by the National Mass Violence Center under Cooperative Agreement 14NVCV-23-04-0000-4216, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this document are those of the contributor and do not necessarily represent the official position or policies of the U.S. Department of Justice.

# Transcend - NMVC

Free mobile app to facilitate recovery from mass violence events

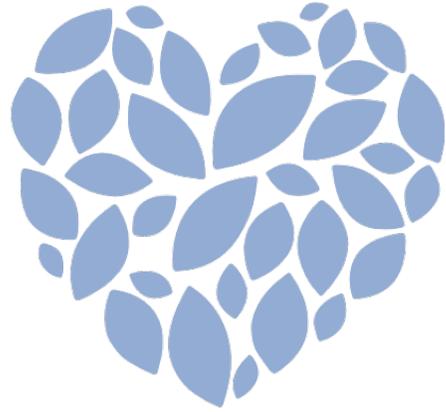


## HOW CAN I FIND THE APP?

From a smart phone or tablet, download the Transcend app from the Google Play Store or Apple Store.



*Developed with partners SpursTech, South I/O, & Igor + Valentine*

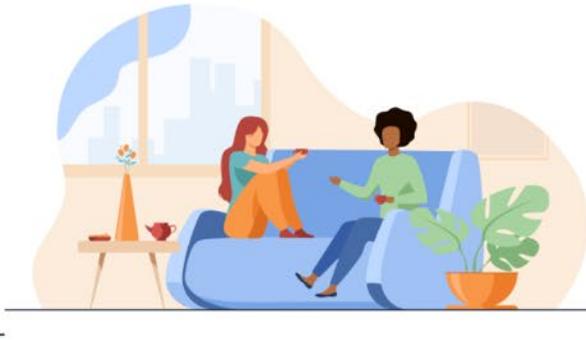


# Virtual Resiliency Center

[massviolence.help](https://massviolence.help)



**Victim & Social Services**



**Social Connection & Empowerment**



**Health & Wellness**



**Managing Grief & Trauma**

# VRC Community Page – Brown University



Victim & Social Services Social Connection & Empowerment Health & Wellness Managing Grief & Trauma

Get Help Now



Home / Brown University

## Resources for those impacted by the Brown University shooting December 13th, 2025

### Welcome to the Virtual Support Center

Use the tabs at the top of the page to find resources for Victim & Social Services, Social Connection & Empowerment, Health & Wellness, and Managing Grief & Trauma.

Some Brown University resources may only be accessible to enrolled students and current faculty and staff. Please call or visit any resources' website to confirm availability.

All Rhode Island and National resources are available to any students, faculty, staff, families, first responders, and community members. Virtual resources are available regardless of Rhode Island residency and enrollment status at Brown University. These resources may be used at any point in your emotional recovery journey.

*If you or someone you know are experiencing emotional distress, thoughts of suicide, or a mental health or substance use crisis, help is always available. For immediate assistance, call or text 988 or chat [988lifeline.org](https://988lifeline.org).*

### Community Resources

The [Family Service of Rhode Island Community Support Center](#) is open at 55 Hope Street in Providence. Hours are Monday–Friday 8:30am–5:00pm. Christmas Eve hours are 8:30am–2:00pm, closed Christmas Day and New Year's Day. The FSRI Community Support Center is staffed with licensed professionals that are trained/experienced victim service providers Monday – Friday 8:30AM– 5PM for anyone in need of support or mental health services. The National Mass Violence Center is providing technical assistance regarding: the vetting of community-based resources and volunteers; coordination/organization of victim services and planning for resilience and recovery services

**Any community member impacted or needing support can call the FSRI's triage line at 401-854-6678.** FSRI's triage line can provide support and coordination including scheduling a same day appointment (virtual or in-person) and mobile crisis response in a person's home or community if more urgent. Mobile Response and Stabilization Service (MRSS) for children and youth under 21 located in Rhode Island can also be accessed through this line.

**BH LINK:** BH Link is a walk-in, 24/7 community-based facility where clinicians connect people to immediate, stabilizing emergency behavioral health services, and long-term care and recovery supports. Serving all Rhode Islanders 18+, located at 975 Waterman Ave. East Providence, RI 02914. We strive to create a safe, understanding, and calming place where we can meet your needs.

<https://massviolence.help/brown-university>



# VRC Community Page – Evergreen Resiliency Center



[Victim & Social Services](#) [Social Connection & Empowerment](#) [Health & Wellness](#) [Managing Grief & Trauma](#)

[Get Help Now](#)



[Home](#) / [Evergreen CO](#)

## Evergreen Resiliency Center

The **Evergreen Resiliency Center** is here to support healing and recovery after the tragedy of September 10, 2025. Staffed by caring professionals, the ERC is a safe and supportive place for students, faculty, family members, and community members. We offer help with finding resources, support with crime victim compensation applications, connections to counseling and mental health services, and providing a welcoming gathering space for the school community. Whether you are seeking resources, guidance, or simply a safe and welcoming place to be, you are not alone.

Here, you will find a collection of resources designed for students, staff, faculty, families, and community members. Please explore the tabs at the top of the page for information and support related to **Victim & Social Services**, **Social Connection & Empowerment**, **Health & Wellness**, and **Managing Trauma**.

All Colorado and national resources listed on this site are available to anyone in need, regardless of Evergreen residency or enrollment status at Evergreen local schools. These supports are here for you at any stage of your recovery and healing journey.

### Evergreen Resiliency Center

5120 CO Road 73, Evergreen CO. 80439 (*The Yellow House*)

(720) 362-2925

[admin.erc@victimoutreach.org](mailto:admin.erc@victimoutreach.org)

#### Hours of Operation:

Monday – Friday: 7:00am – 7:00pm

Saturday & Sunday: Closed

<https://massviolence.help/evergreen-co>



# Consultation and Support (examples)

- **Early Interventions:** Psychological First Aid, Skills for Psychological Recovery
- **Evidence Based Practices and Mental Health Treatments:** Prolonged Exposure, TF-CBT, Cognitive Processing Therapy, etc.
- **First Responder Consultation:** Stress First Aid, Peer Support
- **Fostering Resilience and Recovery after MVI**
- **Resiliency Center:** Development, Programming, Sustainability Planning
- **Trauma-informed School Reopening**
- **Resilience for Providers**
- **Memorial Planning – should include victims’ voices**
- **Court Proceedings Support**

# NMVC Offers Extensive Resources for Individuals, Communities, and Professionals Who Are Impacted by Mass Violence



## Tip Sheets

From grief and trauma to working with the media



## Best Practices Guides

Comprehensive guides about critical topics with lessons learned & helpful resources



## Resource Guides

Curated for communities impacted by mass violence



## Community & Victim Surveys

Findings and reports



## Six Forums

Created for RCs & schools to discuss challenges & solutions

# NMVC Offers Extensive Resources for Individuals, Communities, and Professionals Who Are Impacted By Mass Violence (cont.)



## National Town Halls

Quarterly, virtual series sharing evidence-based best practices



## Mass Violence Podcast

Conversational interviews about complex topics



## Transcend NMVC App

Free self-help mobile app to help recovery



## Virtual Resiliency Center

Online resource hub for individuals and communities

# NMVC Response and Recovery Support: Examples of Latest Tipsheets/Resources

- Survivor to Survivor Tips for Recovery and Resilience by Amy O’Neil
- Overview of Three Centers: Friends and Relatives Center, Family Assistance Center, and Resiliency Center
- Sample Screening Questions for Mental/Behavioral Health Referral Sources
- Navigating Academic Topics that May Serve as Trauma Cues: Tips for Teachers/Professors/Instructors
- Trauma Informed Spiritual Support
- Common Questions Asked by Parents Following MVI on a University Campus

## Survivor-to-Survivor Tips for Recovery and Resiliency

“Being impacted by a mass violence incident can leave a wound that is hard to describe, a sense of searching for something, and challenge the way you feel about yourself and the world.” ~Amy O’Neill



### Emotional Honesty & Self-Compassion

- **Put Yourself First** - Don't hide or feel the need to protect others from your pain. Your individual experience matters. People (including family) may say the wrong things because they don't understand; try not to personalize it but acknowledge how it makes you feel.
- **Let Go of "What If's"** - Feeling helpless can lead to unanswerable questions and unhelpful thoughts: "I should have...I could have...Why didn't I...?" Be kind to yourself.
- **Survivor's Guilt Won't Help You Heal** - It only takes more from you. Don't shame/blame yourself for not having lost more or for needing acknowledgment of your experience.
- **Self-Compassion Heals** - Treat yourself with the same kindness you would offer another.
- **It Takes Time to Understand** what you are thinking and feeling and feelings may change - be patient with yourself

# NMVC Response and Recovery Support: Lewiston, ME - Example



Photo Credit: Rheingold

**Oct 25, 2023:** Just-In-Time Recreation bowling alley & Schemengees Bar & Grille; 18 victims were killed and 13 victims were physically wounded

- FBI Victim Services and American Red Cross - Family Assistance Center
- NOVA Crisis Response Team invited by the State to assist
- NCTSN provided consultation and connections
- OVC, OVCTTAC and NMVC deployed in person within the first week

# NMVC Response and Recovery Support: Lewiston, ME - Example

- Curated list of resources
- In-person consultation: Oct 2023, Sept 2024, Feb 2025
- **Listening Sessions:**
  - Victim/survivors (adults and youth)
  - Deaf and hard of hearing community
  - Victim service providers
  - Educators
  - Mental/behavioral health providers



Photo Credit: Rheingold

# NMVC Response and Recovery Support: Lewiston, ME - Example

Initial Response

Setting up a  
Resiliency Center

Community Outreach  
& Programming

Self-Care for Staff

Re-Opening

Longer Term  
Recovery

Mental Health Screening  
and Referral Approaches

Assisting Children in  
Schools

Unique Needs of Deaf  
and Hard of Hearing Community

Sustainability Planning

Mental Health Service  
Provision

# NMVC Response and Recovery Support: Lewiston, ME - Example

- Training for direct care: 3-day Prolonged Exposure, self-care workshop, PFA workshop, two 2-day GRIEF Approach, 2-day SPR workshop
- Participated in peer support at two in person Resiliency Directors Meetings: July 2024, October 2025 (hosted)
- Participate in:
  - Resiliency Center Director's Forum
  - Victim Navigator's Forum
  - Clinicians Forum

**ONE STRATEGY OR SKILL**

# NMVC Resources Requested from the Field

Thank you for your responses in advance.



Let's discuss a few frequently requested resources...



<https://www.youtube.com/@NationalMassViolenceCenter>

**Catch recaps of past Town Halls on our channel**

# To Request an NMVC Consultation or Assistance:

 *General Inquiries: [nmvc@muscc.edu](mailto:nmvc@muscc.edu)*

 *Improving Community Preparedness Inquiries: [icp-tta@muscc.edu](mailto:icp-tta@muscc.edu)*

# WRAP-UP & EVALUATION

Upon ending your session, a survey will appear.  
***We ask that you please take the time to complete this brief survey.***

Your feedback and suggestions are appreciated, and are helpful to improve our National Town Hall series, and to identify National Town Hall topics for the future.

**We appreciate your time and attention.**

# Next National Town Hall #17

## MAY 2026

SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

**Topic:** *Health Care and Hospitals: Partnerships & Resources for Mass Violence Preparation, Response, Recover and Mitigation*

**Date:** May 21, 2026

Thank  
you