

August 28, 2023

Following the tragic hate-based murders of three people in Jacksonville, Florida on Saturday, August 26, 2023, we at the National Mass Violence Victimization Resource Center believe the resources below may provide some guidance for survivors and the community in the coming days and months.

Resources for Victims, Survivors and Community Members

- The NMVVRC 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](#)
- Tips For Survivors: 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 | [Read here in English](#) | [Read here in Spanish](#)
- Parent Guidelines for Helping Youth After the Recent Mass Shooting via NCTSN | [Read here in English](#) | [Read here in Spanish](#)
- Managing Distress: Grounding Tips for Crime Victims, Survivors and Family Members | [Read here](#)
- How to Identify an Experienced Trauma-Focused Therapist | [Read here](#)
- Disaster Distress Helpline | Phone: 1-800-985-5990 | Text: "TalkWithUs" to 66746
- Suicide & Crisis Lifeline | Call or Text 988 | Chat [988lifeline.org](https://www.988lifeline.org) | Línea de Prevención del Suicidio y Crisis 988

Resources for Mass Violence Crimes Motivated by Hate

- Resilience Following Hate Crimes: Information & Tips | [Read here](#)
- Talking to Children About Hate Crimes | [Read here](#)
- Talking to Children About Hate Crimes and Anti-Semitism via NCTSN | [Read here](#)

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](#)

Florida Resources for Crime Victims and Survivors

- Florida Bureau of Victim Compensation | Resources [here](#) | (800) 226-3388 | VCIntake@MyFlorida.Legal.com
- Jacksonville Victim Services Center | (904) 255-3388
- City of Jacksonville Social Services | Resources [here](#)

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 Victimization Resource 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 Transcend app from the [Google Play Store](#) or [Apple App Store](#). As mentioned, it is free.

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.