

September 11

Recovery

Program

A Guide to Assistance



**American
Red Cross**

In the aftermath...

The disaster that struck the nation on September 11, 2001 claimed thousands of lives, but it also imposed a heavy toll on the tens of thousands who were left behind or otherwise affected by the catastrophe. Seconds after the first attack, Red Cross staff and volunteers took immediate action, providing a broad range of emergency support. Today, in keeping with our overall mission to help people cope with disaster, the Red Cross continues to address the ongoing and emerging needs of those affected.

If you are among those who lost a family member, were seriously physically injured, or displaced from your home, or suffered physical or psychological effects while working as an authorized disaster responder, this guide is for you.

How to use this guide

First, look at the list of Who We Are Helping to determine if you are eligible to receive assistance. Then turn to the appropriate section of this brochure where you'll find the information you need to take the next step in obtaining support. The group definitions are based on the overall fund distribution plan endorsed by Senator George Mitchell. A copy of the distribution plan is available at: http://www.redcross.org/press/disaster/ds_pr/pdfs/final_plan.pdf.

To access services listed, please call the American Red Cross Call Center at 1-877-746-4987.

Who We Are Helping

Families of Deceased or Missing

Those who lost a family member as a result of the September 11, 2001 attacks at or in the immediate vicinity of the World Trade Center, the Pentagon, or the site of the plane crash in Shanksville, Pennsylvania.

Seriously Physically Injured and Family

Individuals who, as a result of their presence on September 11, 2001 at or in the immediate vicinity of the World Trade Center, the Pentagon, or the site of the plane crash in Shanksville, Pennsylvania, suffered a non-respiratory, verifiable, serious physical injury or physical condition causally related to the September 11 disaster for which they were admitted to a hospital for a minimum of 24 hours during the one-week period from September 11 to September 18, 2001.

Other Injured

Individuals who, as a result of their presence on September 11, 2001 at or in the vicinity of the World Trade Center, the Pentagon or the site of the plane crash in Shanksville, PA, suffered a non-respiratory physical injury or physical condition causally related to the September 11 disaster, for which they received/began outpatient medical treatment during the one week period of September 11 to September 18, 2001.

Displaced Residents

Individuals who lived south of Canal Street in Manhattan on September 11, 2001, who as a direct result of the terrorist attacks of that day, were either displaced from their home, had their home damaged, or had access to their home disrupted.

Disaster Responders and their Families

Authorized uniformed personnel (e.g., police, fire, and rescue), construction site workers, volunteers, and the staff of relief and governmental agencies, officially deployed to restricted areas in the immediate vicinity of the World Trade Center, the Pentagon, or the site of the plane crash in Shanksville, Pennsylvania.

This includes those who suffered a non-respiratory injury or physical condition causally related to the September 11, 2001 disaster for which they sought out outpatient medical treatment within 7 days after sustaining their injuries or physical condition.

For others not mentioned above

The Red Cross coordinates its services with other agencies serving the needs of people affected by events of September 11, 2001. Even if you are not eligible for Red Cross services, there is help available. Please call the 24 hour September 11th Support Hotline at 1-866-689-HELP (4357).

FAMILIES OF DECEASED OR MISSING

Family Support Services

A trained Family Support Specialist will be assigned to you upon request to provide assistance, including support, guidance, coordination of resources, case management, and information and referrals.

Mental Health Services⁺

- Information and Referral
- Clinical Case Management

Financial assistance for *out-of-pocket* uncovered expenses for:

- Counseling - individual/group/family/couples
- Psychotropic Medications
- Psychiatric Hospitalization
- Inpatient/Outpatient Substance Abuse Treatment

Health Services⁺

- Information and Referral
- Clinical Case Management

Financial Assistance

Family Gift Program

Supplemental Gift Program

Special Circumstances Gift

Additional Financial Support

Please speak to your assigned Family Support Specialist or call the Red Cross Call Center at 1-877-746-4987 for information and program guidelines.

⁺ Financial assistance for Mental Health and Health Services is based on financial need.

SERIOUSLY PHYSICALLY INJURED AND THEIR FAMILIES^{*}

Family Support Services

A trained Family Support Specialist will be assigned to you upon request to provide assistance, including support, guidance, coordination of resources, case management, and information and referrals.

Mental Health Services⁺

- Information and Referral
- Clinical Case Management

Financial assistance for *out-of-pocket* uncovered expenses for:

- Counseling - individual/group/family/couples
- Psychotropic Medications

- Psychiatric Hospitalization
- Inpatient/Outpatient Substance Abuse Treatment

Health Services**

- Information and Referral
- Clinical Case Management
- Financial assistance for *out-of-pocket* uncovered expenses for healthcare for injury or physical condition causally related to the September 11, 2001 disaster.

Financial Assistance

Family Gift Program

Supplemental Gift Program

Special Circumstances Gift

Additional Financial Support

Please speak to your assigned Family Support Specialist or call the Red Cross Call Center at 1-877-746-4987 for information and program guidelines.

- *Health Services apply only to the physically injured.*
- + *Financial assistance for Mental Health and Health Services is based on financial need.*

OTHER INJURED

Family Support Services

A trained Family Support Specialist will be assigned to you upon request to provide assistance, including support, guidance, coordination of resources, case management, and information and referrals.

Health Services*

- Information and Referral
- Clinical Case Management
- Financial assistance for *out-of-pocket* uncovered expenses for healthcare for injury or physical condition causally related to the September 11, 2001 disaster.

Financial Assistance

Additional Financial Support

Please speak to your assigned Family Support Specialist or call the Red Cross Call Center at 1-877-746-4987 for information and program guidelines.

- + *Financial assistance for Health Services is based on financial need.*

DISPLACED RESIDENTS

Family Support Services

A trained Family Support Specialist will be assigned to you upon request to provide assistance, including support, guidance, coordination of resources, case management, and information and referrals.

Mental Health Services⁺

- Information and Referral
- Clinical Case Management

Financial assistance for *out-of-pocket* uncovered expenses for:

- Counseling - individual/group/family/couples
- Psychotropic Medications
- Outpatient Substance Abuse Treatment

Health Services⁺

- Information and Referral

Additional Services⁺

- Air Purifier and HEPA vacuums
- Reimbursement for *out-of-pocket* expenses incurred during displacement
- Reimbursement for cleaning expenses. Referrals to EPA
- Financial assistance for damaged home furnishings in the impacted area in the immediate vicinity of the WTC
- Relocation assistance during EPA cleaning/testing
- Relocation assistance due to mental health concerns
- Relocation assistance (moving and storage to return home or move into permanent housing)

+ *Financial assistance for Mental Health, Health Services and Additional Services is based on financial need.*

DISASTER RESPONDERS AND THEIR FAMILIES^{*}

Family Support Services

A trained Family Support Specialist will be assigned to you upon request to provide assistance, including support, guidance, coordination of resources, case management, and information and referrals.

Mental Health Services⁺

- Information and Referral
- Clinical Case Management

Financial assistance for *out-of-pocket* uncovered expenses for:

- Counseling - individual/group/family/couples
- Psychotropic Medications

SERVICES WE ARE PROVIDING

- Psychiatric Hospitalization
- Inpatient/Outpatient Substance Abuse Treatment

Health Services**

- Information and Referral
 - Clinical case management
 - Financial assistance for *out-of-pocket* uncovered expenses for healthcare for injury or physical condition causally related to the September 11, 2001 disaster.
- *Health Services apply only to the injured.*
+ *Financial assistance for Mental Health and Health Services is based on financial need.*

CONTACT INFO

For information, to access services or to be assigned a Family Support Specialist call the Red Cross at 1-877-746-4987 or TTY 1-800-662-1220

Clients may also access Red Cross mental health benefits by calling 1-800-LIFENET.

For information, visit the website at:

www.redcross.org/september11/help

The American Red Cross reserves the right to modify or terminate, at any time and in its sole discretion, the services and financial assistance referred to in this brochure.

This brochure depicts the services offered by the American Red Cross. Eligibility is dependent on criteria as defined by the Liberty Fund Distribution Plan and will be determined on a case by case basis.

OUR PARTNERS

The Red Cross works extensively with other charitable organizations, government agencies, community-based organizations and regional support groups in providing a coordinated approach to service. The Red Cross is a member of the 9/11 United Services Group in New York, which represents thirteen social service agencies and federations and provides information and links to many of the key programs developed to serve the needs of those affected by September 11. For more information, contact 1-866-689-HELP (4357) or visit the 9/11 USG Website at www.9-11usg.org. In New Jersey, the Red Cross works cooperatively as part of the New Jersey Family Advocate Program. For more information, call 877-688-5268.

The Red Cross is also working with other organizations around the country such as, Network of Victims Assistance in Bucks County, Pennsylvania, Northern Virginia Family Services and Maryland on the Mend to assure that clients are effectively served in their local communities. For more information about resources in your community call the Red Cross at 1-877-746-4987.



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P.O. Box 2018, New York, NY 10013