

# 9/11 Resource Guide



A Directory of Services for Those Affected by 9/11

August 2008

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Since the tragedy of September 11, 2001, countless people have suffered the effects – from trauma and other health problems to financial loss and construction noise and traffic in lower Manhattan. While many have returned to their normal lives, others have not been as fortunate.

This guide is designed to remind those affected that assistance is still available. It contains detailed information about organizations, agencies and programs that are working toward getting you healthy and helping you gain your financial independence. To help you find resources quickly and easily, the guide is organized by category, starting with specialized World Trade Center (WTC) treatment services.

We would like to remind you that a listing is not a guarantee of services or eligibility.\* As funding shifts, some services may no longer be available. It is always best to call the organization listed for details about their program.

We hope you find this guide informative and helpful.

Questions? Need more information? Call 311 or visit [nyc.gov/9-11HealthInfo](http://nyc.gov/9-11HealthInfo).

Want to learn about lower Manhattan's revitalization? Visit [lowermanhattan.info](http://lowermanhattan.info).

\* A listing in this guide does not necessarily mean that the City of New York endorses the organization or the services it provides.



## Specialized World Trade Center (WTC) Treatment Services

Through a combination of city, federal and private funding, free treatment services are available to people with 9/11-related health conditions.

### WTC Centers of Excellence

The WTC Centers of Excellence offer:

- Free treatment and medication for health conditions related to 9/11.
- Treatment by health professionals specializing in 9/11-related conditions.
- Assistance with applying for 9/11-related benefits, such as Workers' Compensation.

The WTC Centers of Excellence consist of:

**The WTC Environmental Health Center** at:

#### **Bellevue Hospital Center**

462 First Avenue, Second Floor (at 28th Street), New York, NY 10016

#### **Gouverneur Healthcare Services**

227 Madison Street (at Clinton Street), New York, NY 10002

#### **Elmhurst Hospital Center**

79-01 Broadway, Elmhurst, NY 11373

#### **Who Is Eligible**

- People who lived in lower Manhattan and areas of Brooklyn.
- Students in a school in the area.
- People working in or around area offices, stores, schools or apartment buildings.
- People involved in debris removal and clean up.

The WTC Environmental Health Center treats people with 9/11-related health conditions only. It is not a screening program for people who do not have health problems related to 9/11.

**Contact:** Call **(877) WTC-0107 (877-982-0107)** or visit <http://www.nyc.gov/html/hhc/html/services/wtc-health-center.shtml>

#### **Mount Sinai Consortium: WTC Medical Monitoring and Treatment Program**

Services are available at exam sites in Manhattan, Queens, Yonkers, Long Island and New Jersey. To locate a site near you, visit [wtcexams.org](http://wtcexams.org).

**Who Is Eligible:** Workers and volunteers who responded to the 9/11 attacks

**Contact:** Call **(888) 702-0630** (Registration Hotline) or visit [wtcexams.org](http://wtcexams.org)

#### **Fire Department of New York (FDNY): WTC Medical Monitoring and Treatment Program**

Bureau of Health Services

9 Metrotech Center, Room 2E-13, Brooklyn, NY 11201

**Who Is Eligible:** Active and retired FDNY and EMS members who participated in the 9/11 rescue and recovery effort

**Contact:** Call **(718) 999-1858** or visit [nyc.gov/9-11healthinfo](http://nyc.gov/9-11healthinfo)

#### **NYC 9/11 Benefit Program for Mental Health and Substance Use Services**

Helps cover out-of-pocket costs for 9/11-related mental health and substance use treatment. Coverage is retroactive to January 2, 2007 and continues through January 7, 2011.

**Who Is Eligible:** NYC residents affected by 9/11 or those with 9/11-related psychological symptoms

**Contact:** Call **(877) 737-1164** or visit [nyc.gov/9-11mentalhealth](http://nyc.gov/9-11mentalhealth)

### Deadlines Extended for WTC Workers' Compensation, Disability

The deadline for Ground Zero workers and volunteers to register for New York State Workers' Compensation benefits has been extended to **September 11, 2010**. Registering by this date will preserve your right for future benefits. Call (877) WTC12-08 for a registration form or download one at [wtc12.org](http://wtc12.org).

In addition, the deadline for eligible city and state employees to file a Notice of Participation under the WTC Disability Law has been extended to **September 11, 2010**. The WTC Disability Law provides a retirement and accidental death benefit to eligible city and state employees who became disabled from participating in the WTC rescue, recovery and clean-up operations between September 11, 2001, and September 12, 2002. For more information about filing a Notice of Participation, visit [nyc.gov/9-11healthinfo](http://nyc.gov/9-11healthinfo).

## Health Advocacy

### **New York Committee for Occupational Safety and Health (NYCOSH)**

116 John Street, Suite 604, New York, NY 10038

Non-profit coalition of local unions, individual workers, physicians, lawyers and other health and safety activists dedicated to workplace safety and health.

**Contact:** Call **(212) 227-6440** or visit [nycosh.org](http://nycosh.org)

### **Reconciliation and Culture Cooperative Network (RACCOON)**

43-32 22nd Street, Suite 301, Long Island City, NY 11101

Assistance with community health needs for Western Balkan immigrants.

**Who Is Eligible:** Immigrants from the Western Balkans

**Additional Languages:** Albanian, Bosnian, Croatian, Serbian

**Contact:** Call **(718) 784-9121** or visit [Balkansnet.org/nada.html](http://Balkansnet.org/nada.html)

## Mental Health and Wellness: New York

### NYC 9/11 Benefit Program for Mental Health and Substance Use Services

See page 5 under Specialized World Trade Center (WTC) Treatment Services.

### American Group Psychotherapy Association

25 East 21st Street, 6th Floor, New York, NY 10010

Support for mental health professionals.

**Who Is Eligible:** Mental health professionals working in schools in Manhattan and Staten Island

**Contact:** Call (877) 668-2472 or visit [agpa.org](http://agpa.org)

### CIS Counseling Center

111 John Street, Suite 930, New York, NY 10038

Outpatient mental health, substance use and case management services.

**Additional Languages:** Farsi, Russian, Spanish

**Contact:** Call (212) 385-0086 (mental health services) or (212) 964-0128 (addiction services), or visit [ciscounseling.com](http://ciscounseling.com)

### Disaster Preparation and Trauma Mitigation

520 8th Avenue, 11th Floor, New York, NY 10018

Training in self-care and personal resilience.

**Contact:** Call (212) 563-7570, ext. 207 or visit [percs.org](http://percs.org)

### Faithful Response

1294 Bellmore Avenue, North Bellmore, NY 11710

Free mental health care, counseling and case management services.

**Who Is Eligible:** People affected by 9/11

**Additional Languages:** Italian, Spanish

**Contact:** Call (516) 679-0080 or visit [faithfulresponse.org](http://faithfulresponse.org)

### Friends of Firefighters

159 1/2 Columbia Street, Brooklyn, NY 11231

Individual and couples counseling, wellness trips and special events.

**Who Is Eligible:** FDNY staff and their families

**Contact:** Call (718) 643-0980 or [friendsoffirefighters.org](http://friendsoffirefighters.org)

### LifeNet

50 Broadway, 19th Floor, New York, NY 10004

24/7, confidential, toll-free, crisis intervention, referral and information service.

**Who Is Eligible:** New York City residents, will connect callers to referral hotlines nationwide

**Additional Languages:** Cantonese, Chinese, Korean, Mandarin, Spanish, TTY

**Contact:** Call 1-800-LifeNet (1-800-543-3638) or (212) 982-5284 (TTY), or visit [mhaofnyc.org](http://mhaofnyc.org)

### Lutheran Social Services of New York: Midtown New Life Center

308 West 46th Street, New York, NY 10036

Counseling and support groups.

**Who Is Eligible:** People affected by 9/11

**Additional Languages:** Spanish

**Contact:** Call (212) 265-1826 or visit [lssny.org](http://lssny.org)

### Mental Health Association of Westchester County

2269 Saw Mill River Road, Building 1A, Elmsford, NY 10523

Individual, marriage and family counseling.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call (914) 345-5900, ext. 240 or visit [mhawestchester.org](http://mhawestchester.org)

### Nassau County Drug and Alcohol Hotline

2740 Martin Avenue, Bellmore, NY 11710

24/7, confidential, toll-free crisis intervention hotline.

**Who Is Eligible:** Long Island residents

**Contact:** Call (516) 679-1111 or visit [longislandcrisiscenter.org](http://longislandcrisiscenter.org)

### Program for Anxiety and Traumatic Stress

525 East 68th Street, Box 200, New York, NY 10065

Treatment for trauma and stress disorders.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call (212) 821-0783 or visit [patss.com](http://patss.com)

### Reconciliation and Culture Cooperative Network (RACCOON)

See page 5 under Health Advocacy.

### Response Hotline of Suffolk County

P.O. Box 300, Stony Brook, NY 11790

24/7, confidential, toll-free crisis intervention and counseling service.

**Who Is Eligible:** Suffolk County residents

**Additional Languages:** Spanish

**Contact:** Call (631) 751-7500 (English) or (631) 751-7423

(Spanish - available from 5 to 10 pm), or visit [responsehotline.org](http://responsehotline.org)

### Saint Vincent's Trauma and Wellness Center

170 Broadway, New York, NY 10038

Mental health counseling and holistic services.

**Who Is Eligible:** People affected by 9/11

**Additional Languages:** Chinese, Spanish

**Contact:** Call (212) 346-2582

## St. Mark's Place Institute for Mental Health: 9/11 Wellness and Recovery Program

57 St. Mark's Place, New York, NY 10003

9/11-related mental health and substance use counseling.

**Who Is Eligible:** New York City residents

**Additional Languages:** French, Italian, Japanese, Polish, Russian, Spanish, Ukrainian

**Contact:** Call **(212) 982-3470**

## The Samaritan's Suicide Prevention Hotline

P.O. Box 1259, Madison Square Station, New York, NY 10159

Confidential 24-hour suicide prevention hotline.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call **(212) 673-3000** or visit [samaritansnyc.org](http://samaritansnyc.org)

## StoryCorps

80 Hanson Place, 2nd Floor, Brooklyn, NY 11217

Opportunity to honor and record life stories of those lost on 9/11.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call **(646) 723-7027** or visit [storycorps.net/wtc](http://storycorps.net/wtc)

## Trauma Studies and Services at Columbia University/ New York State Psychiatric Institute

1051 Riverside Drive, New York, NY 10032

Free diagnosis and treatment of 9/11-related post-traumatic stress and grief-related problems.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call **(212) 543-6747**

## Mental Health and Wellness: National

### LifeNet

See page 6 under Mental Health and Wellness: New York.

## Connecticut

### Connecticut Information Line (211)

1344 Silas Deane Highway, Rocky Hill, CT 06067

24-hour hotline for information about community services, referrals to human services and crisis intervention.

**Who Is Eligible:** Connecticut residents

**Additional Languages:** Spanish

**Contact:** Call **211** or **(800) 203-1234** (outside Connecticut)

## Illinois

### Willow House September 11th Project

3330 Dundee Road, Suite S1-S4, Northbrook, IL 60062

Peer support groups, special programs and workshops.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call **(847) 205-5666**

## Massachusetts

### Massachusetts 9/11 Fund

75 Kneeland Street, 6th Floor, Boston, MA 02111-1901

Health care support program, mental health services and support, financial assistance, commemoration events and scholarships.

**Who Is Eligible:** Massachusetts, New Hampshire and Rhode Island residents who lost a loved one on 9/11

**Contact:** Call **(866) 386-3911** or visit [www.massfund.org](http://www.massfund.org)

## New Jersey

### Jewish Family and Vocational Services of Middlesex County

200 Metroplex, Suite 200, Edison, NJ 08817

Social services, counseling and advocacy services.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call **(732) 777-1940** or visit [jfv.org](http://jfv.org)

### New Jersey Veterans Helpline

671 Hoes Lane, Piscataway, NJ 08855

24/7, toll-free helpline for peer counseling, clinical assessment, case management, family resources and mental health referrals.

**Who Is Eligible:** New Jersey veterans and their families

**Additional Languages:** Spanish

**Contact:** Call **(866) 838-7654** or visit [njveteranshelpline.org](http://njveteranshelpline.org)

### Sky Help

218 Evergreen Drive, Moorestown, NJ 08057

Trauma recovery, peer support, outreach, referral services and continuing education.

**Who Is Eligible:** People suffering from trauma

**Contact:** Call **(877) 759-4357** or visit [skyhelp.org](http://skyhelp.org)

## Substance Use

### NYC 9/11 Benefit Program for Mental Health and Substance Use Services

See page 5 under Specialized World Trade Center (WTC) Treatment Services.

### Alcoholics Anonymous

475 Riverside Drive, 11th Floor, New York, NY 10115

Support for people with an alcohol problem.

**Contact:** Call (212) 870-3400 or visit [alcoholics-anonymous.org](http://alcoholics-anonymous.org)

### Narcotics Anonymous

P.O. Box 9999, Van Nuys, CA 91409

Support for people with drug problems.

**Contact:** Call (212) 929-6262 or visit [na.org](http://na.org)

### New York City Al-Anon

350 Broadway, Suite 404, New York, NY 10013

Support for those affected by someone else's drinking.

**Contact:** Call (212) 941-0094 or visit [nycalanon.org](http://nycalanon.org)

## Employment Assistance

### Council of Jewish Organizations of Flatbush

1658 Coney Island Avenue, Brooklyn, NY 11230

Employment assistance and training.

**Who Is Eligible:** People affected by 9/11.

**Additional Languages:** Arabic, Farsi, French, Hebrew, Hungarian, Russian, Spanish, Ukrainian, Yiddish

**Contact:** Call (718) 377-2900 or visit [cojoflatbush.org](http://cojoflatbush.org)

### New York City Job Centers

Job search and placement services, child care information, vocational, education and training services and referrals to Medicaid, food stamp and other emergency assistance benefits.

**Contact:** Call 311 or visit [nyc.gov](http://nyc.gov)

### Restaurant Opportunities Center of New York City

275 Seventh Avenue, Suite 1703, New York, NY 10001

Free job training, placement, support and advocacy for restaurant workers.

**Who Is Eligible:** Restaurant workers citywide

**Additional Languages:** Arabic, Bengali, Chinese, French, Spanish

**Contact:** Call (212) 343-1771 or visit [rocny.org](http://rocny.org)

### Workforce 1 Career Centers

Free job training, recruitment and placement services at career centers citywide.

**Contact:** Call 311 or visit [nyc.gov/sbs](http://nyc.gov/sbs)

## Financial Assistance

### 9/11-Specific

#### New York Disaster Interfaith Services

22 Cortlandt St., 20th Floor, New York, NY 10007

Financial assistance through the 9/11 Unmet Needs Roundtable.

**Who Is Eligible:** People impacted by 9/11 with limited or no access to recovery assistance

**Contact:** Call (212) 669-6100 or visit [nydis.org](http://nydis.org)

#### New York State Crime Victims Board

55 Hanson Place, 10th Floor, Brooklyn, NY 11217

Up to \$30,000 in financial assistance for people who lost a family member on 9/11 and others who qualify.

**Contact:** Call (800) 247-8035 or visit [cvb.state.ny.us](http://cvb.state.ny.us)

### General

#### The Federation of Protestant Welfare Agencies Financial Assistance Program

281 Park Avenue South, New York NY 10010

One-time emergency financial assistance.

**Who Is Eligible:** New York City residents unable to pay for basic needs

**Contact:** Call (212) 801-1330 (Wednesdays, 9 to 11 am)

#### The First Hand Foundation

2800 Rockcreek Parkway, Kansas City, MO 64117

Helps children with health-related needs when insurance and other financial resources are exhausted.

**Contact:** Call (816) 201-1569 or visit [firsthandfoundation.org](http://firsthandfoundation.org)

#### New York City Job Centers

See page 10 under Employment Assistance.

#### U.S. Department of Health and Human Services' Hill-Burton Free Health Care Program

5600 Fishers Lane, Rockville, MD 20857

Free or discounted services at certain hospitals, clinics and other facilities.

**Who Is Eligible:** People unable to pay based on income level

**Contact:** Call (800) 638-0742 or visit [hrsa.gov/hillburton](http://hrsa.gov/hillburton)

## 9/11 Organizations and Programs

### Beyond Ground Zero/Chinese Staff and Workers Association, Inc.

P.O. Box 130401, New York, NY 10013-0995

Advocacy for low-income workers affected by 9/11.

**Additional Languages:** Chinese

**Contact:** Call (212) 358-0295 or (212) 619-7979 (Chinese) or visit [beyondgroundzero.org](http://beyondgroundzero.org)

### Families of September 11, Inc.

1560 Broadway, Suite 305, New York, NY 10036

Information, access to resources and advocacy to raise awareness about the effects of terrorism and public trauma.

**Who Is Eligible:** Families who lost a loved one on 9/11 and those affected by 9/11

**Contact:** Visit [familiesofseptember11.org](http://familiesofseptember11.org) or [childrenofseptember11.org](http://childrenofseptember11.org)

### 9/11 Environmental Action

P.O. Box 250192, New York, NY 10025

Advocacy on environmental issues and health needs related to 9/11 clean-up, demolition and reconstruction.

**Who Is Eligible:** First responders, residents, students and working people affected by the disaster

**Contact:** Visit [911ea.org](http://911ea.org)

### The 9/11 Together We Stand Mentoring Program

223 East 30th Street, New York, NY 10016

Mentoring services for New York City youths.

**Who Is Eligible:** New York City youths ages 6 to 17 who lost a family member on 9/11

**Additional Languages:** Spanish

**Contact:** Call (212) 686-2042, ext. 269 or email [lgoldberg@bigsnyc.org](mailto:lgoldberg@bigsnyc.org)

### September 11th Families Association

50 Broad Street, Suite 1937, New York, NY 10004

9/11-related information, advocacy and support. Operates the Tribute WTC Visitor Center across from Ground Zero.

**Who Is Eligible:** People who lost a loved one on 9/11

**Contact:** Call (212) 422-3520 or visit [www.911families.org](http://www.911families.org)

### Tuesday's Children

469 Seventh Avenue, 3rd Floor, New York, NY 10018

Mentoring, advocacy, leadership skills and events.

**Who Is Eligible:** Children who lost a loved one on 9/11 and their families

**Contact:** Call (212) 319-3988 or (516) 562-9000, or visit [tuesdayschildren.org](http://tuesdayschildren.org)

### Voices of September 11th

161 Cherry Street, New Canaan, CT 06840

Resources, support services, advocacy and mental health programs.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call (866) 505-3911 or visit [voicesofsept11.org](http://voicesofsept11.org)

### Where to Turn

150-L Greaves Lane, # 312, Staten Island, NY 10308

Information, referral and crisis services.

**Who Is Eligible:** Those affected by tragedy

**Contact:** Call (718) 966-6531 or visit [where-to-turn.org](http://where-to-turn.org)

### World Trade Center United Family Group

2640 Highway 70, Bldg. 1A, Manasquan, NJ 08736

Support services, advocacy on 9/11 issues, outreach, civic literacy educational programs, philanthropic projects and events.

**Who Is Eligible:** Families, survivors and rescue workers of 9/11

**Contact:** Call (732) 262-9600 or visit [wtcufg.org](http://wtcufg.org)

## Social Services

### Catholic Charities Community Services of the Archdiocese of New York

1011 First Avenue, 6th Floor, New York, NY 10022

Counseling, health care, support, emergency shelter and employment services.

**Who Is Eligible:** Residents of the Bronx, Manhattan, Staten Island, Westchester, Rockland, Putnam, Orange, Dutchess, Sullivan and Ulster counties

**Contact:** Call (888) 744-7900 or visit [archny.org](http://archny.org)

### The Chinatown Resources Center at Hamilton-Madison House

50 Madison Street, New York, NY 10038

Outreach, public education, advocacy, mental health screening and wellness services.

**Who Is Eligible:** People affected by 9/11

**Contact:** Call (212) 349-3724 or visit [hmhonline.org](http://hmhonline.org)

### The Chinese-American Planning Council

150 Elizabeth Street, New York, NY 10012

Community services, child care, youth and senior services, workforce development training and housing information.

**Who Is Eligible:** Chinese and Chinese-Americans citywide

**Additional Languages:** Chinese

**Contact:** Call (212) 941-0920 or visit [cpc-ny.org](http://cpc-ny.org)

## F-E-G-S Health and Human Services System

315 Hudson Street, # 4, New York, NY 10013

Employment and training, career development, behavioral health, developmental disabilities, residential, rehabilitation, family and homecare services.

**Who Is Eligible:** People who are economically disadvantaged

**Contact:** Call (212) 366-8038 or email [info@fegs.org](mailto:info@fegs.org)

## Islamic Circle of North America Relief

166-26 89th Avenue, Jamaica, NY 11432

Information and referrals to health care, counseling, financial and legal services.

**Who Is Eligible:** 9/11 rescue and recovery workers

**Contact:** Call (718) 658-7028, ext. 112 or email [rasheeda@icnarelief.org](mailto:rasheeda@icnarelief.org)

## Latin American Workers Project

79-09 Roosevelt Avenue, 2nd Floor, Jackson Heights, NY 11372

Access to health care, mental health services, emergency financial assistance and translation services.

**Who Is Eligible:** Latino workers

**Additional Languages:** Spanish

**Contact:** Call (718) 779-7350 or visit [elptla.org](http://elptla.org)

## Youth Services

### Asian Professional Extension

352 Seventh Avenue, Suite 201, New York, NY 10001

Mentoring, educational programs, social services and career guidance.

**Who Is Eligible:** Asian youths in New York City

**Additional Languages:** Chinese, Tagalog, Vietnamese

**Contact:** Call (212) 748-1225 or visit [apex-ny.org](http://apex-ny.org)

### Big Brothers Big Sisters of Morris, Bergen and Passaic Counties

1259 Route 46 East, Building 3, Parsippany, NJ 07054

Mentoring and social support for youths.

**Who Is Eligible:** New Jersey youths who lost a loved one on 9/11

**Contact:** Call (973) 335-3044 or visit [bbbsmbp.org](http://bbbsmbp.org)

### New York University Child Study Center

577 First Avenue, New York, NY 10016

Psychiatric services for youths and their families.

**Contact:** Call (212) 263-6622 or visit [aboutourkids.org](http://aboutourkids.org)

### The 9/11 Together We Stand Mentoring Program

See page 12 under 9/11 Organizations and Programs.

## Tuesday's Children

See page 12 under 9/11 Organizations and Programs.

## World Foundation for Music and Healing

22 Cortlandt Street, 20th Floor, New York, NY 10007

Music workshops, jewelry making and video production.

**Who Is Eligible:** Youths and families affected by 9/11

**Contact:** Call (212) 669-6126 or visit [musicandhealing.org](http://musicandhealing.org)

## Scholarships

### Families of Freedom Scholarship Fund

One Scholarship Way

P.O. Box 297, Saint Peter, MN 56082

Education assistance for postsecondary study.

**Who Is Eligible:** Financial dependents of those killed or permanently disabled in the 9/11 attacks and their aftermath.

**Contact:** Call (877) 862-0136 or visit [familiesoffreedom.org](http://familiesoffreedom.org)

### New York State Higher Education Services Corporation

99 Washington Avenue, Albany, NY 12255

The World Trade Center Memorial Scholarship provides funds to help meet the cost of attending college.

**Who Is Eligible:** Children, spouses and financial dependents of those killed or permanently disabled in the 9/11 attacks and their aftermath

**Contact:** Call (888) 697-4372 or download an application at [hesc.org](http://hesc.org)

### The Michael Lynch Memorial Foundation

P.O. Box 132, Bronx, NY 10465

Provides grants for higher education.

**Who Is Eligible:** Children of firefighters or other victims of the 9/11 attacks

**Contact:** Visit [www.mlynch.org](http://www.mlynch.org)

We welcome your suggestions on including additional resources in our next edition. To suggest a new resource, please email [9-11health@health.nyc.gov](mailto:9-11health@health.nyc.gov) or call (212) 788-9753.

New York City Department of Health and Mental Hygiene  
Office of the World Trade Center Health Coordinator  
125 Worth Street, CN-6  
New York, NY 10013



[nyc.gov/health](https://nyc.gov/health)

