

Information & Referrals			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
Office for Victims of Crime	Victims and their family members affected by the terrorist attacks	Inquiries of missing family and friends from WTC; Information and referral	(800) 331-0075 (414) 359-9751 (Call Collect Outside USA) (800) 833-6885 (TTY) (414) 359-9064 (FAX) www.ojp.usdoj.gov/ovc/
New York State Office of Emergency Management	General Public within the State of New York	Information & Referrals associated with emergencies that affect the State of New York.	www.nysemo.state.ny.us
American Red Cross Information Line	Victims and their family members affected by the terrorist attacks	Provides information & referrals	(866) 438-4636 (877) 746-4987 (800) 526-1417 (TTY) www.redcross.org
New Jersey Family Advocate Program	NJ families and individuals affected by the events of 9/11	Provides a trained and experienced Advocate who will help you navigate the procedures for obtaining all information and services available to you from charitable and non-profit organizations as well as government agencies.	(877) 688-5268 www.njfam.org

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Housing Assistance			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
FEMA	Residents or victims and their family members affected by the World Trade Center terrorist attack	Housing Assistance; and Information and Referrals	(800) 462-9029 (800) 462-7585 (TTY)
Manhattan Borough President's Office	Residents or victims and their family members affected by the World Trade Center terrorist attack	Provides a list of short-term housing options. Most options are not free, but reasonably priced.	(212) 669-3223 (212) 380-7862 (FAX) NOTE: There is only a small staff answering phones. If you call this number you will need to be patient to get through.

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Death Certificates & Legal Services			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
New York City & County Bar Association	Victims and their family member of the WTC Attack	Provides information and referrals to lawyers for legal assistance.	(212) 626-7373 English (212) 626-7374 Spanish www.abcny.org
New York State Bar Association	For the general public that is unable to find or contact their attorney due to the WTC attack	Provides temporary contact information; Information & Referrals	(877) HELP-321 (877) 435-7321 www.nysba.org
New York State Department of Insurance Disaster Hotline	Individuals or Business	Provide information & Referrals; advocacy and advice relating to affidavits to complete life insurance claims	(800) 339-1759 (212) 480-5265 www.ins.state.ny.us/wtcdisas.shtm
Safe Horizons September 11th Support Hotline	For families of victims killed or injured in the WTC attacks	Information and referrals for assistance obtaining death certificates & other documentation	(866) 689-4357 www.uwnyc.org/sep11/hotline.html www.safehorizon.org/
City Bar Fund's September 11th Relief Initiative	Individuals and Small Business Owners	Provides pro bono (free) legal assistance	212-382-4763 www.abcny.org

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Medical / Dental / Funeral / Transportation Assistance			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
Public Safety Officers Benefits Program	Families of federal, state, local and tribal public safety officers (EMS, fire, police, emergency managers) killed or injured in line of duty	Financial and emotional assistance	(888) 744-6513 www.usfa.fema.gov/dhtml/inside-usfa/psob.cfm
New York City HealthStat	New York City Residents	Provides the necessary assistance to ensure that everyone who is eligible for public health insurance is enrolled.	(888) NYC-6116 (888) 692-9900 (TTY) www.nyc.gov/html/hia/home.html
New York State Crime Victims Board	Victims and their family members of the WTC attack	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	(800) 247-8035 (518) 485-7953 (TTY) Victims may apply for assistance online at: www.cvb.state.ny.us

Virginia Criminal Injuries Compensation Fund	Victims and their family members of the Pentagon attack	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	(800) 552-4007 (804) 378-3434 www.vvc.state.va.us/cicf/cicf_start_page.htm
Pennsylvania September 11th Victim Assistance Program	Pennsylvania residents who were victims, and their family members, of any of the attacks. Or whose family member was on United Flight 93.	State contracted advocacy for victim assistance and services to expedite financial assistance with victim-related compensation, e.g., funerals, medical, counseling, lost wages, loss of support	(866) 328-2800 www.pasept11.org
Pennsylvania Commission for Crime & Delinquency	Pennsylvania residents who were victims, and their family members, of any of the attacks.	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	Somerset County (800) 233-2339x3224 (800) 233-2339x3206 WTC Attack (800) 233-2339x3220 (717) 783-5153 Victims may apply for assistance online at www.pccd.state.pa.us
California Victim Compensation and Government Claims Board	California residents who were victims, and their family members, of any of the attacks.	Financial assistance with victim-related expenses, e.g., funerals, medical, counseling, lost wages, loss of support	(800) 777-9229 (800) 735-2929 (TTY) www.boc.cahwnet.gov/
American Red Cross Emergency Family Gift Center	Victims and their family members of all three attacks, including firefighters, police officers and other emergency services personnel.	Financial assistance with victim-related expenses, e.g., funerals, medical, transportation	(877) 746-4989 www.nyredcross.org
State of New York Individual & Family Grant Program	Victims and their family members affected by the World Trade Center terrorist attack	Personal Property; and Vehicle and Public Transportation	(866) 346-0348

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Federal Agencies			
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U.S. Internal Revenue Service	Individuals or businesses unable to meet their federal tax obligations due to any of the terrorist attacks	Administrative tax relief	General Information (800) 829-1040 (800) 829-4059 (TTY) Specific Information www.irs.gov/relief/index.shtml
U.S. Department of Education	Student loan borrowers who live or work within the New York disaster area	Information & Referrals to lending agencies to apply for forbearance.	(800) 433-3243

Social Security Administration	Victims and their family members of any of the attacks.	Immediate claim taking for survivors of victims	(800) 772-1213 (866) 545-7316 (TTY - Specifically WTC) (800) 325-0778 (TTY) www.ssa.gov
Small Business Administration	Non-profit organizations, and business of all sizes located within FEMA declared counties	Low interest long-term loans	To Register Call FEMA (800) 462-9029 (800) 462-7585 (TTY) For Questions & Detailed Information (800) 659-2955 (202) 205-6189 (TTY) www.sba.gov

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Loss Of Income			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
NY State Department of Labor (WTC Terrorist Attacks)	Individuals or their family members who lost their job or source of income as a result of the WTC terrorist attacks.	Provide financial assistance to individuals not covered by Unemployment Insurance who are left jobless in the wake of the terrorist attacks.	(888) 209-8124 (New York, New Jersey, Connecticut) www.labor.state.ny.us (877) 358-5306 (All Other States)
U.S. Department of Labor	Individuals or their family members who lost their job or source of income.	Provides specific information about where and how to apply for unemployment assistance in the wake of the terrorist attacks.	(877) US-2JOBS (872-5627) www.servicelocator.org www.dol.gov You may also contact your local unemployment office
U.S. Department of Labor Office of Worker's Compensation Program	Federal civilian employees, or their surviving spouses, injured on duty during any of the terrorist attacks or during subsequent rescue operations.	Information and assistance filling out Federal workers compensation forms.	(646) 264-3000 (WTC Attack) www.dol.gov/esa/contacts/owcp/ny/fec2b~1.htm (202) 693-0040 (Pentagon Attack)
Advocates Office of the New York State Compensation Board	Victims, or their surviving family, who were injured and worked within the State of New York	Assistance with filling out forms and answering questions	(800) 580-6665 (718) 523-8196 (Spanish)

Safe Horizons September 11th Fund for Employment Assistance	General public in the surrounding areas affected by WTC attack	Assessment and Career Counseling; Job or Skills Training; Job Search - Placement; and English as a Second Language - Adult Basic Education.	(866) 689-4357 www.uwnyc.org/sep11/home.html www.uwnyc.org/sep11/recovery.html
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Crisis Counseling & Interventions			
Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
New York Office of Mental Health Crisis and Intervention Services	General public in the State of New York and surrounding areas	Provides crisis counseling, education, and referral services	(800) LIFENET (543-3638) English (877) AYUDESE (298-3373) Spanish (877) 990-8585 Asian Line www.projectliberty.state.ny.us
County Specific Counseling Agencies	General Public in Nassau County	Provides 24 hour counseling services	(516) 504-4357
	General Public in Suffolk County		(631) 853-8560
	General Public in Westchester County		(914) 686-6803
	General Public in Rockland County		(845) 364-2200
	General Public in Orange County		(888) 750-2266 www.occupations.org
	General Public in Putnam County		(845) 278-2100
	General Public in Dutchess County		(877) 485-9700
University of Medicine & Dentistry of New	General public in the state of New Jersey	Provides counseling services	(800) 969-5300

Jersey			
State of Connecticut Department of Mental Health & Addictive Services	General public in the state of Connecticut	Provides counseling referrals	(800) 446-7348 (888) 621-3551 (TTY) (860) 418-6707 (TTY) Hartford area www.dmhas.state.ct.us
Safe Horizons September 11th Fund for Mental Health Assistance	General public in NY and surrounding areas affected by WTC attack	Provides information and referrals, crisis intervention and advocacy guidance	(866) 689-4357 www.uwnyc.org/sep11/home.html www.uwnyc.org/sep11/recovery.html
Point of Hope Helpline	General public in VA, DC, and MD	Provides grief support services and referrals	(800) 255-3042 www.thehospices.org/services.asp
Haven of Northern Virginia	General public in VA, DC, and MD	Provides grief support services and referrals	(703) 941-7000 www.havenofnova.org
Project Phoenix Of New Jersey	Residents of New Jersey that have been affected by the events of 9/11	Provides a brief assessment to determine the appropriate mental health referral	(877) 294-HELP (4357) www.projectphoenixnj.com
Mass Counseling Network Of Massachusetts	Residents of Massachusetts that have been affected by the events of 9/11	Provides counseling services from 9 to 5 EST Monday through Friday	800-724-8443

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Business Related Concerns			
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NYC Economic Development Corporation (EDC) The EDC Hotline	Small businesses of 200 employees or less who were affected or dislocated due to the WTC attack.	Information & referrals regarding business loans and grants as well as some business related problem-solving services.	(866) 227-0458 www.newyorkbiz.com
Empire State Development Corporation	Businesses affected and dislocated due to the WTC Attack	Information & Referral; Relocation & Financial Assistance	(800) ILOVENY / (800) 456-8369 www.nylovesbiz.com
Small Business Administration	Businesses nationwide	Low interest, long term loans for physical damage and for economic injury sustained as a result of the disaster	To Register Call FEMA (800) 462-9029 (800) 462-7585 (TTY) www.sba.gov
U.S. Chamber of Commerce	Business affected and dislocated due to the WTC attack	Information & Referral; Clearinghouse for businesses wishing to provide assistance but do not know who to contact	(202) 463-5908 (202) 463-5497 Fax www.uschamber.com ncf@uschamber.com

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Other Miscellaneous Resources

Organization	Eligible Victims	Assistance Offered	Contact Info / How To Apply For Assistance
The American Society for the Prevention of Cruelty to Animals	For relatives & friends of missing persons who have left pets and need help taking care of them	Provide transportation, emergency medical care, and foster care of adoption of animals.	(212) 876-7700 ext 4PET or (4738) www.aspca.org/site/PageServer?pagename=emergency
Mayors' Office for People with Disabilities	Disabled victims of the WTC Attack	Provides advocacy and referrals	(212) 788-2830 (212) 788-2838 (TTY)
The Financial Planning Association	Families and businesses directly affected by the World Trade Center, Pentagon and Pennsylvania terrorist attacks	General financial planning assistance on a pro bono basis	(800) 647-6340 www.fpanet.org supportline@fpanet.org