



## Voices Center for Resilience

From 9/11 to today, helping families  
and communities heal after tragedy

# 2023

Building on a legacy of advocacy and support  
for the 9/11 Community with a resolute mission  
to help all those impacted by tragedy worldwide.

VOICES provides long-term support and resources that promote mental health care and wellness for victims' families, responders, survivors, and collaborates with public-private partners to assist communities in preparing for, responding to, and recovering from tragedy.



# Voices Center for Resilience

## A Legacy of Support with a Resolute Mission

Since September 11, 2001, Voices Center for Resilience (VOICES), formerly Voices of September 11th, has helped families and communities heal after tragedy.

VOICES was co-founded by Mary Fetchet, a clinical social worker who channeled her grief into action after the loss of her son on 9/11. Using social work practices and a victim-centered approach, she guided the development of programs that provide continuity of care and promote resiliency in the lives of those impacted by 9/11 and other tragedies.

Today, VOICES legacy lives on through our unique commitment to leverage over two decades of expertise to assist communities in preparing for, responding to, and recovering from tragedy. Working collaboratively with our longstanding public-private partners, the organization shares lessons learned, and provides innovative programs and comprehensive resources that promote healing and resilience.

As always, we are grateful to our donors, sponsors and volunteers whose time, talent, and treasure, allow us to provide meaningful programs free of charge. Their investment in our work today is building resilient communities for tomorrow.

We are proud to share an overview of VOICES milestones.



*"I don't think there's a better example in American history, of a group of citizens, taking an event that was so personal, so tragic to them, and turning it into a triumph."*

Governor Tom Kean  
9/11 Commissioner





# Over Two Decades of Support

## Helping Communities Heal After Tragedy

### 9/11 Community

VOICES provides continuity of care for the 9/11 Community, and continues to be a reliable source for information and long-term support services.

#### Bereaved families need ongoing support:

- **2,977 died on 9/11.** Victims' families live throughout the United States and in 93 countries.
- **5,550+ have died since** due to 9/11 related illnesses.

#### Over 490,000 individuals were exposed to deadly toxins in the days and months after the attacks:

- **400,000 survivors** lived, worked, and attended school in the area.
- **90,000 responders** assisted in the recovery effort.
- **75,000 of these individuals** now have certified 9/11-related mental health and medical conditions – many are life-threatening.

### Other Communities

Frequent acts of mass violence and other tragedies in the United States are generating the need for long-term support services and mental health care.

- **Acts of Mass Violence:** In 2022, there were 647 mass shootings in the U.S., resulting in over 3,000 deaths and thousands of impacted survivors.
- **Domestic Terrorism and other Traumatic Incidents** have caused an increase in fear, anxiety, and depression throughout the country.
- **Mental illness** is on the rise, due in part to the COVID-19 pandemic, with about 20% of U.S. citizens in need of behavioral health services.



# A Global Model for Community Resilience

## A Thought Leader in Advocacy and Social Services

**VOICES is internationally recognized for its groundbreaking work** in establishing a victim-centered approach to assist individuals and communities impacted by tragedy. VOICES has longstanding relationships with government officials, corporate leaders, mental health professionals, and key stakeholders in the U.S. and abroad.

**Respected for civic leadership and advocacy for public policy reforms,** VOICES has served on dozens of advisory committees as a forceful advocate for victims' families, survivors and responders.

- 9/11 Commission Family Steering Committee
- Office for the Chief Medical Examiner of NYC, Liaison
- 9/11 Memorial Museum Family Advisory Council
- Operation Kenova, Victim Focus Group
- Intl. Network Supporting Victims of Terrorism and Mass Violence, Member
- Leadership in Counter Terrorism Alumni Association, Honorary Member
- Testified six times before the United States Congress
- Testified before the Nova Scotia Commission of Inquiry
- 80+ National and International Presentations

**Many dignitaries have participated in VOICES Galas and Symposiums:**

- |                                      |  |
|--------------------------------------|--|
| • Prime Minister Tony Blair          | • NYPD Deputy Commissioner John Miller   |
| • NYPD Com. William Bratton          | • FBI Director Robert Mueller            |
| • Dir. Natl. Intel. James Clapper    | • DHS Secretary Janet Napolitano         |
| • Secretary of State Hillary Clinton | • Secretary of Defense Leon Panetta      |
| • President William J. Clinton       | • General David Petraeus, US Army (Ret.) |
| • FBI Director James Comey           | • Jeremy Schaap, ESPN                    |
| • Mike Greenberg, ESPN               | • FDNY Commissioner Tom Von Essen        |
| • DHS Sec. Alejandro Mayorkas        | • Brian Williams, Former NBC Anchor      |





# VOICES Reach and Impact

## VOICES is a Preeminent Social Services Organization

### Providing Long-Term Support

- **2,275+ Teleconference Peer Support Groups** for victims' families, survivors, and responders
- **37 conferences** with **1,070+ speakers** and **subject matter experts**
- **390+ In-person and Virtual Psycho-Educational Workshops**
- **40+ In-person On-site Trainings**
- **500+ Workshops** working with victims' families to create the 9/11 Living Memorial that commemorates the 2,977 victims and the 5,500+ survivors and responders who have died of 9/11-related illness
- **1,225+ e-communications & newsletters** have been sent to VOICES membership

### Broadening Our Network

- Hosted **VOICES 21st Annual Remembrance Symposium** in collaboration with our international partners – Leadership in Counter Terrorism Alumni Association (LinCT-AA) and International Network Supporting Victims of Terrorism and Mass Violence (INVICTM). Over **1,300 individuals attended** in person and virtually from **28 states** and **16 countries**
- Conducted two-day **Preparedness Training** to help communities prepare for, respond to, and recover from traumatic incidents
- Co-authored **3 scientific publications** documenting long-term needs of victims' families
- Collaborating on the **WTC Survivor Grief Study** with the Uniformed Services University, Columbia University Center for Prolonged Grief, and the WTC Registry, funded by the CDC
- Created **VOICES Tip Sheets** following Acts of Mass Violence and Traumatic Incidents that have been distributed worldwide
- Expanded **VOICES Website** to include the **Digital Resource Library**. The website has over **3,310,000 page views** to date

Since its founding, VOICES has provided **over 202,000 hours** of support for victims' families, responders and survivors.



# A Model for Long-Term Support

## Support Services



### Support Programs

- Consultation and Referrals
- Virtual Peer Support Groups
- Parents Helping Parents
- Bereavement Services
- Online Workshops & Webinars
- 9/11 Living Memorial
- Anniversary Events

## Programs & Education



### Education & Training

- Conferences & Symposiums
- Educational Webinars
- Scientific Research Studies
- *Preparing for After* Resource Guide
- *Voices of Experience* Preparedness Training
- Credentialing Social Service Programs
- Graduate Social Work Placements
- High School/College Student Internships
- National/International Presentations

## Digital Resource Library



### Digital Resources

- Workshops & Webinars
- Training Materials
- Research & Reports
- Tip Sheets
- VOICES History
- Videos & Podcasts
- Publications
- Artwork

# Support Services and Programs

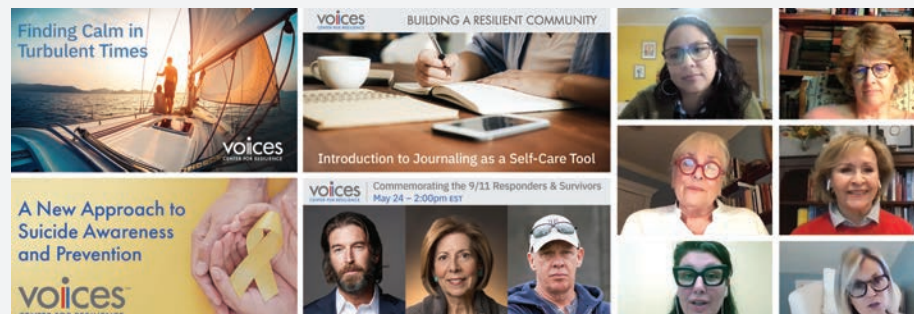
## Support Groups, Workshops and Webinars



### Peer Support Groups

Virtual and in-person Peer Support Groups, facilitated by VOICES clinical staff provide a supportive community for those with shared experiences:

- Discussion and focus forums
- Peer support groups for victims' families, survivors, and responders
- Bereavement and Care for the Caregiver programs
- Parents Helping Parents group for those who have lost a child
- Oakland Elementary School shooting peer support for survivors



### Virtual Workshops and Webinars

In 2022, VOICES provided 31 virtual workshops facilitated by subject matter experts, focusing on topics including grief and loss, trauma, anxiety, depression, suicide awareness, PTSD and building resilience. Several workshops were launched as a series including *Mindfulness and Self-Compassion* and *Managing Grief During the Holidays*. National Awareness campaigns on mental health and wellness were promoted, and psycho-educational materials and tip sheets were distributed.

## VOICES Meet the Author Series

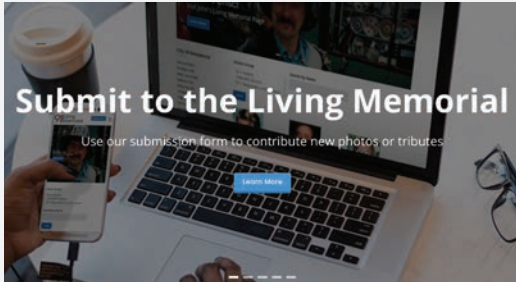


VOICES Meet the Author presentations began with *New York Times* Bestselling Author and Chair of VOICES Board of Directors, **Bonnie McEneaney McNamara** who discussed her book, *Messages: Signs, Visits, and Premonitions from Loved Ones Lost on 9/11*. **Dr. Elisha Goldstein** conducted a master class on *Uncovering Happiness: Overcoming Depression with Mindfulness and Self-Compassion*. **Fred Guttenberg**, father of Jamie who perished in the Parkland shooting, and brother of Michael who died of 9/11-related illness, spoke about his personal experience and his book, *Find the Helpers*.



# Support Services and Programs

## VOICES 9/11 Living Memorial: Commemorating the Lives and Stories



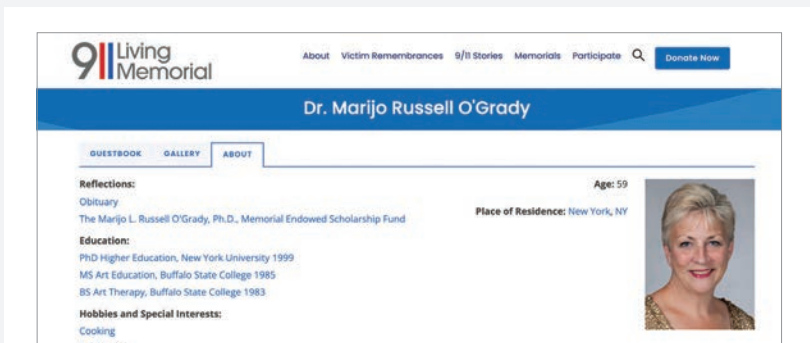
### VOICES 9/11 Living Memorial

The 9/11 Living Memorial, created in 2006, is an extensive online collection of over 87,000 photographs, mementos and tributes, documenting the lives of the 2,977 individuals who died on 9/11. The Living Memorial has expanded to begin the process of commemorating the over 5,500 survivors and responders who have died thus far of 9/11-related illness. VOICES staff is honored to assist families in creating a meaningful tribute so that their loved one's memory lives on for future generations.

### The Last Missing Photograph

VOICES was honored and proud to provide the last missing photograph – that of Antonio Dorsey Pratt – to complete the collection of the *In Memoriam* Exhibit at the 9/11 Memorial & Museum.

On June 29, 2022, VOICES staff gathered at the 9/11 Memorial & Museum with **Alice Greenwald**, President and CEO, and her staff to witness the installation of Antonio Pratt's photograph. This momentous occasion was the culmination of a shared commitment that VOICES and the 9/11 Memorial & Museum began over 16 years ago, to ensure that the 2,977 lives lost on September 11, 2001 would be commemorated in a meaningful way.



9/11 Victims' families can contribute to their loved one's page for the first time or to add to their existing memorial page. Families of a survivor or responder who died from a 9/11-related illness can use the upload form to create a new tribute page.



*“What was there, was an oak leaf – representing one of the victims – but now he (Antonio Dorsey Pratt) is represented with a face that is recognizable and beautiful.”*

Alice Greenwald, President & CEO,  
9/11 Memorial & Museum



# Education and Training

## VOICES 21st Annual Remembrance Symposium



### Building Trust During Turbulent Times – September 9

VOICES was honored to host the opening day of the Symposium with our longstanding partners Leadership in Counter Terrorism Alumni Association (LinCT-AA) and International Network Supporting Victims of Terrorism and Mass Violence (INVICTM). Presentations included lessons learned by individuals serving in leadership roles in law enforcement, government agencies and victim services, in the United States and abroad. The evening program opened with remarks from Secretary of the Department of Homeland Security **Alejandro Mayorkas**, followed by highlights of the documentary *Are We Safer Today?*, and a discussion with 9/11 Commission Chair, **Governor Thomas Kean**, producer **Bob Massie** and other key stakeholders.



*“VOICES is an internationally respected leader and this conference demonstrated that through collaboration we are stronger together. Our partnerships and sharing of expertise and lessons learned ensures that those impacted by tragedy receive the support they need.”*

Sue O’Sullivan  
INVICTM, Chair and LinCT-AA Canada, Executive Director

### Looking Beyond the 20th Anniversary – September 10

Our second day addressed many outstanding issues that continue to impact the 9/11 community. Dedicated professionals who have devoted their careers to providing critical support to all those impacted by 9/11, shared their expertise and provided updates. Sessions highlighted mental health considerations, commemoration, compensation, and pending litigation. The program included an introduction of incoming President and CEO of the 9/11 Memorial & Museum, **Beth Hillman**, and Chief Medical Examiner of New York City, **Dr. Jason Graham**. The Symposium concluded with a moving performance sponsored by the Perelman Performing Arts Center, located at the WTC site.



*“I was able to share a lot with VOICES and it helped me to help myself and my children... we got through a lot with VOICES.”*

Elaine Barnett  
Responder Chaplain & Family Member

# Education and Training

## Actionable Information for Individuals, Families, and Communities



### Preparing for After:

How to Help Victims of Mass Violence



**Preparing for After**, a Resource Kit completed in 2014, documents best practices in preparing for, responding to and recovering from acts of mass violence.

Funded by the U.S. Department of Justice, the project documents lessons learned that guide service providers, organizations and government agencies in providing services to victims' families, survivors and others impacted by traumatic events.

The publication is based on extensive research and interviews conducted with those who responded to:

- September 11, 2001 terrorist attacks
- Oklahoma City bombing
- Shootings at Northern Illinois University, Virginia Tech, and in Tucson, AZ.

**Preparing for After** is available as a free download from VOICES website.

## VOICES Tip Sheets



In the aftermath of a tragedy – whether it be a mass shooting, a traumatic event, a global health crisis, or an act of nature – there can be loss of life, injury, and severe stress. VOICES Tip Sheets provide specific,

timely guidance for individuals, families, and communities with a pathway to achieve healing and resilience. VOICES Tip Sheets are available in English, French, and Spanish. They have been distributed through our partners in the United States and abroad, as well as to the U.S. Congress.

**Voices of Experience: Helping Communities Heal After Traumatic Events**, is a two-day training program that is based on research findings and content from our **Preparing for After** Resource Kit.

The training, originally funded by a Robert Wood Johnson Foundation grant, assists community stakeholders in preparing for acts of terrorism, mass violence, and natural disasters. The course was updated in 2023 and contains 17 Modules including:

- The Human Side of Incident Response and Recovery
- Building Resilience in Individuals and Families
- Building Organizational and Community Resilience
- Understanding Human Responses to Trauma
- Recognizing Physical and Mental Health Conditions
- Helping Individuals Recover from Traumatic Incidents
- Caring for Caregivers and Incident Responders

**Voices of Experience** training is available upon request as a fee-for-service program.

## Sharing Lessons Learned: Public-Private Partnerships



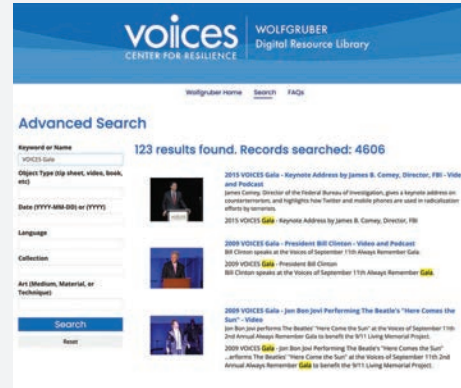
*Tabletop Exercise: State of Connecticut Division of Emergency Management & Homeland Security (Region 1).*

VOICES shares its expertise with local, state, national, and international partners by participating in advisory committees, conferences, tabletop exercises and trainings. Through our collaboration with nonprofit organizations, emergency managers, law enforcement, and federal agencies, VOICES helps to ensure communities are better prepared.



# VOICES Digital Resource Library

An Ever-Expanding Archive of Historical Information



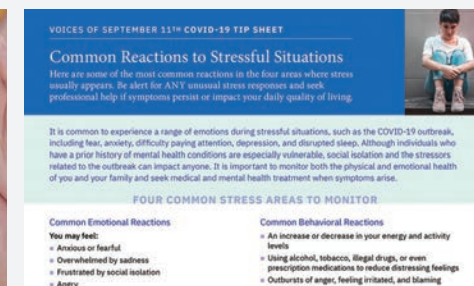
## VOICES Digital Resource Library

The Library is an online repository of VOICES workshops & webinars, training materials, research & reports, tip-sheets, publications, videos & podcasts and more. The collection aims to document over two decades of VOICES work and provide relevant information that will promote mental health and build resilience. 2022 saw significant growth in the collection with over 4,300 entries.

The collection is an important resource for victims' families, survivors, responders, mental health and service providers, as well as community stakeholders including emergency managers, law enforcement, corporations, government and nonprofit organizations.

As a valuable repository for historians and scholars, the Library provides documentation surrounding September 11, 2001 and its aftermath, the formation of the 9/11 Commission and victims' advocacy efforts, as well as scholarly research conducted by the organization.

VOICES Digital Resource Library was created in memory of the late **Kurt Wolfgruber** who served as VOICES Board Chairman. His leadership and steadfast commitment guided the organization for over a decade.



# Local, National and Global Partnerships

## Acts of Mass Violence and Tragedy Have No Boundaries

VOICES is honored to work with its national and international partners to champion victims' rights and services.

Through longstanding public-private partnerships with likeminded subject matter experts, VOICES shares best practices and lessons learned to help communities impacted by tragedy.

**VOICES partners with leading organizations in the United States and abroad**, many of which include:

- American Group Psychotherapy Association (AGPA)
- Canadian Resource Centre for Victims of Crime
- Cantor Fitzgerald Relief Fund
- CDC, WTC Health Program
- International Network Supporting Victims of Terrorism and Mass Violence (INVICTM)
- Leadership In Counter Terrorism Alumni Association (LinCT-AA)
- The New York City Office of Chief Medical Examiner (OCME)
- Office of Victims of Crime (DOJ)
- Operation Kenova, Victim Focus Group
- Public Safety Canada
- 9/11 Memorial & Museum



## Programs that Foster Learning & Compassion



**VOICES Internship Program** provides students with valuable professional experience. In 2022, our graduate social work students conducted assessments and outreach, and co-facilitated support groups and workshops. Since its inception in 2005, VOICES Internship Program has hosted 231 students from 5 high schools, 32 colleges and 4 graduate schools.

**Volunteers at VOICES** In August, volunteers from Goldman Sachs Community Teamworks donated their time, working diligently on VOICES Digital Resource Library and the 9/11 Living Memorial. We also want to extend our thanks to TP ICAP who assisted at this year's Symposium.



# Fundraising Events

## Supporting Our Valuable Mission



### VOICES 21st Annual Always Remember Gala

Our *Always Remember Gala* was an inspirational evening held at the New York Athletic Club. Once again, ESPN's **Mike Greenberg** joined us as Emcee along with special guest **John Miller**, former NYPD Deputy Commissioner of Counter-Terrorism.

Two remarkable individuals were honored for their steadfast commitment to public service. VOICES 2022 Legacy Award was presented to former NYPD Commissioner **William J. Bratton**, and VOICES Leadership Award was presented to former New York City Fire Department Commissioner **Thomas Von Essen**.



### VOICES 8th Annual Golf Outing

VOICES 2022 Golf Outing was held at the majestic Quaker Ridge Golf Club in Scarsdale, NY. Participants enjoyed a spectacular day of golf followed by an equally spectacular reception. Special thanks to our Golf Committee, Bob Musich and his team at Quaker Ridge, and our sponsors POLO, Ray Catena Lexus of Larchmont, and Speiser Krause.

Our annual golf event welcomes donors and sponsors to a fabulous day on the course and offers participants an opportunity to learn more about the programs and services VOICES provides, while enjoying a world-class golfing experience.

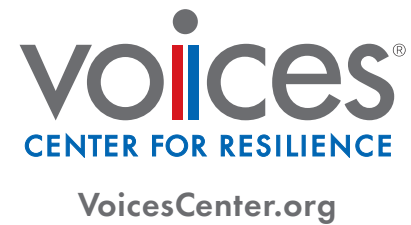
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