

VOICES MISSION:

Providing long-term support services, resources, and access to mental health care for 9/11 victims' families, responders, and survivors, while leveraging our expertise to assist communities in their response and long-term recovery from acts of terrorism, mass violence, and other tragedies.



Serving Communities Around the Nation
www.voicesofseptember11.org

2019 Voices of September 11TH
Year in Review

Providing support and leveraging our expertise



19 Years of Accomplishments

COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives

VOICES By the Numbers

Convened **31** symposiums and conferences as well as **30+** educational workshops



Provided critical support services to **over 6,000** 9/11 families, responders and survivors



Provided **160,000+** hours of social work support services



Held nearly **2,000** teleconference support groups for 9/11 families and survivors



Created the **9/11 Living Memorial**, commemorating the lives and stories of September 11, 2001

Collected **87,000+** photographs by visiting over **60 communities** and meeting with **1,600+** 9/11 families



Conducted research with **over 600** 9/11 family members to examine the long-term needs of victims’ families



Assisted over **1,500 responders** and **survivors** with accessing medical & mental health treatment



Created **VOICES Internship Program** with over **200 student interns** from 5 high schools and 30 colleges to learn about 9/11 through their work



Over **34,000 users** visiting the website with a growing number accessing on mobile



Providing Compassionate Support for 19 Years

Mary Photo

Healing Families and Communities After Tragedy

Since 2002, Voices of September 11th (VOICES) has provided long-term mental health support and a wide range of programs for all those impacted by 9/11. VOICES professional staff continues to assist victims’ families, survivors and responders in accessing resources and mental health care, while promoting resiliency in their lives.

VOICES is equally committed to leveraging our expertise to assist communities impacted by other acts of terrorism and mass violence through VOICES Center of Excellence for Community Resilience. Through public-private partnerships, VOICES is advancing lessons learned through educational initiatives, research, and community response training.

Helping Others Heal

VOICES dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives.

Programs include direct services, assessments and referrals, workshops and conferences, including our annual anniversary events: September 9 Resiliency Symposium and September 10 Day of Remembrance Information Forum.

Our Commitment: Then and Now

We envision a world where all those impacted by acts of terrorism and mass violence will receive the care they need to ensure healing and resilience in their lives.

VOICES member testimonial and/or photo

Section photos

An organization of support services

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The Wolfgruber Institute

Designed to deliver support services, training, and a resource library that will provide leadership to governments and other organizations providing victims’ services

9/11 Support Services

World Trade Center Health Program
Bereavement support,
Consultation and referrals

Education, Research, and Training

Providing education programming at annual September conferences, workshops and webinars. Training for professionals at VOICES Annual conferences Pre-paredness training and other organization conferences..

The Wolfgruber Research Institute

Supporting those impacted by other tragedies

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives.

Programs include direct services, assessments and referrals, workshops and conferences, including our annual anniversary events: September 9 Resiliency Symposium and September 10 Day of Remembrance Information Forum.

Consultation

Serving professionals, and organizations such as: Planning a Memorial, Responding to those impacted, Memorialization using VOICES 9/11 Living Memorial platform , and Preparing for After training

Support Services

Partnering with AGPA and trained volunteers, such as: establishing a peer-to-peer network, and teleconference support groups

Online Resource Library

Include resources, best practices, VOICES intellectual property Resource Kit, Two day training, Tip Sheets, videos, etc

Call out text and/or photo

2019 Milestones and Events Timeline

JANUARY 5 – 8
Annual Assessment Survey
Descriptive text about the event or subject will go here with or without photographs

FEBRUARY 10
Remembering Beverly Eckert and the Victims of Continental Flight 3407
Descriptive text about the event or subject will go here with or without photographs



FEBRUARY 26
VOICES staff joins John Feal, Jon Stewart, Joe Zadroga, and hundreds of World Trade Center responders and survivors in Washington, DC
Descriptive text about the event or subject will go here with or without photographs.



Education, Research, and Training



Sharing Lessons Learned in the United States

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives.

Charleston, SC: Mother Emanuel Church

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives.

Parkland, FL: Douglas High School

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing and resiliency in their lives.

Grace Farms, New Canaan, CT: Preparing for After: Planning for Effective

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing.

Testimonial and/or photo

Sharing Lessons Learned Internationally

NEW COPY TK dedicated staff has provided over 170,000 hours of social support services to address the long-term, evolving needs of the thousands of victims’ families, survivors and responders, promoting healing.

Programs include direct services, assessments and referrals, workshops and conferences, including our annual anniversary events: September 9 Resiliency Symposium and September 10 Day of Remembrance Information.

Toronto: LinCT, CIPSRT and INVICTM

NEW COPY TK Programs include direct services, assessments and referrals, workshops and conferences, including our annual anniversary events: September 9 Resiliency Symposium and

Kaniskha Project

VOICES completed a research project entitled, “Investigating the Long-Term Impact of Bereavement due to Terrorism: Factors that Contribute to Trauma, Grief, Growth and Resilience.” The project was conducted in partnership with the Center for the Study of Traumatic Stress at the Uniformed Services University and the Canadian Resource Centre for Victims of Crime.

Completed with support from a grant by Public Safety Canada’s Kanishka Project Contribution Program, the research project involves all family members of the individuals lost at the World Trade Center, the Pentagon and in Shanksville, PA on 09/11 as well as the family members of the 329 individuals lost in the 1985 bombing of Air India Flight 182 that crashed off the coast of Ireland – the majority of whom were Canadian. The study will identify the long-term needs of individuals impacted by terrorism.

Work with Group in Israel???

NEW COPY TK Our work with programs include direct services, assessments and referrals, workshops and conferences, including our annual anniversary events: September 9 Resiliency Symposium



Caption for above pix

Section photos

MARCH 28 – 29
Office of the Chief Medical Examiner Family Session
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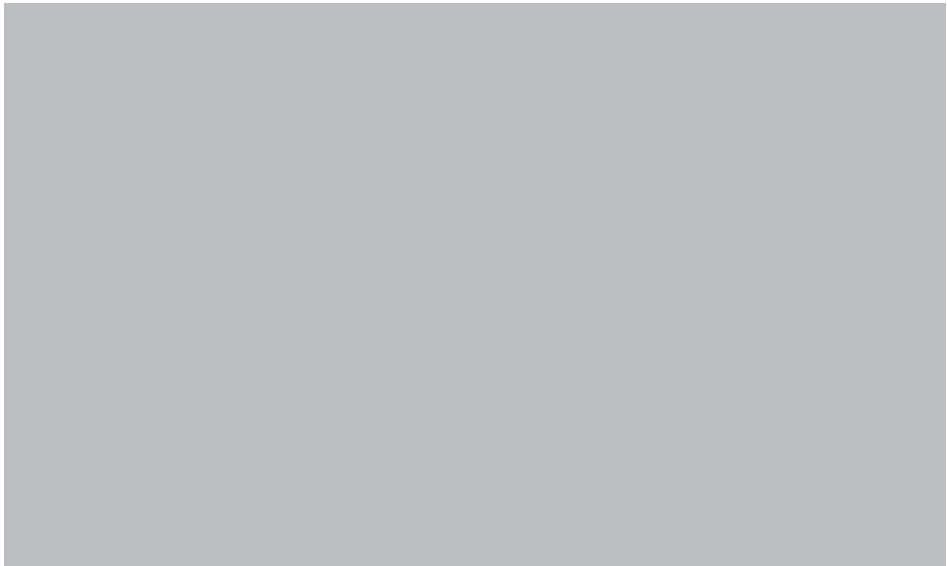


MARCH ???
CIPSRT Spring 2019 PSSC Summit
Hosted by the Canadian Institute for Public Safety Research and Treatment, Waterloo Canada



MARCH 28 – 29
Grace Farms – Preparing for After: Planning for Effective Response Following Acts of Mass Violence
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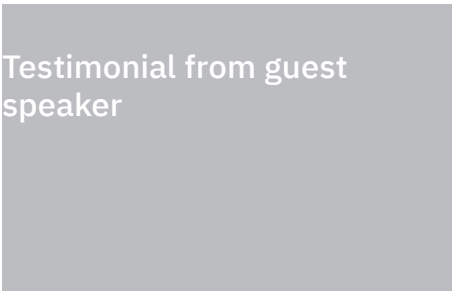




18th Anniversary Resiliency Symposium
September 9, New York City

VOICES Resiliency Symposium, Knowledge to Practice: Pathways to Long-Term Healing – A Victim-Centered Approach, brought together leading researchers, mental health practitioners and government agencies providing support services for victims’ families, survivors and responders, in the United States and abroad. The event provided a unique opportunity to bridge the gap between research and practice, as well as to learn from individuals who have been directly affected by acts of terrorism and mass violence.

This year, we heard very moving testimonies from survivors, responders, and parents and spouses who lost loved ones in the shooting at Marjory Stoneman Douglas High School in Parkland, Florida, as well as the terrorist attacks on September 11, 2001. The daylong event also included presentations by accomplished subject matter experts in the areas of vicarious trauma; disaster mental health; and supporting victims of mass tragedy.

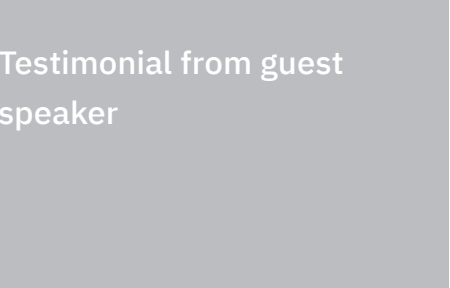


18th Anniversary Day of Remembrance
Information Forum: September 10, New York City

On the eve of the Anniversary, VOICES hosted our 18th Annual Day of Remembrance Information Forum: Reflecting, Remembering, and Inspiring a Resilient Community. The event brought together victims’ families, survivors, and responders, along with practitioners who have dedicated their careers to providing long-term support for the 9/11 community.

As in years past, representatives from the World Trade Center Health Program provided updates on treatment for medical and mental health conditions. Legal experts and victims’ advocates discussed victim compensation programs and progress made on the September 11th litigation. Clinicians with decades of professional experience shared their expertise about mental health treatment and building strength and resiliency, and led peer-to-peer roundtable discussions about incorporating resilience into daily life.

Closing out the day, Michael Arad, Architect of the 9/11 Memorial & Museum and the 9/11 Memorial Glade, and John Feal, Founder of the FealGood Foundation, discussed the importance of commemorating the lives of the responders and survivors who have perished in the years since 9/11.



Captions to all photos go here

APRIL ?
**Marjory Stoneman Douglas High School
Parkland, FL: Survivor Panel**
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APRIL 29 – MAY 2
**Leadership in Counter Terrorism (LinCT)
Forum, Toronto, Canada**
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MAY 22
Vancouver, BC Canada
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MAY 31
**9/11 Memorial Glade Opens to
the Public at The WTC**
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Survivors and Responders Suffering from 9/11-Related Illnesses

VOICES assists survivors and responders in accessing treatment for life-threatening illnesses and serious medical conditions due to their exposure to toxins in Lower Manhattan in the aftermath of the September 11 attacks.

Since the passage of the James Zadroga 9/11 Health and Compensation Act in 2010, VOICES has supported 9/11 survivors and responders through our work with the Centers for Disease Control. Working in collaboration with our outreach partners, we assist survivors and responders in the process of enrolling for medical and mental health treatment at the World Trade Center Health Program Centers of Excellence.

In February, VOICES staff joined John Feal, comedian Jon Stewart, Joe Zadroga, father of James Zadroga, and hundreds of World Trade Center responders and survivors in Washington, DC to urge Congress to permanently authorize the Victim Compensation Fund (VCF). The VCF provides financial support for 9/11 responders and survivors who are suffering from life-threatening illnesses, and for the families of those who have died from 9/11-related illnesses. On July 29, 2019, H.R. 1327 Never Forget the Heroes: James Zadroga, Ray Pfeifer, and Luis Alvarez Permanent Authorization of the September 11th Victim Compensation Fund Act was signed into law.

Today, over 40,000 have been diagnosed with life-threatening illnesses, including most cancers and serious mental health conditions including PTSD. VOICES has provided over 1,400 survivors and responders with support services and relevant information through annual conferences and workshops.

Section photos

Testimonial and/or photo

JUNE?
Remembering Kurt Wolfgruber
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JUNE 26
Chief Office of the Medical Examiner Outreach
Descriptive text about the event or subject will go here with or without photographs



Mass Violence Tip Sheets
In 2019, VOICES completed a research project, Knowledge to Practice: Actionable Recommendations for Victims and First Responders to Better Plan and Heal from Mass Violence. With a grant from Public Safety Canada, VOICES produced Tip Sheets based on extensive research and interviews with victims’ families, survivors, first responders, and community stakeholders. The Tip Sheets focus on promoting healing and community resilience in the aftermath of mass violence and provide specific, timely short and long-term guidance for multiple groups.
Published Papers?
In 2017, The SCIENTIFIC JOURNAL was asked to document its methodology in support of services
COLUMBIA UNIVERSITY Through a partnership with Columbia University VOICES was asked to document its methodology in victim support services
With a grant from Public Safety Canada, VOICES produced Tip Sheets based on extensive research and interviews with victims’ families, survivors, first responders, and community stakeholders. The Tip Sheets focus on promoting healing and community resilience in the aftermath of mass violence and provide specific, timely short and long-term guidance for multiple groups.

- TIP SHEETS ARE ON THE VOICES WEBSITE – TOPICS INCLUDE:**
- Family Members of Victims of Mass Violence
 - Survivors of Mass Violence
 - First Responders and Recovery Workers Responding to a Mass Violence Event
 - Health Care Practitioners Providing Care to Those Affected by Mass Violence
 - Talking with Children After Tragedy
 - Mental Health Considerations After an Act of Mass Violence
 - Considerations for Speaking with the Media After Being Affected by Mass Violence
 - Resources

Section photos

JUNE 22
VOICES 5th Annual Golf Outing
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JULY 29
Senate Passage of Never Forget the Heroes Act
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Related Photo

Stephanie Testimonial

Commemorating the Lives and Stories of September 11, 2001

VOICES 9/11 Living Memorial is an online archive commemorating the 2,977 lives lost and documenting stories of survivors and responders through an extensive collection of photographs and personal mementos. For over a decade, VOICES staff has worked one-on-one with families to document the precious lives of their loved ones in a meaningful way, and collect the compelling stories of survivors. Today the Living Memorial includes over 87,000 photographs that will continue to grow over time, leaving behind a legacy to ensure future generations will always remember.

Section event photos

Creating A Legacy for Future Generations

VOICES High School and College Internship Program provides students with valuable professional experience and the opportunity to learn first-hand about the events of September 11th. As part of the program, our interns work alongside our staff and learn about 9/11, creating the next generation of leaders. Since its inception in 2005, VOICES Internship Program has hosted over 200 students from five high schools and more than 30 colleges.



Our 2019 High School Interns (left to right): Abigail Smith

Over the summer, our interns researched 9/11 topics, conducted dozens of interviews and produced a short film, Post 9/11 Paths to Resilience. The film was presented to local high school students and community members.

This year, VOICES hosted 8 interns, who in addition to producing a short film, had the opportunity to attend [what was the New Paltz training that some of the interns went to?], the dedication of the 9/11 Memorial Glade, and a meeting for 9/11 families at the New York City Office of the Chief Medical Examiner. Many of the interns have found their experience to be life-changing and have been inspired to pursue careers in the nonprofit sector, social work, and with federal agencies.

COLLEGE INTERNSHIP PROGRAM

College students can participate in internship programs in their area of interest during the semester or during their summer vacation.

Specific internships are:

- Social Services
- Commuincations
- Research
- Information Technology – Graphics, Data Entry, Website Archiving
- Videography

HIGH SCHOOL INTERNSHIP PROGRAM

High school students can volunteer after school in special programs during their senior year spring semester or in the summer. During summer vacation, the VOICES New Canaan office offers a program for highly motivated rising high school seniors. The students research a 9/11 topic of their choice, film inter-views and then edit a short film.

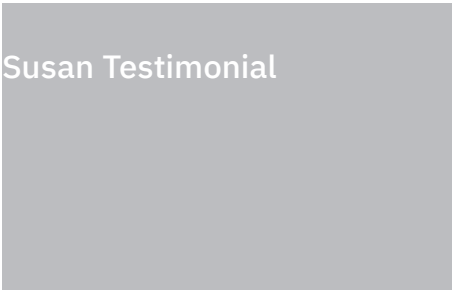
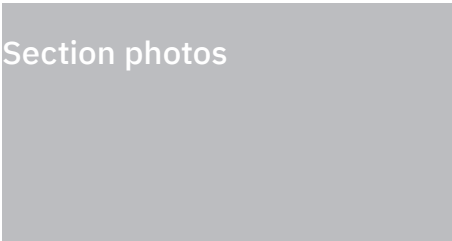
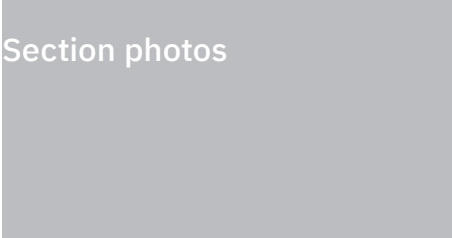
SEPTEMBER 8
VOICES Information Forum and Symposium
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SEPTEMBER 9
VOICES Anniversary Resiliency Symposium
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SEPTEMBER 10
Anniversary Day of Remembrance Forum
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Development and Partnerships



A Commitment to Never Forget

VOICES has been pleased to work with so many committed individuals, organizations and corporate partners during 2019. With their support we will continue to advance our mission to create a world where those impacted by terrorism and mass tragedies will receive the support and resources they need to ensure healing and resilience in their lives

Our Business Partners

TEXT TK Our 11th Annual Always Remember Gala was held on September 24 at the New York Athletic Club in New York City. Mike Greenberg, ESPN's award-winning journalist and broadcaster, served as our Emcee

Foundations

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Corporations

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VOICES Annual Appeal

TEXT TK Our 11th Annual Always Remember Gala was held on September 24 at the New York Athletic Club in New York City. Mike Greenberg, ESPN's award-winning journalist and broadcaster, served as our Emcee.

Looking Ahead

Expanding the Reach of VOICES

We look forward to 2020 – a year which will be filled with challenges and opportunities as we begin to advance our mission even further – working with individuals and communities affected by acts of mass violence and tragedies through our new Wolfgruber Center for Resilience.

Grants

TEXT TK Our 11th Annual Always Remember Gala was held on September 24 at the New York Athletic Club in New York City. Mike Greenberg, ESPN's award-winning journalist and broadcaster.

New Opportunities

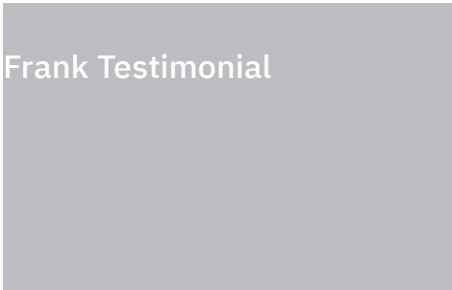
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The 20th Anniversary of September 11th

VOICES will also be looking forward to our 20th Anniversary in September, 2021. Plans are underway for events, art exhibits, and celebrations of the victims, individuals, families, responders, and communities so greatly affected by the acts of September 11, 2001.

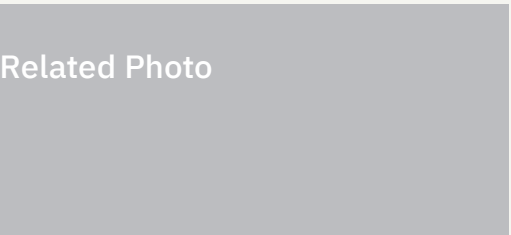
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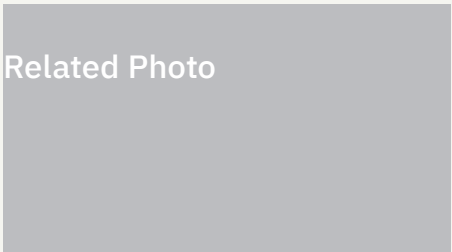
SEPTEMBER 11
Community Event Support
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SEPTEMBER 11
Cantor Fitzgerald Charity Day
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SEPTEMBER 13
Visit with Families and Survivors of Mother Emanuel Shooting, Charleston, SC
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Fundraising Events



11th Annual Always Remember Gala

Our 11th Annual Always Remember Gala was held on September 24 at the New York Athletic Club in New York City. Mike Greenberg, ESPN's award-winning journalist and broadcaster, served as our Emcee.



A special presentation of VOICES 2019 Legacy Award was made in honor of the late Kurt Wolfgruber, who served as VOICES Board Chairman for over a decade. The establishment of the Kurt Wolfgruber Center of Resiliency was also announced to carry on Kurt's legacy through VOICES work.

John Miller, Deputy Commissioner for Intelligence and Counterterrorism for the New York Police Department, was recognized with the VOICES 2019 Leadership Award for his extraordinary leadership and unwavering commitment to public service.

The 2019 Building Bridges Award was presented to John Feal, 9/11 Responder and Founder of the FealGood Foundation, in recognition of his tireless advocacy efforts on behalf of 9/11 responders and survivors who are suffering from life-threatening conditions.

As always, there was a strong sense of community among the 300 attendees who came together to reflect, remember and support our work.



VOICES 5th Annual Golf Outing

On July 22 we hosted our 5th Annual Golf Outing at Westchester Country Club. Participants enjoyed a spectacular day of golf, followed by an intimate dinner and live auction program led by ESPN's Mike Greenberg. We were also honored to have a group of responders in attendance from the FBI join us for the day.

Thank you to our sponsors: Bankwell, ESPN Radio, JetBlue, Kane 11, New Balance of New Canaan, Ray Catena Lexus of Larchmont, and Phillips-Van Heusen for their outstanding contributions to our event.



9/11 Ride of Hope

TEXT AND PIX



Greenfield Police and Fire Departments Stair Climb

TEXT AND PIX



Beta Theta Pi Stair Climb at Sacred Heart University

TEXT AND PIX

Section event photos

SEPTEMBER 14
Annual 9/11 Naming Ceremony at
Responders Remembered Park
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photographs



SEPTEMBER 24
VOICES 2019
Always Remember Gala
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subject will go here with or without
photographs

Related Photo

OCTOBER 2
VOICES Summer Interns
Present Short Film
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Related Photo

Fundraising Events

Cantor Fitzgerald Charity Day

On September 11, VOICES participated as a benefiting partner at Cantor Fitzgerald Charity Day, which began in commemoration of the 658 Cantor Fitzgerald and 64 Eurobrokers employees lost in the 9/11 World Trade Center attacks. Cantor donates 100% of their revenues on 9/11 to the Cantor Fitzgerald Relief Fund, and as a result hundreds of charities from around the world benefit.

This year we were thrilled to have New York Yankees beloved pitcher Ron Guidry attend as VOICES ambassador! Ron was a "big hit" on the trading floor and worked with the traders to close several deals.



The Power of Many: Making a Difference

Volunteers and Event Partners

Our work at VOICES is possible because of the generous donation of time, talent, and treasure provided by our volunteers, donors, and sponsors who share our commitment to helping those impacted by 9/11 and other tragedies. Our events not only raise support but are instrumental in bringing communities together.



New Canaan Library



Goldman Sachs



Greenwich Associates



National Debt Relief



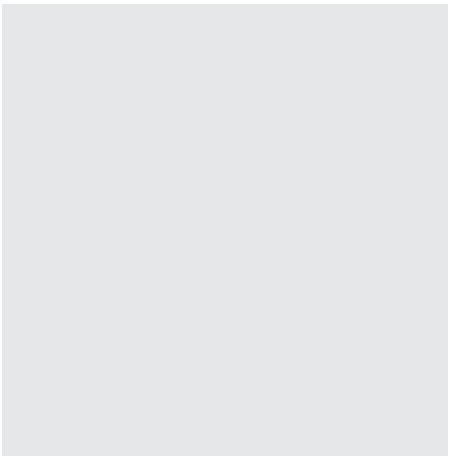
Grace Farms

DECEMBER 1
Bonnie McNamara Elected Chair of Voices Board of Directors
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DECEMBER 19-20
VOICES Teleconference Support Sessions: Getting Through the Holidays
Descriptive text about the event or subject will go here with or without photographs

Leadership and Advisors



Strategic Partners and Sponsors

VOICES has partnered with like-minded subject matter experts, educational institutions, organizations, charities, and government agencies working in the fields of mental health, social services, victim’s services, and community preparedness. The following are a sample of some of our collaborative partners.

