



## A LEGACY OF SUPPORT

Voices Center for Resilience provides long-term support and resources that promote mental health care and wellness for victims' families, responders and survivors. The organization is equally committed to sharing lessons learned by collaborating with public-private partners to help communities prepare for, respond to, and recover from tragedy.

25 YEARS  
**voices**  
CENTER FOR RESILIENCE

# A Model for Long-Term Victim-Centered Support



## Support



- Consultation and Referrals
- Virtual Peer Support Groups
- In-Person Parents Helping Parents
- Bereavement Services
- Psycho-Social Workshops & Webinars
- 9/11 Living Memorial Archive



## Education



- Annual NYC Symposium
- Conference Presentations
- Educational Webinars
- Community-Based Resilience Programs
- Scientific Research Co-Investigators
- VOICES Digital Resource Library



## Training



- Preparing for After Resource Guide
- Community Preparedness Training
- VOICES Tip Sheets
- High School and College Internships
- Graduate Student Internships
- National & International Presentations

# Voices Center for Resilience

## A Legacy of Support with a Resolute Mission

VOICES remains focused on its original mission – to support those impacted by tragedy, to commemorate the lives lost, and to promote national security and preparedness. Recognized as a thought leader in the field, VOICES work has grown exponentially in the United States and abroad.

As we approach the 25th Anniversary of VOICES founding, we reflect on the extraordinary leadership of Executive Director Mary Fetchet, a clinical social worker who transformed personal tragedy into purpose after the loss of her son on 9/11. Using social work practices and a victim-centered approach, she pioneered innovative programs that provide continuity of care and address the long-term needs of thousands of victims' families, survivors, and responders impacted by 9/11 and other tragedies. Our partnerships with trusted individuals and organizations, along with the work of our dedicated staff are integral to the success of our mission.

Looking ahead, VOICES will broaden its network to enhance support, education, and training initiatives. Our support services will continue to promote mental health and wellness. Working with like-minded individuals we will expand our educational programs. Collaborating with law enforcement, emergency managers and counterterrorism experts we will share lessons learned to advance a community response to tragedies.

As we prepare for this milestone anniversary, the needs of those impacted by 9/11 and other tragedies continue to grow. VOICES remains steadfast in its commitment to providing continuity of care in the lives of those we serve.

All of us at VOICES are profoundly grateful to all whose time, talent, and generosity sustain our efforts. Your investment in our work helps us support individuals and build stronger, resilient communities for tomorrow.



*"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."*  
The Honorable Governor Thomas Kean, 9/11 Commissioner





# Support Services and Programs

## SUPPORT AT-A-GLANCE

**215,000+** hours of social work support

**2,450+** support groups

**600+** psychoeducational workshops and webinars

**61,000+** participants in VOICES programs

**611+** 9/11 Community events

**2,977** lives commemorated in VOICES 9/11 Living Memorial

## A Need for Long-term Support & Continuity of Care

### 9/11 Community

VOICES provides continuity of care and access to resources for the 9/11 Community. Our programs address the needs of the 2,977 families who lost loved ones on 9/11 and the 490,000 survivors and responders. Today the need continues. Over 8,900 families have lost loved ones due to their exposure to toxins, and over 92,100 are in treatment for mental health conditions and life-threatening illnesses.

### Other Communities

Today, VOICES support services are more crucial than ever. In 2024, there were 585 mass shootings in the U.S., resulting in 711 fatalities. Wildfires, tornadoes and hurricanes have displaced thousands from their homes. As a result of the increase in human-caused and natural disasters, the need for support and mental health care is on the rise.

## VOICES Community Engagement



Helping Families and Communities Heal After Tragedy



VOICES prides itself on keeping the 9/11 Community well-informed by distributing information via e-communications and monthly newsletters. These include timely programming announcements, access to support services, advocacy initiatives, and news updates. These communications highlight upcoming events, share critical resources, and address the ongoing and evolving needs of those impacted.

## 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
- 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

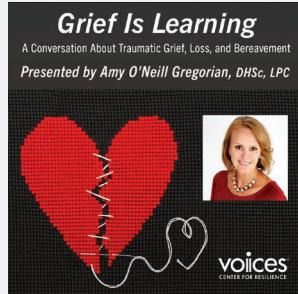


*"I shared a lot with VOICES and it helped me to help myself and my children."*

Elaine Barnett, Responder Chaplain & Family Member

# Serving thousands of individuals and organizations since 2001

## Informative Presentations



Our monthly webinars are facilitated by subject matter experts and VOICES staff on a variety of relevant topics. Recent presentations included:

## Mental Health & Wellness and Education Webinars

- **Grief Is Learning**  
Amy O'Neill-Gregorian, DHSc, LPC
- **Navigating the Holidays**  
Margaret McKinnon, PhD, C Psych
- **Updates on the Victim Compensation Fund (Parts 1 and 2)**  
Special Master Allison Turkel and VCF Deputy Special Masters  
9/11 Attorneys: Michael Barasch, Noah Kushlefsky, Matt McCauley
- **VOICES Preparedness Workshops**  
Mary Fetchet, LCSW, Stephanie Landau
- **Update on Military Commissions at Guantanamo Bay**  
John Ryan, Deborah Garcia, Jack Ryan, Colleen Kelly
- **The Evolution of Grief: Promoting Resilience After Loss**  
Zaneta Gileno, LCSW
- **A Pathway to Healing: Recovering from PTSD**  
Nicholas deSpoelberch, Mike Markette
- **Surviving Loss in Tragedies Like the LA Wildfires**  
Dr. Ken Druck
- **Monthly Mindful Moment Meditation**  
Meg Rooney, Certified Yoga Instructor

## VOICES 9/11 Living Memorial



The 9/11 Living Memorial was created in 2006 and 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. VOICES staff continues to assist families of those who have passed away since, of 9/11-related illness, in order to help them create a meaningful tribute, ensuring that their loved one's memory lives on for future generations.

## Commemoration



Commemoration plays a vital role in the healing process. The Living Memorial Project documents over 1,324 memorials that were created in the U.S. and abroad and captures the personal reflections of survivors and responders.

Mary Fetchet presents the last missing photograph to complete the *In Memoriam* exhibit of Antonio Pratt to then 9/11 Museum President & CEO, Alice Greenwald.



# Education

## EDUCATION AT-A-GLANCE

**5,300+** evidence-informed resources searchable in VOICES Digital Resource Library

**40** symposiums/conferences hosted in NYC and New Jersey

**135** national and international conference presentations and committees served

**600+** participated in VOICES research project examining the long-term needs of victims' families – published in the International Society for Traumatic Stress Studies

**224+** hours of original subject-matter videos and podcasts

## The Lasting Impact of Education

VOICES is a steadfast champion of educational initiatives that prioritize the long-term needs of victims, survivors, and responders, in the United States and abroad. By collaborating with a wide range of national and international organizations, VOICES creates opportunities to share lessons learned with a global, multi-disciplinary network of professionals. Our Annual NYC Symposium, educational workshops, and advocacy efforts promote a victim-centered approach that guide community stakeholders when preparing for, responding to, and recovering from tragedies. These efforts continue to foster meaningful dialogue, build stronger support systems, and inspire sustainable change in communities worldwide.

## VOICES Digital Resource Library



The Resource Library is an ever-expanding collection of over 5,300 evidence-informed resources including Webinars, Training Materials, Research Reports, Tip Sheets, VOICES Historical Documents, Videos, Publications, and Artwork. The digital collection is a valuable resource for service providers, mental health professionals, emergency managers, scholars, and those impacted by tragedy.

## Partnering with 9/11 Day



Jay Winuk, 9/11 Day Co-founder

In the spirit of the National Day of Service and Remembrance, VOICES was proud to host its second 9/11 Day of Service Project at our 2025 NYC Symposium. Attendees and presenters assembled over 500 Preparedness backpacks with items that are useful in the event of an emergency. The Pack for Preparedness Project was sponsored by 9/11 Day and AmeriCorps.

## World Trade Center Survivor Grief Study

VOICES was a co-investigator in a 3-year research project, led by scientists from the Uniformed Services University Center for the Study of Traumatic Stress. Funded through a CDC grant, the study examined the effects of bereavement among WTC Health Registry survivors. VOICES joined Columbia University's Center for Prolonged Grief, and the WTC Health Registry and offered its unique perspective.



World Trade Center Survivor Grief Study  
Abstract: Bereavement is a normal human response to loss. While the effects of grief are well-known, the effects of bereavement on those affected by tragedy, the loss of a loved one, can lead to profound and unique challenges for bereaved individuals. Given the trauma that all 9/11 Survivors faced, it is likely that those who were bereaved on 9/11 or at a later date may face additional challenges. The goal of this study is to examine the effects of bereavement and trauma on the quality of life among 9/11 World Trade Center (WTC) Health Registry Enrollees.

This is a community collaborative project that involves scientists from the Center for the Study of Traumatic Stress (CSTS) at Uniformed Services University and three NYC-based study partners, including the World Trade Center (WTC) Health Registry, Columbia University's Center for Prolonged Grief, and VOICES Center for Resilience (VOICES).

# Actionable information provided by national and international experts

## VOICES 2025 New York City Symposium, *Building Resilient Communities*



### September 9 | Professionals

The September 9th program was held in partnership with LinCT-AA and INVICTM. The event brought together national and international experts working in law enforcement, counterterrorism, emergency management and victim services. Highlights included:

- **Keynote Address** Joseph Pfeifer, FDNY Assistant Chief, 1st Deputy Fire Commissioner (Retired)
- **Preparing for Large-Scale Events**  
John Hart, Dave Ecklund, Alastair Vanner
- **Everything, Everywhere, All at Once: The CT Environment in 2025**  
John Miller, Rebecca Ulam Weiner, Christopher Raia
- **Artificial Intelligence and Journalism**  
Rich Esposito, Tom Winter, John Miller
- **Is AI a Force for Good or Bad?**  
John Parkinson, Nick Noone
- **From A to Evil: The Salad Bar of Ideology**  
Rich Stanek, Karie Gibson, Julianne Ortman, Meghann Teubner

### September 10 | 9/11 Community

The September 10th program was supported by our 9/11 Community Partners who have devoted their careers to assisting all those impacted by 9/11. Subject-matter experts provided updates on ongoing issues including mental health, medical care and litigation. Highlights included:

- **Firsthand Accounts: The Military Commission at Guantanamo Bay**  
Mary Fetchet, John Ryan, Colleen Kelly, Jack Ryan, Deborah Garcia
- **Pursuing Justice: Legal Proceedings 20+ Years After 9/11**  
Robert Haefele, Andrew Maloney, John Eubanks, Terry Strada
- **Update on the Victim Compensation Fund**  
Stephanie Landau, Noah Kushlefsky, Michael Barasch, Matt McCauley
- **Update on WTC Health Program Funding Legislation**  
Matt McCauley, John Feal, Ben Chevat
- **Looking Ahead to the 25th Anniversary**  
Mary Fetchet, Beth Hillman, Jay Winuk

*1,100+ individuals from 27 states and 10 countries participated in-person and online*



*“VOICES is an internationally respected leader demonstrating that through collaboration we are stronger together. Sharing our expertise ensures that those impacted by tragedy receive the support they need.”*  
Sue O’Sullivan, INVICTM, Chair and LinCT-AA Canada, Executive Director

### SCAN THE QR CODE TO VIEW THE 2025 SYMPOSIUM

OUR TWO-DAY SYMPOSIUM WAS RECORDED  
WITH THE FULL AGENDA AND PRESENTATIONS  
AVAILABLE ONLINE





# Training

## TRAINING AT-A-GLANCE

**65+** hours of community preparedness training

**24** Best Practices for Mass Violence, Resilience, Trauma, and Preparedness

**250+** graduate, college, and high school interns participating in VOICES Internship Program

**11** community-based emergency/manager events

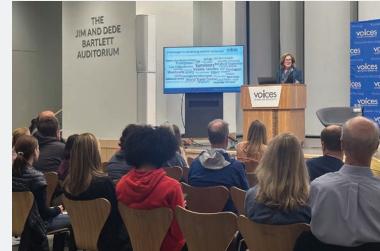
**20** research collaborations/academic publications

## The Importance of Community Training

This year, VOICES expanded efforts to share lessons learned and help communities better prepare for and respond to emergencies. Our training programs equip community leaders, mental health professionals, first responders, survivors, and families with practical tools to build resilience and support long-term recovery. In addition to training, VOICES provides essential support services, advocacy, and timely news updates to address the evolving needs of those impacted by tragedy.

As the frequency and complexity of crises increase – from natural disasters to acts of violence – the need for informed, coordinated response efforts has never been greater. It is critical to continue to expand our training initiatives: to ensure that communities are not only prepared for what lies ahead, but also supported in their healing. By building on lessons learned and empowering those on the front lines, we are shaping a stronger, more resilient future for all.

## Serving Local Communities



### VOICES Journey from 9/11 to Today

Helping Families and Communities Prepare for Emergencies

In partnership with STAR, Inc., VOICES hosted a series of community-based presentations to help families and the community prepare for emergencies. VOICES Director, **Mary Fetchet**, discussed her personal experience and lessons learned. Local and state emergency managers and service providers participated in a panel discussion about their preparedness plans and shared resources.

## VOICES Internship Program



VOICES is proud to be a part of shaping the future of social work, as many of our interns go on to become the mental health care providers of tomorrow. Our program has nurtured talented individuals who have attended prestigious undergraduate and graduate institutions, equipping them with the skills and experience necessary to make a lasting impact in their communities.

Since its inception in 2005, VOICES Internship Program has hosted 250+ students from 5 high schools, 32 colleges, and 4 graduate schools, including Columbia, Quinnipiac, Sacred Heart, and Fordham.

# Local and regional community preparedness initiatives



## Preparing for After Resource Kit

Completed in 2014, the kit 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 Tucson, AZ.

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



**Voices of Experience**  
Helping Communities Heal After Traumatic Events  
**voices**  
CENTER FOR RESILIENCE

**Voices of Experience** is based on research findings and original content from our **Preparing for After Resource Kit**.



*"VOICES has been instrumental in leading the charge bringing awareness to Community Preparedness throughout Region 1 in Connecticut."*  
**Russ Kimes, New Canaan Emergency Management Director**

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

## Voices of Experience: Helping Communities Heal After Traumatic Events

The training, originally funded by a Robert Wood Johnson Foundation grant, assists a broad range of community stakeholders in preparing for acts of terrorism, mass violence, and natural disasters.

## VOICES Community Preparedness Training



**VOICES Community Preparedness Training: A Victim-Centered Approach to Prepare for, Respond to, and Recover from Tragedy** is a module-based program derived from VOICES 24 years of experience and research findings working with the 9/11 Community and others affected by mass violence.

The in-person training prepares emergency managers, community stakeholders, and service providers how to create a framework based on a victim-centered approach to tragedy, incorporating VOICES lessons learned. Program modules are organized into five segments:

- Individual and Community Resilience
- Mental Health and Awareness
- Response Considerations
- Community Planning
- Pathways Forward

## Sharing Lessons Learned: Public-Private Partnerships

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 the State of Connecticut Division of Emergency Management & Homeland Security (Region 1), VOICES helps to ensure communities are better prepared.





# Community Engagement

## 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.

## Civic Leadership and Advocacy for Public Policy Reform

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
- Testified six times before the United States Congress

## National and Global Partnerships

VOICES works with its national and international partners to champion victims' rights and services. Through longstanding public-private partnerships with like-minded subject matter experts, VOICES shares best practices and lessons learned to help communities impacted by tragedy:

- 9/11 Day
- 9/11 Memorial & Museum
- American Group Psychotherapy Association (AGPA)
- ASIS
- Cantor Fitzgerald Relief Fund
- Columbia University – Center for Prolonged Grief
- FealGood Foundation
- First Responders Children's Foundation
- Intl. Network Supporting Victims of Terrorism and Mass Violence
- Leadership in Counter Terrorism Alumni Association (LinCT-AA)
- NYC Office of the Chief Medical Examiner
- NYPD Shield
- Office of Victims of Crime (DOJ)
- Perelman Performing Arts Center
- Public Safety Canada
- Sept 11th Victim Compensation Fund
- Uniformed Services University, Center for Study of Traumatic Stress
- WTC Health Program





# Fundraising/Support

## VOICES Annual Always Remember Gala



VOICES 2025 *Always Remember Gala* recognized extraordinary individuals who have made a profound impact protecting our nation. VOICES Leadership Award was presented to NYPD Deputy Commissioner, Intelligence and Counterterrorism, **Rebecca Weiner** and VOICES Legacy Award was presented to **Joe, James, John and Kathleen Vigiano**.

ESPN's **Jeremy Schaap** served as this year's Emcee. Attendees were treated to a musical performance by Broadway star **Laird Mackintosh**.

---

### PAST HONOREES AND SPECIAL GUESTS

---

**2024**

Jimmy Pitaro  
David Paine  
Jay Winuk  
Mike Greenberg

**2023**

Alice Greenwald  
The Honorable Thomas H. Kean  
The Honorable Lee H. Hamilton

**2022**

NYPD Comm'r. William Bratton  
FDNY Comm'r. Tom Von Essen

**2021**

Robert J. Hurst  
Edie Lutnick  
General David Petraeus

**2020**

George Bodenheimer  
Tom Michaud  
George Martin  
Mike Greenberg  
Jeremy Schaap

**2019**

Comm'r. John Miller  
John Feal  
Kurt Wolfgruber  
(posthumously)

**2018**

Sec. Leon Panetta  
Lara Logan  
Mike Greenberg

**2017**

Herm Edwards  
CIA Dir. James Clapper  
Mike Greenberg

**2015**

FBI Dir. Robert Mueller  
FBI Dir. James Comey  
Lesley Stahl

**2014**

The Hon. Thomas H. Kean  
Sen. Joseph Lieberman  
Jeff Fager  
Norah O'Donnell

**2013**

Sec. Hillary Rodham Clinton  
NYPD Comm'r. Ray Kelly  
Joan Lunden

**2012**

Kathie Lee Gifford  
Christopher Del Pozzo  
Kevin Murphy

**2011**

Mayor Rudy Giuliani  
Brian Williams

**2010**

The Right Hon. Tony Blair  
John Duffy  
Alex Clarke

**2009**

President Bill Clinton  
Jon Bon Jovi  
Joan Lunden

**2008**

Chris Berman  
Brian Williams

## VOICES Building Bridges Luncheon



VOICES held its second annual Building Bridges Luncheon in 2025. **Gunnar Esiason**, Rare Disease Patient Leader, was presented with VOICES Building Bridges Award. A leading voice in healthcare advocacy, Gunnar has served as an inspiring testament to his resilience and commitment to positively impacting the lives of those affected by Cystic Fibrosis and other rare diseases. **Jeremy Schaap**, ESPN's award-winning sportswriter, reporter, and author, led the conversation with Gunnar.

## VOICES Annual Golf Outing



VOICES 11th Annual Golf Outing was held at the majestic Quaker Ridge Golf Club in Scarsdale, NY. Golfers enjoyed a spectacular day, followed by an equally exceptional 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 **McGuireWoods**. The event welcomes participants to a world-class golf experience and an opportunity to learn more about VOICES programs and services.



[VoicesCenter.org](http://VoicesCenter.org)

80 Main Street • New Canaan, CT 06840  
203.966.3911

For information about VOICES sponsorship opportunities  
that support our programs and events, or to donate online,  
contact Frank Fetchet at: [ffetchet@voicescenter.org](mailto:ffetchet@voicescenter.org) or  
scan the QR code below.

