

Federal Emergency Management Agency (FEMA)

Victim Benefits and Assistance Contacts Matrix

Other types of assistance an organization may provide is indicated in the "Assistance Offered Box."

Assistance for Victims of the WTC & Pentagon Attacks

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FEMA
Recovery Division
Phone: (202) 646-4252
FAX: (940) 323-2986

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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; Transportation assistance not covered by airlines, military or other sources; Information and referral	(800) 331-0075 (414) 979-4800 (Call Collect Outside USA) (800) 833-6885 (TTY) (414) 359-9064 (FAX)
Pentagon Family Assistance Center	Pentagon victims and their family members only	Information and referral	(800) 487-3450 (703) 920-7212
U.S. Department of State Consular Affairs Overseas Citizens Services / VISA Services	Overseas families of victims killed or injured.	How to obtain a VISA for overseas foreign national family members of victims	(202) 647-0900
Virginia Terrorism Victims Helpline	Virginia residents who were victims, and their family members, of any of the attacks.	Provides information & referrals for victims. Coordinates volunteers & donations	(866) 827-3543 (800) 272-9268 (TTY)
New York State Office of Emergency Management	General Public	Information & Referral information	No Contact # www.nysemo.state.ny.us
American Red Cross Information Line	General Public	Provides information & referrals	(866) 438-4636 (800) 526-1417 (TTY) www.redcross.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) 380-3223 (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.
New York City Hotline	Individuals who live in and around the controlled area of the WTC Attack	A contact list of building managers. Assistance in coordinating an official escort into the controlled area to retrieve personal items.	(718) 403-2220
National Association of Realtors	Families who's primary breadwinner was killed or is missing due to any of the terrorist attacks	Provides immediate financial assistance to meet rent or mortgage payments	(800) 422-2501 www.nvsar.com (Residents of New York)
			(800) 335-4862 www.ctrealtor.com (Residents of Connecticut)
			(866) 412-6035 www.njar.com (Residents of New Jersey)
			(301) 590-2000 www.gcaar.com (Washington DC)
			(800) 638-6425 www.mdrealtor.com (Residents of Maryland)
			(800) 725-6272 www.marealtor.com (Residents of Massachusetts)
			(800) 755-8271 www.varealtor.com (Residents of Virginia)
			(800) 874-6500 x 4 relief.realtor.org (Residents of all other U.S. States)

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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 NY Firefighters (718) 999-2541 NY Police Officers (212) 741-4626
New York Crime Victims Compensation 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 on the web site: 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
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.pas Sept11.org
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)
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
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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CRISIS COUNSELING & INTERVENTIONS

Organization	Eligible Victims	Assistance Offered	Contact Info / How to Apply for Assistance
Pennsylvania Crisis Counseling Hotline	General public in the State of Pennsylvania	Provides counseling assistance	866-202-1132
New York Office of Crisis Intervention Services	General public in the State of New York and surrounding areas	Provides counseling services	(800) LIFENET (543-3638) (877) AYUDESE (298-3373) (Spanish Only)
University of Medicine & Dentistry of New Jersey	General public in the State of New Jersey	Provides counseling services	(800) 969-5300
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 Only)
Safe Horizons	General public in NY and surrounding areas affected by WTC attack	Crisis intervention, advocacy, and information referral	(800) 621-4673 (800) 810-7444 (TTY)
Point of Hope Helpline	General public in VA, DC, and MD	Provides grief counseling services and referrals if necessary	(800) 255-3042
Haven of Northern Virginia	General public in VA, DC, and MD	Provides grief counseling services and referrals if necessary	(703) 941-7000 www.havenofnova.org

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FEDERAL AGENCIES

Organization	Eligible Victims	Assistance Offered	Contact Info / How to Apply for Assistance
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	<u>General Information</u> (800) 829-1040 (800) 829-4059 (TTY) <u>Specific Information</u> www.irs.gov/relief/index.html
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	Homeowners, renters, non-profit organizations, and business of all sizes located within FEMA declared counties	Low interest long-term loans	<u>To Register Call FEMA</u> (800) 462-9029 (800) 462-7585 (TTY) <u>For Questions & Detailed Information</u> (800) 659-2955 (202) 205-6189 (TTY) www.sba.gov

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, medical care, and adoption of animals.	(212) 876-7700 www.aspca.org
Mayors' Office for People with Disabilities	Disabled victims of the WTC Attack	Provides advocacy and referrals	(646) 742-8513 (646) 328-6230
Island Peer Review Organization	Victims and their family members of WTC Attacks.	Provide information & referrals to current Medicare & Medicaid clients who have experienced a disruption in services	(800) 331-7767

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DEATH CERTIFICATES & LEGAL ASSISTANCE

Organization	Eligible Victims	Assistance Offered	Contact Info / How to Apply for Assistance
New York State Department of Insurance	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.htm
American Bar Association Young Lawyers Division	Victims and their family members of any of the attacks.	Provides free Legal Services for low-income individuals who, prior to or because of the disaster, are unable to secure adequate legal services	(866) 606-0626 NOTE: There is only a small staff answering phones. If you call this number you will need to be patient to get through or leave a message.
New York City & County Bar Association	Victims and their family member of the WTC Attack	Provides basic legal advice over the phone, information & referrals to other lawyers for detailed assistance	(212) 626-7373
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 www.nysba.org
NYC Family Assistance Center	Victims and their family members of the WTC attack	Information and referrals, death certificate procedures & documentation	(646) 710-6245 www.nyc.gov/html/em/family_assist.html
New Jersey Victims & Families Hotline	General public in the State of New Jersey	Provides information & referrals; Death certificate information specifically for New Jersey residents	(866) 652-7474 (609) 943-4111 (TTY)

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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 attack.	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) www.labor.state.ny.us
U.S. Department of Labor (Pentagon Attack)	Individuals or their family members who lost their job or source of income as a result of the Pentagon terrorist attack.	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 You may also contact your local unemployment office
U.S. Department of Labor Office of Worker's Compensation Program	Federal civilian employees, or surviving spouses, injured on duty during any of the terrorist attacks, subsequent rescue operations	Assistance with filling out forms and answering questions	(212) 337-2037 (WTC Attack) (212) 337-2663 (Fax) (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)

BUSINESS RELATED CONCERNS

Organization	Eligible Victims	Assistance Offered	Contact Info / How to Apply for Assistance
New York City Hotline	Business who located in and around the controlled area of the WTC Attack	Information & referral as well as some problem solving services	(718) 403-2220 www.newyorkbiz.com
Empire State Development Corporation	Business affected and dislocated due to the WTC attack	Information & Referral; Relocation Assistance	(800) ILOVENY (456-8369)
New York City Economic Development Corporation	Individuals & Business affected or dislocated due to the WTC attack	Provides a list of job openings and job seekers as well as assistance to access controlled areas for business.	(800) 835-7507

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