



9-11 Healing and Remembrance Program Summary

PROGRAM GOALS

The Mental Health Association of NYC (MHA-NYC) and its partners will be working to ensure that the 10th anniversary of 9-11 is a meaningful and healing time by offering those affected by 9-11 a variety of resources to encourage hope and renewal.

There are two aspects of this program:

1. Information and resources for those affected by 9-11
 - A comprehensive website with a variety of information, tips and resources.
 - A 24-hour hotline staffed with experienced mental health professionals who will direct callers to available community resources.
2. Travel and lodging assistance to Arlington, VA, New York, NY and Shanksville, PA for eligible family members as well as access to on-site Family Support Centers in Arlington, VA, New York, NY and Shanksville, PA. Enrollment is required. Please see "How Do I Enroll?" below.
 - Healing and Remembrance travel and lodging assistance will be available to eligible family members wishing to travel and participate in commemorative events.
 - Healing and Remembrance Family Support Centers nearby each of the 3 commemoration sites (Arlington, VA, New York, NY, Shanksville, PA). These will be private, welcoming spaces that offer a range of supportive services to family members.

WHO IS ELIGIBLE to call the toll free hotline and use the website?

The 9-11 community including family members, survivors and responders are welcome to visit the website at www.9-11healingandremembrance.org or call the toll free hotline at 1-866-212-0444.

- On the website, access information on relevant, mental health supportive resources; commemorative 10th anniversary event listings; recognizing anniversary related stress; tips to help cope; and a guide for talking to the media.
- On the hotline, an experienced mental health professional (called a "referral specialist") will help guide you to available supports. If you are applying for the travel and lodging assistance, the referral specialist will connect you with an eligibility coordinator to start the enrollment process.

HOW DO I ENROLL for the Healing and Remembrance travel and lodging assistance?

Enrollment may be initiated by an individual, family member or Case Manager

- By contacting the Healing and Remembrance Hotline at 1-866-212-0444 or
- By starting the enrollment process online at www.9-11healingandremembrance.org

WHO IS ELIGIBLE for the Healing and Remembrance travel and lodging assistance?

Financial assistance is **needs based** and will be provided on a **first come, first served** basis. Only one family member who will be attending 9-11 commemorative events and meets all the following eligibility requirements will qualify:

1. One representative family member (spouse, domestic partner, child, parent or sibling) of a person who died in the 9-11 attacks
2. Who would not be able to attend commemorative events without assistance from this program
3. 3a. Lives at least 240 miles away from New York City, Shanksville, PA or Arlington, VA **OR**
3b. Has a travel-related disability (e.g.: Mobility disability-physical handicap that requires wheelchair or other physical assistance to travel)

WHO IS ELIGIBLE to use the Healing and Remembrance Family Support Centers?

Healing and Remembrance Family Support Centers are private spaces for family members attending commemorative events in Arlington, VA, New York, NY or Shanksville, PA. Family members and those traveling with them will be welcome. You do not need to be receiving the travel and lodging assistance to participate in the Healing and Remembrance Family Support Centers.

- **You must register for the Family Support Centers by calling 1-866-212-0444**

IMPORTANT DATES

- April 4, 2011: Enrollment begins
- Enrollment ends July 1, 2011 or when all available slots are filled.
- The Hotline will be available until September 2012.

HOW DOES IT WORK?

- Once enrollment has been initiated via the phone or web, an eligibility coordinator will follow up with you to gather information necessary to determine your eligibility. If you meet the above requirements, you will be sent enrollment materials which you will have to **complete and return within 10 business days**. Once your packet has been reviewed by an eligibility coordinator and you have been determined eligible for the Healing and Remembrance travel and lodging assistance, you will receive notification regarding next steps.
- Failure to complete the eligibility process within a timely manner could result in a loss of your travel and lodging assistance slot.
- During 9-11 commemorative events all family members are invited to visit/utilize our Healing and Remembrance Family Support Centers. These locations and services will be provided to family members by the staff at the Healing and Remembrance Hotline at 1-866-212-0444.
- www.9-11healingandremembrance.org will be updated often with anniversary events and ongoing resources, so please check back often.

PLEASE NOTE: THE 9-11 HEALING AND REMEMBRANCE PROGRAM IS NOT ASSOCIATED WITH THE OFFICIAL COMMEMORATIVE EVENTS AND CANNOT GRANT ACCESS OR MAKE ARRANGEMENTS TO ATTEND THE ACTUAL EVENTS.

YOU MUST CONTACT THE EVENT HOLDERS FOR MORE INFORMATION.

NONE OF THE ENROLLMENT ACTIVITIES OR PARTICIPATION IN THE HEALING AND REMEMBRANCE FAMILY SUPPORT CENTERS PROVIDES APPLICANTS ACCESS TO THE OFFICIAL COMMEMORATIVE EVENTS.

THE MHA-NYC HEALING AND REMEMBRANCE PROGRAM DOES NOT GRANT AUTHORIZATION TO ACCESS THE ANNIVERSARY COMMEMORATIVE EVENTS IN ANY OF THE THREE CITIES.

This project is administered by MHA-NYC in support of 9/11 Victims' Families as they travel and participate in tenth anniversary commemorative events under grant number 2010-RF-GX-K011, awarded by the Office for Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed in this project are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.



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