

World Trade Center Health Registry Resource Guide

This Guide is the seventh update prepared by the New York City Department of Health and Mental Hygiene for people affected by the attacks on the World Trade Center. We hope this resource guide will link you with health services and other resources that may be helpful to you.

While some of these services require health insurance, many are available free or low-cost for those who meet certain income or other qualifications. Others are free or low-cost for *everyone*.

For more information about non-emergency New York City services, call 311 in New York City. Outside New York City, call 212-NEW-YORK (212-639-9675).

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Language Interpretation Services – The following abbreviations after a listed resource indicate the available language services: ***SP**- Spanish speaker available (**Español**) ***CH**- Chinese speaker available 漢語

***LL** – **Language Line** (provides telephone interpretation into more than 140 languages, including SP and CH)

To suggest changes or additions to this Guide or to request additional copies, call (212) 442-1585 or toll-free at (866) NYC-WTCR (866-692-9827) or email the World Trade Center Health Registry at wtdchr@health.nyc.gov.

9/11 RELATED CLINICAL GUIDELINES

Clinical Guidelines for Adults Exposed to the World Trade Center Disaster. The August 2006 issue of *City Health Information*, a publication sent to NYC physicians, describes common physical and mental health problems that could be caused or exacerbated by exposure to the WTC disaster; and provides information for physicians to diagnose, treat and, if necessary, refer patients for additional evaluation and treatment. Visit www.wtcregistry.org or www.nyc.gov/html/doh/downloads/pdf/chi/chi25-7.pdf to download the guidelines. Providers who need additional assistance with diagnosis and treatment may call the WTC Medical Monitoring and Treatment Program at (888) 702-0630 or visit www.wtcexams.org.

Post-Traumatic Stress Disorder. The January 2003 issue of NYC DOHMH's *City Health Information* provides information for clinicians on PTSD, a post-disaster mental health problem. To download, visit www.nyc.gov/html/doh/downloads/pdf/chi/chi22-1.pdf.

Detecting and Treating Depression in Adults. This January 2006 issue of NYC DOHMH's *City Health Information* provides guidelines for primary care physicians and non-psychiatrists to effectively screen for and manage depression. To download, visit www.nyc.gov/html/doh/downloads/pdf/chi/chi25-1.pdf.

Caring for Kids after Trauma Disaster and Death: A Guide for Parents and Professionals (2nd ed). This September 2006 New York University Child Study Center publication provides guidance to help schools, parents and others who care for children to understand and respond to children's reactions to traumatic events. To download, visit www.aboutourkids.org/caringforkids.

NEW YORK STATE WORKERS' COMPENSATION: DEADLINE FOR 9/11 WORKERS (revised)

The Workers' Compensation Law has been amended to protect your right to file for 9/11-related workers' compensation if you become sick in the future. In order to file a claim, *you must first register* with the **New York State Workers' Compensation Board** *no later than August 14, 2008*.* Registration is available for most workers and volunteers who participated in 9/11-related rescue, recovery, or clean-up.

Registering now will *protect your right to file* for 9/11-related workers' compensation should you develop a latent disease in the future. If you miss this deadline, you will *not* be eligible to file a 9/11-related workers compensation claim in the future.

How to register: Complete and submit a registration form (Form WTC-12) to the Workers' Compensation Board. To obtain a registration form, call (877) 632-4996 or visit www.wcb.state.ny.us/content/main/forms/WTC-12.pdf to download a form.

Informational pamphlets are available at no cost at the Board district offices and by mail: WCB Executive Offices, 20 Park Street, Albany, NY 12207. For more information, you may also visit www.wcb.state.ny.us or call (877) 632-4996.

*A bill has recently been signed into law extending the deadline to register to August 14, 2008.



If you are interested in receiving regular health updates and information via email from the NYC Department of Health and Mental Hygiene, visit www.nyc.gov/health. Click on the box "Sign up for Health Emails" (located in the top right corner) on the home page. Then select health topics of interest to you (e.g., diabetes, smoking & tobacco, depression, WTC Health Registry).

MEDICAL SCREENING, EXAMS, AND TREATMENT

WTC Treatment Centers of Excellence (*new*)

Three Centers of Excellence are dedicated to treating 9/11 health issues. Each program offers free-of-charge medical screenings, exams, and follow-up care for eligible patients for 9/11 related health issues. Additional details about these programs are provided below.

For residents, responders, volunteers, downtown workers and office workers:

Bellevue Hospital WTC Environmental Health Center, funded by the New York City Mayor's Initiative and the American Red Cross Liberty Disaster Relief Fund, works in coordination with community groups including the Beyond Ground Zero Network, the 9/11 Environmental Action Committee, the WTC Residents Coalition, and local community boards. Residents, responders, volunteers, downtown workers and office workers who have symptoms that they feel are due to exposure to the dust and debris resulting from the WTC collapse are eligible for the treatment program. Individuals enrolled in the program are evaluated and treated for WTC-related illnesses. The program includes comprehensive medical evaluations, breathing tests, and mental health screening. Call (212) 562-1720. ***SP/CH; and other languages**

For rescue, recovery, and clean-up workers and volunteers:

The World Trade Center Medical Monitoring and Treatment Program (coordinated by the Mount Sinai Center for Occupational and Environmental Medicine) offers free and confidential periodic medical exams, counseling on benefits and entitlement programs, and occupational health education for eligible workers and volunteers involved in 9/11 rescue, recovery, cleanup, or restoration of essential services. It also provides medical treatment for participants with covered WTC-related conditions. This federally funded program is made up of a consortium of providers, including: Bellevue Hospital, Mount Sinai Medical Center, Nassau County University Medical Center, Queens College Ground Zero Health Watch, SUNY-Stony Brook, UMDNJ-Robert Wood Johnson University Hospital, and other providers nationwide. Participants can choose where they receive their exams. All participants must register by calling (888) 702-0630. Call or visit www.wtcexams.org. ***SP, Polish and other languages by request**

For FDNY rescue and recovery workers:

FDNY (Fire Department of New York) WTC Medical Monitoring and Treatment Program, funded by grants from the National Institute of Occupational Safety and Health (NIOSH) and the American Red Cross, was designed to meet the needs of all FDNY members – EMS and fire, active and retired. This program provides free, comprehensive medical evaluations together with free specific follow-up testing, treatment, and medications based on WTC-related conditions. Active and retired FDNY and EMS members who participated in the rescue and recovery efforts at the various WTC sites between September 11, 2001 and July 2002 (even if retired at that time) are eligible for this program. Call (718) 999-1858 or email wtcmed@fdny.nyc.gov or visit www.fdney.org/bhs and click on “WTC Medical Monitoring” link.

Additional medical screenings and treatment for Chinatown residents

Charles B. Wang Community Health Center, Inc. provides comprehensive assessments, care, and referrals for physical health, mental health, and social services for adults residing in Chinatown who were affected by the events of 9/11, as part of the “Live Healthy, Breathe Easy” Program. This project is supported by a September 11 recovery grant from the American Red Cross Liberty Disaster Relief Fund. Other services include asthma screening, education, and case management for children and their families. Asian-American families and other dependents of deceased individuals, injured survivors, evacuees, affected residents, workers, and students are eligible. *The program will provide services until June 2008.* The Health Center's Manhattan sites are: 268 Canal Street and 125 Walker St, New York, NY 10013. Call (212) 966-0461 or visit www.cbwchc.org. ***CH**

MENTAL HEALTH INFORMATION, REFERRALS, AND TREATMENT

NATIONAL

LifeNet is a confidential and free mental health information, referral and crisis hotline available 24 hours/day, 7 days/week. If you or someone you know is suffering with emotional or substance abuse problems, LifeNet can help. LifeNet is also the toll-free number for 9/11 referrals for New York City, New York State, New Jersey, Connecticut, and all other U.S. states. Call **1-800-LIFENET** (800-543-3638), or (212) 982-5284 (TTY) ***SP/CH/LL**

The 9/11 Mental Health and Substance Abuse Program. The deadline to enroll in this program was January 2, 2007. The program is now closed to new referrals and is unable to grant any exceptions to this deadline. For individuals previously enrolled with the 9/11 Mental Health and Substance Abuse Program, *the last date of service that will be reimbursed is December 31st 2007 and the last date a claim can be submitted is March 31, 2008.* Enrolled individuals can contact an MHA benefit coordinator at (212) 614-6384 or visit www.9-11mentalhealth.org for information on how to claim benefit. ***SP/CH/LL**

Families of September 11, Inc. (FOS11) was founded by families of those who died in the September 11 terrorist attacks. Membership is open to anyone affected by 9/11. FOS11 offers current and accurate information, promotes resiliency, and raises awareness on behalf of its members about issues of importance to them. Visit www.familiesofseptember11.org or www.childrenofseptember11.org.

World Cares Center (WCC) fosters safe and effective disaster response and resiliency in communities worldwide. Located at 520 8th Avenue, 11th Floor, New York, NY 10018. Call 212-563-7570 or visit www.worldcares.org. WCC offers a combination of unique trainings and workshops through its two main programs:

- **WCC's September Space Community Resiliency Center (SSCRC)** provides a variety of services, including support groups, resilience training, communication workshops, wellness programs, career workshops, and family fun activities to support the needs of communities affected by 9/11 and other disasters and emergencies to restore their social, emotional, and physical well-being and to help with their long-term recovery. The program focuses on Lower Manhattan residents, workers, students, caregivers, survivors, responders and recovery workers, returning veterans from Iraq and Afghanistan and populations who experience barriers to services due to culture or language.
- **Disaster Preparation & Trauma Mitigation (DPTM)** offers two unique training programs in self-care and personal resilience for volunteer responders and the individuals who manage them (including volunteer responders, chaplains, mental health professionals, firefighters, law enforcement personnel, emergency medical personnel, and emergency management professionals), Leading & Managing Disaster Volunteers and Disaster Volunteering.

NEW YORK CITY METROPOLITAN AREA

The New York Disaster Counseling Coalition (NYDCC) serves active, retired, civilian and uniformed members of the Police, Corrections, Port Authority, Fire, and EMS departments and their family members who cope with physical and emotional stressors daily. NYDCC provides this community with access to free, confidential counseling services by licensed clinicians with offices located throughout the NYC metropolitan area (NY, NJ and CT). No insurance or co-payment is accepted. NYDCC also hosts workshops, conferences, seminars and weekend getaways designed to promote resilience and enhance quality of life. Topics include couples communication, coping with job stress, single parent family enrichment, retirement support, and addictions rehabilitation. Call (212) 582-8208, email nydcc@nydcc.org or visit www.nydcc.org.

NEW YORK CITY

LifeNet: 1-800-LIFENET (1-800-543-3638) or (212) 982-5284 (TTY) is a confidential and free mental health information, referral and crisis hotline available 24 hours/day, 7 days/week. ***SP/CH/LL**

The 9/11 Together We Stand Mentoring Program, initiated by **Big Brother Big Sister (BBBS)**, is available to meet the long-term needs of children and their families who were affected by 9/11. The program is for children from 6 to 17 years of age who reside in any borough of NYC who lost a parent or relative in the tragedy. In this program, Bigs and Littles meet in their own communities and spend 4-6 hours twice a month participating in recreational, educational, and cultural activities that they choose together (with the approval of their social worker and parent). Monthly socialization groups are also a part of the program. Contact Lilli Goldberg, LMSW at (212) 686-2042, x269 or email lgoldberg@bigsnyc.org . *SP

Collaborative Disaster Project in Washington Heights, based at the Hispanic Treatment Program of the New York State Psychiatric Institute, provides treatment to Hispanic adults who continue to be affected by the events of 9/11. Treatment, free of charge, may include a variety of psychotherapies and/or medication, with the treatment decision made jointly between the patient and the treating clinician. The treatments are specifically designed to treat the types of disorders that people may develop after experiencing a traumatic event or losing a loved one, including depression, anxiety, post-traumatic stress disorder, and prolonged grief reactions. Treatments will consist of an intensive phase of about 3 months followed, if necessary, by 3 additional months of maintenance sessions that are aimed at helping the patient stabilize further. All treatments are offered in English or Spanish by bilingual and bicultural mental health professionals. Call (212) 543-5367 or visit www.nyspi.cpmc.columbia.edu . *SP

The Jewish Guild for the Blind's Mental Health Services Department provides crisis counseling for individuals and small groups of adults and adolescents living in New York City who were affected by the terrorist attack of 9/11. The department's mission is to support, educate, and develop coping strategies that will help those affected return to their normal, pre-traumatic mental and functional levels. The Guild is located at 15 West 65th St. NY, NY 10023. Call (212) 769-7800, email info@jgb.org or visit www.jgb.org . *SP/Russian

NYC Police Foundation/Project COPE provides mental health services to NYPD personnel. The program offers free and confidential counseling services and a comprehensive post-traumatic stress program for all NYPD employees and their immediate families. The program is in collaboration with Columbia University Medical Center. Call (212) 751-8170 or visit www.nycpolicefoundation.org/programs.asp .

New York City Police Organization Providing Peer Assistance (POPPA) is a not-for-profit organization that operates privately outside the NYC Police Department. Its mission is to support, educate, and develop coping strategies that will help NYC police officers return to their normal, pre-traumatic mental and functional levels by providing a full range of mental health services through a 24-hour help line. The POPPA program seeks to de-stigmatize the seeking of mental health assistance and insures strict confidentiality for clients. Crisis intervention services, including one-on-one meetings, are provided to all active and retired NYC police officers by 200 trained volunteer peers and over 120 mental health professionals. The office is located at 26 Broadway, Room 1640, NY, NY 10004. Call the help line at (888) CopsCop, (888-267-7267), 24 hours a day, 7 days a week or visit www.poppanewyork.org .

The NYU Child Study Center is dedicated to the understanding, prevention and treatment of child and adolescent mental health problems. The center offers expert psychiatric services for children from early childhood to young adulthood, and families with emphasis on early diagnosis and intervention. The Center's mission is to bridge the gap between science and practice, integrating the finest research with patient care and state-of-the-art training, utilizing the resources of New York University's School of Medicine. The Center has full-time faculty and clinicians, senior fellows in child and adolescent psychiatry, and post-doctoral fellows in psychology, and offers treatment at reduced fees for those in need. The Center also offers free developmental seminars and support groups for those in need. Call (212) 263-6622 or visit www.AboutOurKids.org .

The Resiliency Program, at Columbia University's National Center for Disaster Preparedness, provides support for children and families affected by 9/11 including bereaved individuals and families; evacuees; first responders and crisis/rescue workers; persons living, working, or attending school near the WTC site; and people who provide services for those affected by 9/11. The program also provides services for those in underserved or high-risk populations. Services include individual and group psychotherapy; counseling and psychosocial support; psycho-educational

workshops on topics such as trauma, stress management, bereavement, and problem behaviors in childhood; referrals; and professional training for groups such as mental health workers, primary care providers, pediatricians, community workers, teachers, and others who work with children and families affected by 9/11. *Programs and services are available until September 30, 2007.* The office is located at: 707 West 171st Street, Ground Floor, NY, NY 10032. The mailing address is: 722 West 168th St, Suite 10 North, NY, NY 10032. Call (212) 781-1046 or visit www.ncdp.mailman.columbia.edu/program_resiliency.htm .

Safe Horizon: 9/11 Mental Health Programs provide counseling to individuals, couples, and families, and facilitate a variety of 9/11 support groups. Educational presentations and workshops are also available. Services are available for all those affected by the events of September 11th, including family members; those who were injured, evacuated, or who witnessed the events; those who were displaced from their homes or places of employment; and any staff or volunteer involved with the 9/11 rescue and recovery efforts and their families (e.g., public safety workers, firefighters, police, medical personnel, mental health professionals, construction and clean-up workers, food and clothing distributors, journalists, and others). Eligible family members include spouses and ex-spouses, partners and ex-partners, children, parents, and siblings. All mental health services are free and confidential, and are provided by licensed Master's level clinicians. *Programs and services are available until December 31, 2007.* No proof or documentation is required. Call Ellen Fader at (212) 747-8581.

Saint Vincent Catholic Medical Center's World Trade Center Healing Services provides adult, child, and adolescent mental health counseling and complementary holistic services at no cost to anyone who is affected by September 11th. The clinicians are professionals trained to treat 9/11-related mental health issues and other psychological traumas. Call (212) 346-2582. *SP/CH

The Samaritans 24-Hour Suicide Prevention Hotline provides emotional support via telephone to those who are distressed, depressed or in crisis, including people coping with anything from a bad day to a broken heart to a sense of loss or longing tied to 9/11 or any other emotional problem. Caring volunteers from NYC's diverse communities, who are trained to focus on what the caller is thinking and feeling without expressing advice or personal judgments, answer the calls. All calls are free and completely confidential. This non-religious service provides support on an immediate, short-term, or on-going basis. Call (212) 673-3000 or visit www.samaritansnyc.org for services, to volunteer or to request crisis response training.

(New) **The Trauma Studies and Services at Columbia University and New York State Psychiatric Institute** is a nationally recognized research treatment program specializing in treatment of psychological consequences of trauma, including Post Traumatic Stress Disorder (PTSD). The program provides a free thorough psychiatric evaluation to anyone who was directly or indirectly affected by the events of 9/11 and believes that they may have ongoing psychological problems as a result. Individuals who do have PTSD and are eligible may receive at no-cost individual intensive treatment delivered by our expert clinicians, Columbia University faculty. Funding is provided by a federal grant to the program to study treatments specifically for 9/11-related trauma. The program is located at 1051 Riverside Drive New York, NY, 10032. Call (212) 543-6747.

LONG ISLAND

The World Trade Center Family Center of South Nassau Communities Hospital is a community counseling service dedicated to providing 9/11-related trauma and bereavement services to children and their families who have lost a parent or relatives on 9/11. Services are also provided to 9/11 responders and their families, and adults with other 9/11 losses. Group and individual counseling, as well as wellness programs and activities, are all free of charge. The program is organized and supervised by licensed mental health professionals. The Center is located at: 2277 Grand Avenue, Baldwin, NY 11510. Call (516) 678-2700, email wtcfamilycenter@aol.com or visit www.wtcfamilycenter.org .

NEW JERSEY

The **1-866-VETS-NJ-4** (866-838-7654) helpline is a free and confidential helpline available 24 hours a day, 7 days a week to address the mental health needs of NJ veterans of *all* wars and their families. Military personnel, including National Guard and Reserve Personnel, who were deployed to the WTC site and/or Iraq, are also eligible. Sponsored by UMDNJ-University Behavioral Health Care and the Department of Military and Veteran's Affairs (DMAVA), the helpline provides veteran peer support, clinical assessments, family resources, and referrals to a comprehensive mental health network of providers. Call (866) 838-7654 or visit www.njveteranshelpline.org . *SP/LL

Big Brothers Big Sisters of Morris, Bergen, and Passaic counties provides carefully screened and trained mentors to increase social support for New Jersey youngsters who lost a loved one on 9/11. Call (973) 335-3044 or visit www.bbbsmbp.org .

The Living Room at the Jewish Family Service, Inc. is a community that cares and endeavors to improve clients' quality of life. This community is for everyone, young or old, male or female, Jewish or non-Jewish, physically fit or not, resident of Bergen County or not. Services include support groups, healing circles and services, referral and educational services, and a bereavement resource library for families who lost a loved one. The Living Room also facilitates a dinner discussion group once a month for people who lost a loved one due to 9/11. Each family, person, or business member finds his or her own comfort level and engages in a variety of educational, recreational, physical, and cultural activities. *Programs and services are available until September 30, 2007.* Call (201) 837-9090 or visit www.jfsbergen.org .

CONNECTICUT

Connecticut Information Line 2-1-1 is a single source of information about community services, referrals to human services, and crisis intervention. Call **211** or (800) 203-1234 (outside of Connecticut). *SP/LL

Information on psychological responses to trauma (new)

The following websites have gathered particularly helpful information on people's responses to traumatic events, including the range of responses and descriptions of treatment options.

- **American Psychological Association** (<http://apahelpcenter.org>)
- **Grief and Renewal** (<http://griefandrenewal.com/article17.htm>)
- **National Center for Post-traumatic Stress Disorder Information Center** (www.ncptsd.va.gov/ncmain/information)
- **National Center for Victims of Crime** (www.nvc.org/9-11/main.aspx)
- **National Institute of Mental Health** (www.nimh.nih.gov)
- **National Mental Health Association** (www.mentalhealthamerica.net/go/information/get-info/coping-with-disaster)

OCCUPATIONAL HEALTH INFORMATION

Occupational medicine is a branch of medicine that deals with the prevention and treatment of illnesses that may arise due to a person's exposure on the job. The following is a list of resources that provide occupational health information or referrals.

The Association of Occupational and Environmental Clinics (AOEC) is a non-profit organization that provides occupational health referrals in your area. For responders eligible for the WTC Medical Monitoring and Treatment Program, outpatient medical costs for WTC-related health conditions are paid for under a grant from the American

Red Cross Liberty Disaster Relief Fund. Contact AOEC at 1010 Vermont Ave., NW #513, Washington, DC 20005, call (888) 347-2632 or (202) 347-4976, or visit www.aoec.org.

NIOSH, The National Institute for Occupational Safety and Health, is working with the three WTC Treatment Centers of Excellence dedicated to addressing 9/11 health issues and evaluating the health of workers and others exposed to the events of 9/11.

NYCOSH, the New York Committee for Occupational Safety and Health, is a non-profit coalition of 200 local unions and more than 400 individual workers, physicians, lawyers, and other health and safety activists who are dedicated to the right of every worker to a safe and healthful job. Call (212) 227-6440 or visit www.nycosh.org. *SP

For information, registration forms and instructions for the NYS Workers' Compensation Registration program for workers and volunteers who performed rescue, recovery and cleanup in Lower Manhattan following the events at the World Trade Center on September 11, 2001, visit www.nycosh.org or call (866) WTC-2556. Once you are in that area on the website you will find:

- A **NYCOSH fact sheet** on the WTC Workers' Compensation Law changes at www.nycosh.org/911info/factsheet_english.html
- A **NYCOSH list of 9/11-related programs and services** for WTC workers and volunteers at www.nycosh.org/911info/resourcelist_english.html or www.nycosh.org/911info/resourcelist_spanish.html
- A **copy of the WTC registration form** www.nycosh.org/911info/NYSWCBWTC-12.pdf **New York State Workers' Compensation: August 14, 2008 Deadline for 9/11 Workers**. (For more information, also see page 2.)

ENVIRONMENTAL CLEANINGS, INFORMATION, AND REFERRALS

The U.S. Environmental Protection Agency (EPA) provides information regarding the monitoring of the environmental effects related to 9/11, including EPA's response to the disaster, air monitoring data, indoor sampling and cleaning programs, and the proceedings of a technical review panel formed to characterize any remaining exposure to WTC dust, identify unmet public health needs, and recommend steps to minimize further potential risks associated with the aftermath of the WTC disaster. For more information, visit www.epa.gov/wtc or call (212) 637-3660. *SP

EPA Lower Manhattan Testing Program In the final phase of its response to the events of 9/11, the EPA has announced a program to test indoor spaces in Lower Manhattan. The program, which covers the area south of Canal Street and west of Allen and Pike Streets, will allow residents and building owners to have the air and dust in their units tested for four contaminants associated with dust from the collapse of the World Trade Center. Priority for testing will be based on a property's proximity to the World Trade Center site. *Registration for the program ended on March 30, 2007.* In late spring, EPA began the testing phase of the program. For more information, visit www.epa.gov/wtc/testandclean/.

Asbestos. A list of certified asbestos investigators from the NYC Department of Environmental Protection may be found at: www.nyc.gov/html/dep/html/airfirms.html#investigators.

Environmental cleaning. Please look under: "environmental consultant" and "environmental services" in your local **Yellow Pages**.

Lead. For information on how to prevent lead poisoning, call 311 or visit www.nyc.gov/html/doh/html/lead/lead.shtml.

OTHER SERVICES AND RESOURCES

NATIONAL/ NEW YORK CITY METROPOLITAN AREA

(New) **Islamic Circle of North America (ICNA) Relief USA** provides extensive case management for sick and injured WTC Rescue and Recovery workers, including access to health care, counseling, financial and legal resources through information and referrals. Case Management is funded in part by the American Red Cross and the New York Disaster Interfaith Services. Call Rasheeda Abdul Hakeem at (718) 658-7028 extension 112 or email rasheeda@icnarelief.org.

The New York Immigration Coalition (NYIC) is an umbrella policy and advocacy organization with over 200 groups in New York State that work with immigrants and refugees. As the coordinating body for organizations that serve one of the largest and most diverse newcomer populations in the U.S., the NYIC has become a leading advocate for immigrant communities on the local, state, and national levels. The NYIC provides policy analysis and advocacy; civic participation and voter education; community education as well as training and leadership development. The NYIC continues to oppose the exclusion of millions of New Yorkers, including many of the City's immigrants, from September 11th-related benefits and services. Call (212) 627-2227, extension 221 or visit www.thenyic.org.

(New) **The New York State Crime Victims Board** provides financial assistance to *eligible innocent victims* of crime. The Board operates under Article 22 of the Executive Law to compensate innocent victims of crime for un-reimbursed out of pocket expenses. If you are an innocent victim of a crime within New York State you may be eligible to receive such benefits. For more information or an application, call (800) 247-8035 or visit www.cvb.state.ny.us.

Sky Help provides three or four day small group “Resilience and Rebuilding” workshops at shore houses in NY and NJ for uniformed, civilian, and volunteer personnel who have served in 9/11 rescue/recovery efforts. Returning veterans, individuals returning from recent disasters and family members are eligible for services. Sky Help also offers “Compassion Fatigue Resilience Weekends” for caregivers, survivors, chaplains, and trauma responders. Workshops provide additional services including individual interventions and follow-up referrals and care. Sky Help also provides training/education opportunities for participants and service providers. Call **1-877-SKY-HELP** or visit www.skyhelp.org.

StoryCorps, the national oral history project, is conducting a special initiative to honor and remember the stories and people affected by the events of September 11, 2001, including survivors and rescue workers. StoryCorps also works to record the life stories of those who were lost on 9/11 by inviting family members and friends to record memories of their loved ones. With participants' permission, the recordings will be preserved at the Library of Congress and housed in the permanent collection at the WTC Memorial Museum to be heard for generations to come. The StoryBooth in New York City is located in Grand Central Terminal. To make a reservation or for additional locations, call (646) 723-7027 or visit www.storycorps.net/wtc. There is no fee to make a recording but StoryCorps does accept donations.

(New) **Tuesday's Children** provides free or low-cost mentoring, educational and career guidance, leadership training, life management programs, and social events designed to address the unmet needs of 9/11 family members, including surviving spouses, partners, parents, children, and adolescents at each and every stage of life and recovery. Programs are created *by the families, for the families* with one simple goal – to develop the resources and support necessary for our families to not only recover, but to reach their full potential. Located at 390 Plandome Road, Suite 217, Manhasset, NY, 11030. Call (516) 562-9000 or visit www.tuesdayschildren.org.

NEW YORK CITY

Alcoholics Anonymous, Help Line (212) 647-1680.

Asthma Action Line, Call 311 or (877) 278-4620, or visit www.nyc.gov/html/doh/html/asthma/asthma.shtml for asthma information.

Health Insurance: To receive help with **free or low-cost health insurance** in NYC, call **311** and ask for **Health Stat** (includes *Child Health Plus and Family Health Plus*).

Narcotics Anonymous, Help Line (212) 929-6262.

New York City Department of Education, School-Based Support Team Special Education Services. Call (212) 374-6098.

New York City Youthline, (800) 246-4646.

Physician: If you do not have a regular doctor, call **311** to be referred to the **NYC Health and Hospitals Corporation** hospital or health center in your area for free or low-cost care. *SP/CH

Quit Smoking Assistance. For free quit smoking assistance, call **311** or the **New York State Smokers Quit Line**, (866) 697-8487. *LL

FREE quit smoking medications are available to **New York City employees** through the **ESCAPE Program**. Call (212) 676-2393 or email ESCAPE@health.nyc.gov for an appointment.

(New) **The Catholic Charities Community Services of the Archdiocese of New York** is a multi-service agency serving a wide variety of people, cultures, and ministries in the Bronx, Manhattan, Staten Island, Westchester, Rockland, Putnam, Orange, Dutchess, Sullivan and Ulster counties. Free services available include counseling, health care, support for immigrants and refugees, emergency shelters and employment services. Call (888) 744-7900 or visit www.archny.org.

(New) **The Chinatown Resource Center at Hamilton-Madison House** meets the social service and mental health needs of the Chinatown community as the neighborhood continues to recover from the effects of September 11th. Located in the heart of Chinatown, CRC is a unique one-stop shop that provides the following services: outreach/public education services, advocacy services, mental health screening and wellness activities such as yoga classes. Anyone impacted by 9/11 will be eligible for services. Located at 50 Madison Street, New York, NY 10038. Call (212) 349-3724 or visit www.hmhonline.org. *CH

New York Disaster Interfaith Services (NYDIS) is a faith-based federation of service providers and charitable organizations who work in partnership to provide disaster services. Their mission is to develop and support faith-based disaster readiness, response, and recovery services for New York City. In addition to advocacy and outreach to underserved communities, NYDIS administers the NYC 9/11 Unmet Needs Roundtable and provides resource support to agencies serving the impacted community. Visit www.nydis.org.

NEW JERSEY

Career Breakthroughs: A Roadmap to New Opportunities is a special program offered to individuals whose work or career was directly affected by 9/11. The program helps individuals to develop a re-focused career plan, and apply that career plan to the changing world of work. Career Breakthroughs is operated by the Family Service League, Inc., a NJ based non-profit social services organization in Montclair, NJ. Contact Michael Laputka at (973) 746-0800 x20 or email mlaputka@familyserviceleague.org.

The World Trade Center United Family Group is a nonprofit community organization headquartered in New Jersey and comprised of September 11th families, survivors, and rescue workers from all over the United States and the world. Collectively, they strive to provide support to each other, and protect the legacy and memory of the victims of September 11th to ensure an authentic perpetuation of the historic events and promote civic participation with the community and the general public. For more information about the program and services call (732) 292-2910 or visit www.wtcufg.org/. *SP

SCHOLARSHIPS

College Scholarships. Many scholarships are available for children who lost a parent on 9/11 or for those who were permanently disabled in the attacks on the World Trade Center. Call (877) 862-0136, visit www.scholarships911.org , www.familiesoffreedom.org , or email scholarships911@scholarshipamerica.org .

HESC–New York State Education Services Corporation. *The World Trade Center Memorial Scholarship* guarantees access to a college education for the families and financial dependents of victims who died or were severely and permanently disabled as a result of 9/11. Children, spouses, and financial dependents of deceased or severely and permanently disabled victims of 9/11 or the subsequent rescue and recovery operations are eligible, including victims at the World Trade Center site, the Pentagon, or who were on flights 11, 77, 93, or 175. Call (888) NYS-HESC or visit www.hesc.com .

CLEARINGHOUSES WITH ADDITIONAL 9/11 RELATED INFORMATION *(new)*

The following organizations have listings of 9/11-related information and resources posted on their websites, including new listings that may not be included in this resource guide. (Please note that NYC DOHMH has verified only those resources listed in this resource guide.)

The American Red Cross created the New York City-based **September 11 Recovery Program (SRP)** to provide longer-term services to individuals and families who were directly affected by 9/11. The direct services provided by SRP, including financial assistance and referral to social work agencies for case management needs, ended on December 30, 2005. The Red Cross continues to support non-profit agencies that deliver a variety of services to the people whose lives were the most seriously affected by the terrorist attacks. These services include mental health and wellness for adults, adolescents and children; health diagnosis and treatment for rescue and recovery workers; and financial assistance. A geographical listing of those programs grouped by type is included in the *9/11 Service Guide*, posted at www.redcross.org/september11/help (scroll down the page to the “Resources” headline). You will find links to:

- A directory of 9/11 services funded by the American Red Cross
- Resources for 9/11 rescue and recovery workers

Please note that this WTCHR Resource Guide contains information about some, but not all, of the 9/11-related services provided by agencies through the September 11 Recovery Program.

NYCOSH View the list of 9/11-related programs and services for WTC workers and volunteers at www.nycosh.org/911info/resourcelist_english.html . (See pages 7-8 for additional information.)

New York Disaster Interfaith Services (NYDIS) Visit www.nydis.org . (See page 10 for additional info.)

Where-to-Turn is a not-for-profit support organization that acts as a clearinghouse for 9/11-related information and resources, and also directs families to available support groups and services. Where-to-Turn also provides crisis relief services for victims of any tragedy by aiding them in obtaining the help they need during the recovery process. Through over 800 resource links, a calendar of events and news articles updated daily the Where-to-Turn Crisis Relief Network provides up to date and verified information to all in need. Visit www.where-to-turn.org/ .



LifeNet is a confidential and free mental health information, referral and crisis hotline available 24 hours/day, 7 days/week. If you or someone you know is suffering with emotional or substance abuse problems, LifeNet can help. LifeNet is also the toll-free number for 9/11 referrals for New York City, New York State, New Jersey, Connecticut, and all other U.S. states. Call **1-800-LIFENET** (800-543-3638), or (212) 982-5284 (TTY) ***SP/CH/LL**

IMPORTANT DEADLINES

September 30, 2007 - Programs and services at **The Resiliency Program** (see pages 5-6) and **The Living Room at the Jewish Family Service** (see page 7)

December 31, 2007 - **Safe Horizon 9/11 Mental Health Program** services (see page 6)

June 2008 - **Charles B. Wang Community Health Center, Inc.** services (see page 3)

August 14, 2008 - **Deadline for 9/11 Workers to register with New York State Workers' Compensation Board** (See page 2 for additional information)

June 13-14, 2009 - **Deadline for NYC Employees to file Notice of Participation in WTC Rescue, Recovery, or Clean-up Operations** (visit www.wtcregistry.org for more information)

WORLD TRADE CENTER HEALTH REGISTRY FOLLOW-UP SURVEY REMINDER

The WTCHR 2006/7 follow-up surveys have been sent to all adult enrollees and to all parent/guardians of the enrollees under 18 years of age. If you have not received your follow-up survey, please contact Registry staff so that we may send you your survey.

Contact us at: (212) 442-1585, or toll free at (866) 692-9827, or email wtchr@health.nyc.gov.

If you have received your survey, but have not yet completed it, we urge you to complete it! Your answers will help us to better understand the long-term health effects of 9/11 and plan for 9/11-related health care needs.

If you have already completed your follow-up survey, thank you!

Ten Steps to Improve Your Health

1. Have a Regular Doctor or Other Health Care Provider
<http://havearegulardoctor.com>
2. Be Tobacco Free
3. Keep Your Heart Healthy
4. Know Your HIV Status
5. Get Help for Depression
6. Live Free of Dependence on Alcohol and Drugs
7. Get Checked for Cancer
8. Get the Immunizations You Need
9. Make Your Home Safe and Healthy
10. Have a Healthy Baby

To learn more visit: www.nyc.gov/html/doh



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