

September 11th VCF Outreach Toolkit



September 11th
Victim Compensation Fund

About the VCF

The September 11th Victim Compensation Fund (VCF) provides compensation to individuals (or a personal representative of a deceased individual) who were present at one of the three crash sites during the following timeframes, and who have since been diagnosed with a 9/11-related illness:

- The World Trade Center or the surrounding VCF [New York City Exposure Zone](#) between September 11, 2001 and May 30, 2002;
- The Pentagon site between September 11, 2001 and November 19, 2001; or
- The Shanksville, PA site between September 11, 2001 and October 3, 2001.

Compensation from the VCF is not limited to first responders. Compensation is also available to those who worked or volunteered at one of these sites, as well as people who lived, worked, visited, or went to school in the VCF NYC Exposure Zone.

What You Can Do

Post on Social Media

Share our suite of graphics and videos along with sample captions on your social media accounts. Please be sure to tag us on X/Twitter: [@Sept11VCF](#)

Share VCF Printed Materials

If you or your staff interface directly with the community at in-person events, sharing our printed materials is a great way to help spread awareness.

Co-Host an Event or Webinar

Partner with the VCF to organize a Town Hall or webinar for your community. Our outreach team will work with you to build an event that is best suited to your local stakeholders.

Share in Your Newsletter

Include a blurb in your newsletter or e-blast from our sample language options in this toolkit. You can tailor the messaging to best serve your community.

Ideas for further collaboration? Let us know!

Contact Us



1-855-885-1555 (Helpline)



vcf.outreach@usdoj.gov



[@Sept11VCF](#)

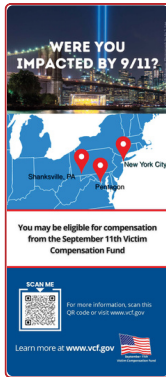
Find more information at
www.vcf.gov



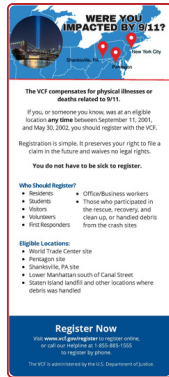
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Social Media

“Were You Impacted?” Graphics



[Download](#)



[Download](#)



Sample Caption

You may be eligible for compensation from the VCF. @Sept11VCF compensates for physical illnesses or deaths related to 9/11. You do not have to be sick to register. Registration is simple. Visit www.vcf.gov/register to register online, or call the Helpline at 1-855-885-1555 to register by phone.

VCF Registration & Transformation Video



[YouTube Link](#)

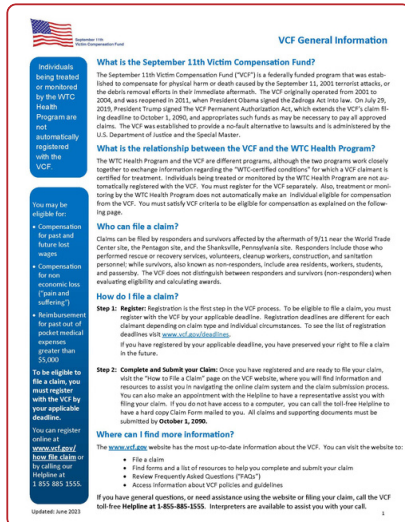
Sample Caption

The @Sept11VCF is committed to helping eligible individuals receive the funds they deserve by being faithful to its statute, fair to claimants, and defensible to taxpayers. The VCF is transforming the claimant experience to include a more straightforward claims process, enhanced automation, and a new, modern claims system, called myVCF. Learn more: <https://vcf.gov/transformation>

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Printed Materials

VCF Info Sheet



VCF General Information

What is the September 11th Victim Compensation Fund?

The September 11th Victim Compensation Fund (VCF) is a federally funded program that was established to compensate for physical harm or death caused by the September 11, 2001 terrorist attacks, or the debris removal efforts in their immediate aftermath. The VCF originally operated from 2002 to 2006, and was reauthorized in 2011, when President Obama signed the Zadroga Act into law. On July 29, 2019, President Trump signed the VCF Permanent Authorization Act, which extends the VCF's claim filing deadline to October 1, 2026, and appropriates such funds as may be necessary to pay all approved claims. The VCF was established to provide a no-fault alternative to lawsuits and is administered by the U.S. Department of Justice and the Social Security Administration.

What is the relationship between the VCF and the WTC Health Program?

The WTC Health Program and the VCF are different programs, although the two programs work closely together to exchange information regarding the "WTC-verified condition" for which a VCF claimant is certified for treatment. Individuals being treated or monitored by the WTC Health Program are not automatically registered with the VCF. You must register for the VCF separately. Also, treatment or monitoring by the WTC Health Program does not automatically make an individual eligible for compensation from the VCF. You must satisfy VCF criteria to be eligible for compensation as explained on the following page.

Who can file a claim?

Claims can be filed by responders and survivors affected by the aftermath of 9/11 near the World Trade Center site, the Pentagon site, and the Shanksville, Pennsylvania site. Responders include those who performed rescue or recovery services, volunteers, cleanup workers, construction, and other personnel, while survivors, also known as non-responders, include area residents, workers, students, and assembly. The VCF does not distinguish between responders and survivors (non-responders) when evaluating eligibility and calculating awards.

How do I file a claim?

Step 1: Register. Registration is the first step in the VCF process. To be eligible to file a claim, you must register with the VCF by your applicable deadline. Registration deadlines are different for each claimant depending on claim type and individual circumstances. To see the list of registration deadlines visit www.vcf.gov/claimdeadlines. If you have registered by your applicable deadline, you have preserved your right to file a claim in the future.

Step 2: Complete and Submit your claim. Once you have registered and are ready to file your claim, visit the "How to File a Claim" page on the VCF website, where you will find information and resources to assist you in navigating the online claims system and the claim submission process. You can also make an appointment with the helpline to have a representative assist you with filing your claim. If you do not have access to a computer, you can call the toll-free helpline to have a hard copy Claim Form mailed to you. All claims and supporting documents must be submitted by **October 1, 2026**.

Where can I find more information?

The www.vcf.gov website has the most up-to-date information about the VCF. You can visit the website to:

- File a claim
- Find forms and a list of resources to help you complete and submit your claim
- Review Frequently Asked Questions (FAQs)
- Access information about VCF policies and guidelines.

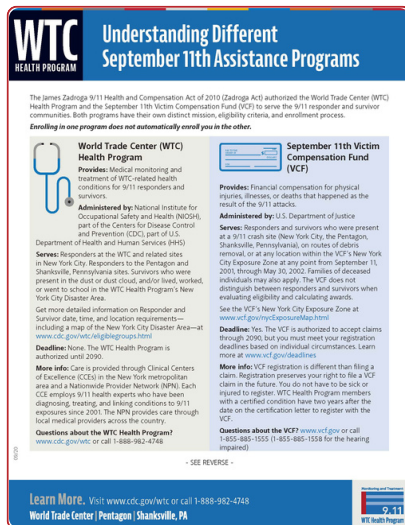
If you have general questions, or need assistance using the website or filing your claim, call the VCF toll-free Helpline at **1-855-885-1555**. Interpreters are available to assist you with your call.

Updated: June 2023

A general overview of the program, who can apply, and how to apply. (Translated: Spanish, Polish, Chinese)

[Download PDF](#)

VCF and WTC Health Program Explainer



Understanding Different September 11th Assistance Programs

The James Zadroga 9/11 Health and Compensation Act of 2010 (Zadroga Act) authorized the World Trade Center (WTC) Health Program and the September 11th Victim Compensation Fund (VCF) to serve the 9/11 responder and survivor communities. Both programs have their own distinct mission, eligibility criteria, and enrollment process. **Enrolling in one program does not automatically enroll you in the other.**

World Trade Center (WTC) Health Program

Provides: Medical monitoring and treatment of WTC-related health conditions for 9/11 responders and survivors.

Administered by: National Institute for Occupational Safety and Health (NIOSH), part of the Centers for Disease Control and Prevention (CDC), part of U.S. Department of Health and Human Services (HHS).

Serves: Responders at the WTC and related sites in New York City, Responders to the Pentagon and Shanksville, Pennsylvania sites. Survivors who were present in the dust or dust cloud (above and/or below), worked, or went to school in the WTC Health Program's New York City Disaster Area.

Get more detailed information on Responder and Survivor date, time, and location requirements—including a map of the New York City Disaster Area—at www.cdc.gov/wtc/eligibilitygroups.html

Deadline: None. The WTC Health Program is authorized until 2026.

More info: Care is provided through Clinical Centers of Excellence (CCEs) in the New York metropolitan area and a Nationwide Provider Network (NPN). Each CCE employs 9/11 health experts who have been diagnosing, treating, and linking conditions to 9/11 exposures since 2001. The NPN provides care through local medical providers across the country.

Questions about the WTC Health Program? www.cdc.gov/wtc, or call 1-888-982-4748.

September 11th Victim Compensation Fund (VCF)

Provides: Financial compensation for physical injuries, illnesses, or deaths that happened as the result of the 9/11 attacks.

Administered by: U.S. Department of Justice

Serves: Responders and survivors who were present at a 9/11 crash site (New York City, the Pentagon, Shanksville, Pennsylvania), or routes of debris removal, or at any location within the VCF's New York City Exposure Zone at any point from September 11, 2001, through May 30, 2002. Families of deceased individuals may also apply. The VCF does not distinguish between responders and survivors when evaluating eligibility and calculating awards.

See the VCF's New York City Exposure Zone at www.vcf.gov/nycc-exposure-map.html

Deadline: Yes. The VCF is authorized to accept claims through 2026, but you must meet your registration deadlines based on individual circumstances. Learn more at www.vcf.gov/claimdeadlines.

More info: VCF registration is different than filing a claim. Registration preserves your right to file a VCF claim in the future. You do not have to be sick or injured to register. WTC Health Program members with a certified condition have two years after the date on the certification letter to register with the VCF.

Questions about the VCF? www.vcf.gov or call 1-855-885-1555 (1-855-885-1555 for the hearing impaired)

- SEE REVERSE -

Learn More. Visit www.vcf.gov/wtc or call 1-888-982-4748
World Trade Center | Pentagon | Shanksville, PA

The VCF and the World Trade Center (WTC) Health Program are two separate programs. See the differences.

[Download PDF](#)

Just the Facts



September 11th Victim Compensation Fund

JUST THE FACTS

Just the Facts clarifies some common misconceptions about the September 11th Victim Compensation Fund (VCF), including how it operates, who is eligible, how and when to register, how claims move through the process, and how awards are determined.

VCF Toll-Free Helpline: 1-855-885-1555. The VCF helpline has representatives and interpreters available Monday through Friday from 8:30 a.m. to 5:00 p.m. Eastern time to answer questions and help individuals file claims. Additional information is also available on www.vcf.gov and in the VCF's Policies and Procedures.

MYTH: The VCF is only for First Responders.

The VCF is open to all First Responders. Compensation is also available to those who participated in the response activity during work in construction, clean-up, and debris removal, as well as survivors, which includes those who lived, worked, went to school or daycare, or visited and spent time in the affected areas between September 11, 2001, and May 30, 2002.

MYTH: The VCF Health Program and the VCF are the same program.

The VCF and the World Trade Center (WTC) Health Program are two separate programs, each of which has its own registration process, eligibility criteria, and mission. The WTC Health Program is administered by the U.S. Department of Health and Human Services and provides medical monitoring and treatment for responders to the World Trade Center and related sites in New York City, the Pentagon, and Shanksville, PA, and for survivors who were in the WTC Health Program's New York City Disaster Area during the required timeframe. The VCF is administered by the U.S. Department of Justice and provides financial compensation for those who have an eligible 9/11-related physical illness, and who meet the VCF's eligibility criteria. Enrollment in the WTC Health Program does not register you with the VCF or file a claim on your behalf.

MYTH: The VCF only compensates people who were at one of the 9/11 crash sites on September 11th.

The VCF compensates individuals for a personal representative of a deceased individual who were present at the World Trade Center or the surrounding New York City Exposure Zone, the Pentagon crash site, or the Shanksville, Pennsylvania crash site, at all points beginning on September 11, 2001, through May 30, 2002, and who have since been diagnosed with a 9/11-related physical health condition. You do not need to have been at one of the crash sites on 9/11 to be eligible for compensation.

MYTH: You just have to ask and the VCF will expedite your claim.

While the VCF has a system to expedite the processing of a claim, it is only used in very limited circumstances. You can request that you consider expediting your claim or amendment through the VCF's expedited processing financial hardship. The VCF considers "significant financial hardship" to include an imminent or pending foreclosure or eviction proceeding, utility shut-off, or other similar circumstances, as determined by appropriate documentation. Expedited claim status is considered on a case-by-case basis and must be officially requested by calling the VCF Helpline and providing appropriate documentation in the WTC Health Program does not register you with the VCF or file a claim on your behalf.

www.vcf.gov Follow the VCF on Twitter @SEPT11VCF VCF Helpline: 1-855-885-1555

A great resource that clarifies some common misconceptions about the VCF.

[Download PDF](#)

Transformation Overview



The VCF is Transforming!

Coming in early 2024, our new claims system, called myVCF, will provide a more user-friendly application and allow the VCF to reduce the time it takes to review claims. Updating our systems will ensure we can support claims from victims and their families through 2026.

Improving these five areas are the foundation of our transformation:

- Transparency
- Sustainability
- Enhanced Claimant Experience
- Operational Efficiency
- Healthcare Oversight & Governance

myVCF is the new claims system, providing an improved experience for claimants, including:

- Simplified claim form** that only asks you the questions you need to answer based on your circumstances.
- Instructions and tips** provided within the application to guide and assist you when you need it.
- Improved status updates** so you know exactly where your claim is in the overall process and what actions you need to take.

Help us prepare for this exciting change by submitting a complete claim, including all required documents, and responding to any Missing Information letters.

Once the new system is ready, detailed instructions for how to access your claim and view the status in the new system will be shared.

Visit www.vcf.gov/vcf-transformation for Transformation updates and information.

The VCF is transforming the claimant experience, as explained in this document.

[Download PDF](#)

September 11th VCF Outreach Toolkit

Newsletter/Email Blast to Amplifiers

Dear _____,

The September 11th Victim Compensation Fund (VCF) provides compensation to individuals (or a personal representative of a deceased individual) who were present at one of the three crash sites during the following timeframes, and who have since been diagnosed with a 9/11-related illness:

- The World Trade Center or the surrounding VCF New York City Exposure Zone between September 11, 2001 and May 30, 2002;
- The Pentagon site between September 11, 2001 and November 19, 2001; or
- The Shanksville, PA site between September 11, 2001 and October 3, 2001.

Compensation from the VCF is not limited to first responders. Compensation is also available to those who worked or volunteered at one of these sites, as well as people who lived, worked, visited, or went to school in the VCF NYC Exposure Zone. You can help us bring this vital information to the 9/11 community by:

- Sharing the various outreach materials available on our website, www.vcf.gov/outreach. The VCF website includes information about the program that is designed to address questions about the VCF, and provides important steps on how to register and file a claim. Resources include an outreach toolkit, handouts, and a VCF Overview PowerPoint presentation for individuals who are filing a claim with the VCF, or for those who are interested in how the program operates.
- Including the VCF at one of your upcoming events. The VCF regularly presents at 9/11 community events to build awareness about the program, how it works, and who can apply. They are available to support outreach events by participating in information sessions for partners and members.

If you have plans for any upcoming events that the VCF could support, virtually or otherwise, contact the VCF Helpline at 1-855-885-1555 or email vcf.outreach@usdoj.gov. You can also follow the VCF on Twitter/X at [@Sept11VCF](https://twitter.com/Sept11VCF) for VCF program news, updates, and information about outreach activities.

Sincerely,

September 11th VCF Outreach Toolkit

Newsletter/Email Blast to Potential Claimants

Dear _____,

The September 11th Victim Compensation Fund (VCF) provides compensation to individuals (or a personal representative of a deceased individual) who were present at one of the three crash sites during the following timeframes, and who have since been diagnosed with a 9/11-related illness:

- The World Trade Center or the surrounding VCF New York City Exposure Zone between September 11, 2001 and May 30, 2002;
- The Pentagon site between September 11, 2001 and November 19, 2001; or
- The Shanksville, PA site between September 11, 2001 and October 3, 2001.

Compensation from the VCF is not limited to first responders. Compensation is also available to those who worked or volunteered at one of these sites, as well as people who lived, worked, visited, or went to school in the VCF NYC Exposure Zone.

Do you think you or someone you know might be eligible? Register with the VCF by visiting their website at www.vcf.gov/register or calling their helpline at 1-855-885-1555.

The VCF is committed to making sure all those who are potentially eligible for compensation know that the VCF exists and have the information and support they need to register and file a claim.

Sincerely,
