



WTCHP Final Report

Grant Number: 5E11-OH010455-02

Project Title: Connecting Individuals to the World Trade Center Health Program

Total Project Period: 09/01/2012 – 02/28/2015

Funding Agency: National Institute for Occupational Safety and Health, CDC

Institution:

Single Stop USA
1825 Park Avenue
New York, NY 10035
212-480-2870
lsplitzer@singlestopusa.org
Contact: Lauren Spitzer

Program Director:

Andrew Stettner
Single Stop USA
1825 Park Avenue
New York, NY 10035
212-480-2870
astettner@singlestopusa.org

Program Management Officer:

Angela Dorn
Single Stop USA
1185 Park Avenue
New York, NY 10035
212-480-2870
adorn@singlestopusa.org

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Project Description

Organization Description

Single Stop harnesses America's most effective anti-poverty tools to create economic mobility for low-income families and individuals. Through a unique one-stop shop, Single Stop provides coordinated access to the social safety net and community resources, holistically connecting people to the resources they need to put food on the table, obtain health insurance, and achieve financial self-sufficiency. The organization works through a broad network of community-based organizations (CBOs) across New York City, including food pantries, health clinics, hospitals, job training centers, settlement houses and community colleges. In 2014, Single Stop and its partners served approximately 155,000 households in New York, connecting them to \$490 million in benefits and services.

Connecting Individuals to the World Trade Center Health Program

With support from the National Institute for Occupational Safety and Health, Single Stop leveraged its extensive network of CBOs across New York City in combination with its proprietary screening technology to connect 9/11 responders and survivors to the World Trade Center Health Program (WTCHP). The organization conducted an extensive outreach campaign, reaching thousands of individuals through flyers, presentations, features in local media outlets, and events coordinated in partnership with other organizations serving 9/11 responders and survivors.

Overview of Accomplishments

To reach 9/11 responders and survivors at scale, Single Stop provided WTCHP outreach through an extensive network of partner sites (CBOs and community colleges in all five boroughs), integrated WTCHP eligibility screening questions into the organization's proprietary screening technology, and incorporated WTCHP outreach into annual tax campaigns that prepared approximately 154,000 tax returns for NYC households during the two-year grant period. Furthermore, Single Stop developed and distributed customized marketing materials to reach low-income and non-English speaking populations and engaged local media outlets to inform these hard-to-reach individuals about the WTCHP.

Over the two-year grant period, Single Stop:

- Updated BEN (Single Stop's benefits screening tool) to include questions designed to identify potentially eligible clients for the WTCHP. Overall, approximately **95,725 NYC households** were screened for eligibility for benefits and resources, including WTCHP.
- Educated and informed an estimated **59,500 individuals** about the WTCHP.
- Distributed nearly **25,000 flyers, posters, training folders, and NIOSH brochures** containing critical information on the eligibility requirements and application process for the WTCHP.
- Held **27 outreach and training presentations** across Single Stop's network of partners, including hospitals, schools, food pantries, settlement houses, job training centers, and community colleges.

In addition, Single Stop played an important role coordinating outreach and education activities with other organizations that also serve 9/11 responders and survivors. For example, Single Stop worked with 9/11 Environmental Action, the Brooklyn Borough President's Office, City University of New York (CUNY), New York University (NYU), and organizations serving non-English speakers (e.g. Casa Ecuatorian, Consulado Dominicano, El Diario de Mexico and Mi Pubelo News) to coordinate citywide outreach efforts targeting hard-to-reach populations. Further, to better serve 9/11 responders and survivors, Single Stop connected WTCHP clients with pro bono counsel provided by New York Lawyers for the Public Interest (NYLPI) to determine eligibility for the WTC Victims Compensation Fund.



Final Report

Overview

Grant Number: 1E11-OH010455-01
Project Title: Connecting Individuals to the World Trade Center Health Program
Project Director: Andrew Stettner
Reporting Period: 02/01/2014 – 02/28/2015

Progress towards Project Aims

1. *Total Reached*

- Single Stop reached an estimated **24,000** individuals between 2/1/2014 and 2/28/2015.
- Single Stop distributed **22,500** flyers, posters, training folders, and NIOSH brochures.
- Single Stop educated and informed approximately **1,500** individuals through community-based outreach and weekly presentations at Single Stop sites.

2. *Outreach Materials*

- Approximately 20,000 flyers were distributed in partnership with Food Bank For New York City through Single Stop's tax sites.
- Approximately 2,500 flyers were distributed at presentations hosted at Single Stop partner sites, such as community centers, food pantries, and settlement houses.

3. *Outreach Presentations*

Throughout the reporting period, Single Stop's WTCHP Program Officer held weekly presentations at SCO Family of Services in Queens (Wednesdays), Goddard Riverside in upper Manhattan (Thursdays), and Grand Street Settlement in lower Manhattan (Fridays) to inform and educate clients about the WTCHP. Single Stop staff also distributed flyers and provided individual counseling to potentially eligible individuals during these visits. Furthermore, they held two presentations for clients at Casa Ecuadorian in Long Island City to reach non-English speaking 9/11 responders and survivors.

4. Outreach Trainings

Organization	Location	Single Stop Staff	Date	Attendees
Consulado General De La Republica Dominicana en Nueva York	1501 Broadway New York, NY	Frederick Gonzalez-Burgos	11/12/2014	7
Food Bank for New York City	39 Broadway New York, NY	Frederick Gonzalez-Burgos	12/18/2014	22
Food Bank for New York City	39 Broadway New York, NY	Frederick Gonzalez-Burgos	12/21/2014	22
Food Bank for New York City	39 Broadway New York, NY	Frederick Gonzalez-Burgos	1/7/2015	15

5. NIOSH/WTCHP Meetings

- Single Stop has attended every NIOSH/WTCHP meeting.

6. Meetings with WTCHP Organizations to Coordinate Outreach Activities

Single Stop continued to coordinate outreach activities around NYC's low-income housing initiatives with 9/11 Environmental Action. In addition, Single Stop continued its partnership with NYLPI to connect WTCHP clients with pro bono counsel to determine eligibility for the WTC Victims Compensation Fund.

7. Direct Service

- 9 clients received one-on-one application assistance for the WTCHP from Single Stop staff.
- 3 clients were accepted into the program.

8. Additional Accomplishments

Building on the success of this project, Single Stop looks forward to continuing its work with NIOSH and the WTCHP through the organization's new program, *Targeting 9/11 Education and Outreach* (Contract 200-2014-61094). Under the program, Single Stop is partnering with five highly experienced CBOs with extensive outreach networks in low-income and immigrant communities to connect 9/11 responder and survivor populations to the WTCHP. Partner CBOs are delivering outreach and education on the ground and in the communities where help is most needed, while Single Stop is conducting high-level institutional engagement, building a citywide network, and providing outreach capacity, training, materials, and evaluation services to partners. The program is expected to reach 35,000 individuals in its first year.

Key Organizational and Staff Changes

There were no key organizational or staff changes during this reporting period.

Status of Current Budget Period Goals

Period	Activities	Status
October 2012	• WTC Program Officer will begin work at Single Stop USA	✓
	• Research, design, and create initial training and outreach materials including coordinator instruction manuals, posters, and brochures	✓
	• Review which sites best equipped to reach target populations throughout New York City	✓
	• Meet with WTCHP representatives for a train-the-trainer session	✓
	• First meeting of the WTC Programs Working Group	✓
November 2012 – December 2012	• Training sessions for Single Stop site coordinators and partner organizations on outreach, screening, and application processes	✓
	• Collect feedback from site coordinators and partners on reference, educational, and outreach materials	✓
	• Fine-tuning outreach and training materials	✓
	• Develop and test new screening questions in BEN	✓
	• Training sessions for Single Stop site coordinators and partner organizations on outreach, screening, and application processes	✓
	• Collect feedback from site coordinators and partners on reference, educational, and outreach materials	✓
January 2013 – April 2013	• Launch city-wide outreach activities through all Single Stop sites	✓
	• Launch WTCHP eligibility screening questions at the beginning of “tax season” to reach the maximum number of potentially eligible clients	✓
	• Quarterly meetings of the WTC Programs Working Group	✓
	• Provide additional WTCHP information during BEN screening process, encouraging clients to reach out to potentially eligible family and friends	✓
May 2013 – February 2015	• Continue to screen all new and return clients for WTCHP eligibility	✓
	• Guide all potentially eligible individuals through the application process	✓
	• Conduct broad community based and organizational outreach	✓
	• Track the number of eligible clients, clients who are accepted for a health screening, and clients who receive health care and monitoring	✓
	• Connect WTCHP-clients with pro bono counsel provided by NYLPI to determine eligibility for the WTC Victims Compensation Fund	✓
	• Continue to screen all new and return clients for WTCHP eligibility	✓



Interim Progress Report I

Overview

Grant Number: 1E11-OH010455-01
Project Title: Connecting Individuals to the World Trade Center Health Program
Project Director: Grayce Wiggins
Reporting Period: 10/01/2012 – 04/01/2013

Progress towards Project Aims

1. Total Reached

- Single Stop reached an estimated 500 individuals through direct outreach activities.
- Single Stop distributed 1,385 flyers, 47 posters, 54 training folders and 225 NIOSH brochures to 14 sites.

2. Outreach Materials

- Developed program flyers in English and Spanish

Flyer content:

DID YOU WORK, LIVE, VOLUNTEER, OR GO TO SCHOOL IN THE WORLD TRADE CENTER DISASTER AREA? If so, you may be eligible for the World Trade Center Health Program, which provides medical monitoring and treatment to first responders and survivors. No out of pocket cost!

- Created training folders which included an article on Donna Summers as an example of a survivor; two example scenarios; important websites/phone numbers; intake screening questions for site coordinators who use Single Stop's Benefits Enrollment Network; a list of approved WTCHP cancers and illnesses; a list of typical supporting documents for both survivors and responders; locations of clinic centers; WTC documents (eligibility criteria); and a map of the disaster zone.
- Developed PowerPoint training - *The World Trade Center Health Program, an Overview* - for Single Stop site staff that provides an understanding of the program and trains site coordinators and case workers on how to help potential clients fill out applications.

3. Outreach Presentations

Single Stop conducted 13 presentations attended by representatives of nearly 50 network sites. At each presentation, Single Stop staff trained site coordinators (the individuals who manage the Single Stop program at CBOs and community colleges) on the basics of the WTCHP and provided an overview of the eligibility requirements and application process.

Date	Location	Single Stop Staff	Attendees
2/25/2013	Single Stop NYC office*	Hannah Smalley, Brian Gibbons, James Arinaitwe	10
2/26/2013	Single Stop NYC office*	Hannah Smalley, Brian Gibbons, James Arinaitwe	20
2/27/2013	Single Stop NYC office*	Hannah Smalley, Brian Gibbons, James Arinaitwe	15
3/1/2013	Single Stop NYC office*	Hannah Smalley, Brian Gibbons, James Arinaitwe	20
3/8/2013	The Fifth Avenue Committee	Brian Gibbons	5
3/21/2013	Young Men's Clinic	Hannah Smalley, James Arinaitwe	3
3/27/2013	Manhattan DA office	Hannah Smalley, Brian Gibbons	15
3/28/2013	Fortune Society	James Arinaitwe	10
3/29/2013	LIFT	Hannah Smalley, James Arinaitwe	2
4/5/2013	NMIC	Brian Gibbons, James Arinaitwe	2
5/17/2013	Project Hospitality	Hannah Smalley, Brian Gibbons	10
5/20/2013	Queensborough Community College	Hannah Smalley, James Arinaitwe	12
5/24/2013	Center for Family Life	Brian Gibbons	8

*Organizations attending presentations at the Single Stop office included:

- Goddard Riverside Community Center
- Mid-Manhattan Library
- Yorkville Common Pantry
- Henry Street Settlement
- West Side Campaign Against Hunger
- Institute for Family Health
- Food Bank for NYC
- Center for Employment Opportunities
- Borough of Manhattan Community College
- Manhattan DA's Office
- Harlem Children's Zone
- Center for Urban Community Services
- Project Hospitality
- St. John's Bread and Life
- Women In Need
- Grand Street Settlement
- Fifth Avenue Committee
- Bedford Stuyvesant Restoration
- Good Shepherd Services

4. NIOSH/WTCHP Meetings

- Single Stop has attended every WTCHP scheduled meeting

5. Meetings WTCHP Organizations to Coordinate Outreach Activities

- Single Stop had three phone calls with 9/11 Environmental Action Director, Kimberly Flynn, and Project Manager, Barbara Reich, to coordinate outreach around the New York City Housing Authority's Governor Alfred E. Smith Houses and other low income housing initiatives. Located in lower Manhattan, Smith Houses consists of 12 buildings with more than 4,300 residents.
- Proposed a meeting for all Single Stop New York City sites to provide information on the WTCHP.
- Began to form relationships with other grantees for future outreach opportunities including:
 - District Council 37 (DC 37), American Federation of State, County & Municipal Employees, AFL-CIO; Lee Clarke, Director Safety and Health Department, and Darrah Sipe, Outreach Specialist, Safety and Health Department
 - Mt. Sinai School of Medicine, WTCHP and Clinical Centers of Excellence; Agata Roman, Outreach and Education Coordinator
 - Voices of September 11; Mary Fetchet, Founding Director
 - Tuesday's Children; Candida Cucharo, Program Director
- Additional relationships where Single Stop has provided training and made presentations are:
 - Borough of Brooklyn Community Board 8; Michelle T. George, District Manager
 - Office of the Brooklyn Borough President; Margaret Kelley, Education Policy Analyst

6. Additional Accomplishments

- Single Stop developed screening questions for the organization's Benefits Enrollment Network (BEN), a proprietary screening technology used at each of Single Stop's 80 community-based sites in New York City, and integrated the questions into BEN so that WTCHP screening will be mandatory for each new Single Stop client.
- Single Stop estimates that over one year 40,500 individuals will be asked the WTCHP screening questions. The questions are as follows:

➡ Were you or someone you know present in the WTC Disaster Area?

➡ Answer Options:

- Yes
- Yes, someone else
- No
- Decline to answer

- If No OR Declined to answer, no additional questions are asked

- If Yes, someone else, the following question is asked:



Interested in learning about health services?

➡ Answer Options:

- Yes
- No
- Declined to answer

- If Yes, the following question is asked:



Currently enrolled in WTC Health Program?

➡ Answer Options:

- Yes
- No
- Declined to answer

- If Yes OR Declined to Answer, no additional questions are asked

- If *No*, the following question is asked:
 - ➡ **Interested in learning about health services?**
 - *Answer Options:*
 - Yes
 - No
 - Declined to answer

Key Organizational or Staff Changes

There were no key organizational or staff changes during this reporting period.

Status of Current Budget Period Goals

Period	Activities	Status
October 2012	<ul style="list-style-type: none"> WTC Program Officer will begin work at Single Stop USA Research, design, and create initial training and outreach materials including coordinator instruction manuals, posters, and brochures Perform review of sites best equipped to reach target populations throughout New York City Meet with WTCHP representatives for a train-the-trainer session First meeting of the World Trade Center Programs Working Group 	To be hired June ✓ (except for manual) ✓ ✓ ✓
November 2012 – December 2012	<ul style="list-style-type: none"> Training sessions for Single Stop site coordinators and partner organizations on outreach, screening, and application processes Collect feedback from site coordinators and partners on reference, educational, and outreach materials Fine-tuning of all materials Develop and test new screening questions in BEN 	✓ In progress In progress ✓
January 2013 – April 2013	<ul style="list-style-type: none"> Launch city-wide outreach activities through all Single Stop sites Launch WTCHP eligibility screening questions at the beginning of “tax season” and reach the maximum number of potentially eligible individuals Quarterly meetings of the WTCHP Working Group Provide additional WTCHP information during screening process, encouraging clients to reach out to eligible family and friends 	Ongoing ✓ (launched during middle of tax season) ✓ ✓

New Budget Period Proposed Activities

May 2013 – September 2014

- Hire outreach coordinator to begin in June.
- Refine outreach materials and produce them in multiple relevant languages.
- Finalize media outreach plan and strategy to advertise program in local media outlets.
- Link with other NIOSH grantees to develop additional collaborative opportunities for outreach.
- Provide technical assistance and training of Single Stop network sites staff and community partners.
- Guide all potentially eligible individuals through the application process.
- Track the number of eligible clients and clients who are accepted for a health screening.
- Track the number of clients who receive health care and monitoring from the WTCHP.
- Connect WTCHP-clients with pro bono counsel provided by NYLPI to determine eligibility for the WTC Victims Compensation Fund.



Interim Progress Report II

Overview

Grant Number: 1E11-OH010455-01
Project Title: Connecting Individuals to the World Trade Center Health Program
Project Director: Andrew Stettner
Reporting Period: 04/01/2013 – 01/31/2014

Progress towards Project Aims

1. *Total Reached*

- Single Stop reached an estimated **414** individuals who were present at the World Trade Center or who knew someone who was.
- Single Stop distributed approximately **3,450** flyers, posters, training folders, and NIOSH brochures.
- Single Stop reached an estimated **35,000** individuals through presentations, articles in newspapers, and other local media outlets.

2. *Outreach Materials*

- Distributed 1,115 flyers, 15 posters, 73 training folders and 400 NIOSH brochures to 18 sites. Sites include libraries, social service organizations, consulates, offices of elected officials and other strategic locations.
- Developed and delivered targeted presentations for various community forums and meetings such as Bi-National Health Week.

3. *Outreach Presentations:*

- 9/28/2013: World Trade Center Health Program Community Forum at Elmhurst Hospital (Queens, NY). This event was sponsored by Single Stop USA, SCO Family of Services, and State Senator Jose Peralta's Office. Single Stop staff provided WTCHP information to 110 people (both responders and survivors).
- 9/12-13/2013: Single Stop staff organized and manned a table with WTCHP information at the Icaro Central American Film Festival held at La Guardia Community College (Queens, NY). Single Stop staff (Frederick Gonzalez-Burgos Outreach Associate and Taiki Endo Global Health Corps Fellow at Single Stop USA) spoke with 250 individuals at this event.

4. Outreach Trainings

All training was conducted by Single Stop's WTCHP Program Officer, Fredy Gonzalez-Burgos.

Location	Attendees
Mexican Consulate	17
Dominican Consulate	6
Bi-National Health Week	23
Mid-Manhattan Library	3
Queensborough Community College	3
Betances Health Program	11
SCO-Single Stop USA	4
1199SEIU NY	6

5. NIOSH/WTCHP Meetings

- Single Stop has attended every WTCHP scheduled meeting

6. Meetings WTCHP Organizations to Coordinate Outreach Activities

- Hosted a Grantee Breakfast at Single Stop on July 18, 2013, where the grantees developed collective outreach approaches. Discussions continued throughout the reporting period.
- Conducted a presentation about the WTCHP with Jessica Paddock from NYU Center of Excellence at Queensborough Community College geared towards staff and students.
- Participated in the *Voices of September 11* Annual Forum and developed key contacts.
- Continued to work with 9/11 Environmental Action regarding integrating outreach at NYCHA.
- Participated in a sub-network of grantees serving non-English speakers and developed a presentation for NIOSH on how to address the needs of this part of the population affected by the 9/11 tragedy. The presentation will be delivered during the last week of January 2014.
- Participated in a meeting with VCF Special Master Sheila Birmbaun to develop new ways to serve 9/11 victims.

7. Direct Service

- **61** clients received one-on-one application assistance at Single Stop office or after being transferred to a different center of excellence (hospital or doctor) within Single Stop's network.
- **8** applications are pending due to needing more information; Single Stop is assisting with this.
- **3** clients accepted into the program.

8. Additional Accomplishments

- 2 articles published in *El Diario de Mexico USA*
- 1 article Published in *Mi Pueblo News*
- Posting in *Brooklyn Daily Eagle*
- Posting in *NY Daily News*

Key Organizational and Staff Changes

Andrew Stettner, Single Stop's Chief Program Officer, is now the Program Director.

Status of Current Budget Period Goals

Period	Activities	Status
October 2012	<ul style="list-style-type: none"> • WTC Program Officer will begin work at Single Stop USA • Research, design, and create initial training and outreach materials including coordinator instruction manuals, posters, and brochures • Perform review of sites best equipped to reach target populations throughout New York City • Meet with WTCHP representatives for a train-the-trainer session • First meeting of the World Trade Center Programs Working Group 	✓ ✓ (except for manual) ✓ ✓ ✓
November 2012 – December 2012	<ul style="list-style-type: none"> • Training sessions for Single Stop site coordinators and partner organizations on outreach, screening, and application processes • Collect feedback from site coordinators and partners on reference, educational, and outreach materials • Fine-tuning of all materials • Develop and test new screening questions in BEN 	✓ ✓ ✓ ✓
January 2013 – April 2013	<ul style="list-style-type: none"> • Launch city-wide outreach activities through all Single Stop sites • Launch WTCHP eligibility screening questions at the beginning of “tax season” and reach the maximum number of potentially eligible individuals • Quarterly meetings of the World Trade Center Programs Working Group • Provide additional WTCHP information during screening process, encouraging clients to reach out to potentially eligible family and friends 	Ongoing ✓ ✓ ✓
May 2013 – August 2014	<ul style="list-style-type: none"> • Continue to screen all new and return clients for WTCHP eligibility • Guide all potentially eligible individuals through the application process • Conduct broad community-based and organizational outreach • Track the number of eligible clients, clients who are accepted for a health screening, and clients who receive health care and monitoring • Connect WTCHP-clients with pro bono counsel provided by NYLPI to determine eligibility for the WTC Victims Compensation Fund 	✓ ✓ ✓ ✓ ✓

New Budget Period Proposed Activities

October 2014 - February 2015

- Continue to refine outreach materials and produce in multiple relevant languages.
- Continue outreach to targeted media outlets.
- Link with other NIOSH grantees to develop additional collaborative opportunities for outreach
- As needed, provide additional technical assistance and training for staff of Single Stop network sites and other community partners.
- Guide all potentially eligible individuals through the application process.
- Track the number of eligible clients and the number of clients who are accepted for a health screening by the WTCHP.
- Track the number of clients who receive health care and monitoring from the WTCHP.
- Connect WTCHP clients with pro bono counsel provided by NYLPI to determine eligibility for the WTC Victims Compensation Fund.