HEART 9/11 2020 Impact Report
During COVID-19
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*Cover Photo: Grand Bahama*
Dear Members and Supporters,

I am so proud of our HEART 9/11 members as we overcame the COVID-19 challenges much as 20 years ago we overcame the challenges of the 9/11 attacks on our nation.

The HEART 9/11 team quickly and nimbly adapted our safety protocols as we continued our responses to the Bahamas, Puerto Rico, and three major hurricanes in Louisiana and North Carolina.

The following pages demonstrate once again the unique skills and experiences of the HEART 9/11 membership and our "Can Do" mentality even during a global pandemic. It appears the more significant the challenge, the more motivated our members are to meet that challenge.

In a little less than six months, we will commemorate the 20th anniversary of the 9/11 attacks in New York City, Shanksville, PA, and Washington DC. It will be a time to reflect on the losses of such heroic friends and colleagues as they battled to save lives and answer the calls for help. HEART 9/11 honors those heroes and their families by paying forward their selfless sacrifices as we continue their legacy by answering the calls for future help.

Nearly 20 years ago, the nation took hope and strength from the 9/11 rescue and recovery workers’ courage and came together as a country. I hope that our country will come together once again to defeat the health and economic challenges presented by the COVID pandemic. We proudly declare that we will "Never Forget," and those lost will "Always Be Remembered."

Be well, be safe.

William Keegan
Founder/President HEART 9/11
NEVER FORGET —

The purity of the 9/11 sacred mission shapes all that we do. Our fidelity is to our Brothers and Sisters taken on 9/11 and our service is to their families and country.

Lt. Bill Keegan
Founder/President HEART 9/11
PAPD Night Commander 9/11 Rescue Recovery (Ret.)

Ground Zero - Detective Rich Miller NYPD, ESU secures the American flag to the antenna which had fallen from the top of the WTC North Tower.
HEART 9/11 is proud of Puerto Rico Project Manager Flor Michelle Labrador for being the 2020 Coors Light Latino Leader of The Year runner-up. For the first time this year, Coors Light also awarded a $2,500 grant to the second-place finalist which Flor Michelle donated to the nonprofit of her choice - HEART 9/11.

Flor Michelle Labrador is bilingual and was raised in Queens, NY. She moved to Puerto Rico - her homeland - to teach children to read, write, and speak English. She currently serves as a project manager for HEART 9/11, planning and monitoring the rebuild of homes that suffered damages during Hurricane Maria and earthquakes in Puerto Rico.

After Hurricane Maria hit, Flor Michelle and her husband helped their neighborhood clear the roads from broken trees and mudslides. She translated for her community as they requested FEMA assistance. Flor Michelle then worked as Quality Control, assisting the US Army Corps of Engineers to safely help teams grind, recycle, and haul debris out of her town. She is helping people that have no voice.

The Coors Light Líderes Program helps leaders enhance their networks and professional growth. Past Coors Light Líderes of the Year and their nonprofits have used the $25,000 grants for transformative initiatives in many areas, such as skill training workshops, educational and mentoring resources, entrepreneurship support, and helping people with disabilities become financially independent through entrepreneurial activities. Since 2006, the program has highlighted, honored, and rewarded Latinos across the United States committed to helping their communities thrive.
Puerto Rico earthquakes
HEART 9/11 is a team of first responders, FDNY, NYPD, PAPD and the NYC Building Trades, that bonded in the aftermath of September 11, 2001 to utilize their experience and training in service to others and to bring a message of hope to communities affected by disaster.

HEART 9/11’s volunteer professionals leverage their unparalleled experience to support, supplement and transfer skills and knowledge to suffering communities in the same spirit that the world supported our community of New York City after September 11, 2001.

HEART 9/11...

- Recruits highly skilled members with extensive experience working in dangerous and underserved communities that other organizations are unable to serve.
- Possesses unique access to a broad network of first responders.
- Deploys experts that are trusted by local community stakeholders.
- Empowers local community members through the transfer of knowledge and skills – a Force Multiplier.
- Supports the families of local first responders at disaster sites.
- Ensures funders have direct access to leadership.

Healing Emergency Aid Response Team (HEART) 9/11, Inc. is a NJ nonprofit charitable organization pursuant to section 501(c)(3) of the Internal Revenue Code. Established Feb. 2007.
HEART 9/11 volunteers...
278 deployments since 2007

- 4 Countries
- 13 States
- 25 Veteran Builds
- 39 Disasters
- 53 Pre-Apprentice trained
- 813 Houses Rebuilt/Rehabbed
- 1,000+ CT law enforcement trained in stress management
- 1,200+ Unique volunteers
- 168,000 Volunteer hours
### 2020 Projects/Missions

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<thead>
<tr>
<th>Date</th>
<th>Event</th>
<th>Details</th>
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<tr>
<td><strong>Hurricane Maria Puerto Rico Response</strong> - Ongoing</td>
<td>120 weeks sustained response - 400+ homes rebuilt</td>
<td>Launching inmate carpentry training program in Arecibo Prison</td>
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<td><strong>HEART 9/11 Puerto Rico Pre-Apprentice Program</strong> - Ongoing</td>
<td>Trained 37 pre-apprentice students who rebuilt over 200 homes in their community</td>
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<tr>
<td><strong>Hurricane Dorian Bahamas Response</strong> - Ongoing</td>
<td>27 weeks sustained response - 55 structures repaired/rebuilt</td>
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<td><strong>HEART 9/11 Bahamas Rebuilding/Training Program</strong> - Ongoing</td>
<td>Trained 31 pre-apprentice students who rebuilt/repaired 54 homes in their community</td>
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<td><strong>Hurricane Delta</strong> - September 2020</td>
<td>Assisted with emergency operations, debris clearing, and damage mitigation/assessments.</td>
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<td><strong>Hurricane Laura</strong> - September 2020</td>
<td>Assisted with damage mitigation/assessments, and roof repair for first responders.</td>
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<td><strong>Hurricane Isaias</strong> - August 2020</td>
<td>Work included debris clearing, muck-out, and roof repair for first responders</td>
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<td><strong>Puerto Rico Earthquakes</strong> - January 2020</td>
<td>20 shelters built to house displaced children</td>
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<td><strong>Benson-Henry Institute at Harvard School of Medicine First Responder Wellness Program</strong> - Ongoing</td>
<td>HEART 9/11, Benson-Henry Institute at Harvard School of Medicine, Massachusetts General Hospital collaborated on the development of a first responder wellness program and instructional manual</td>
<td>State of Connecticut sanctions HEART 9/11 first responder program for police recertification process</td>
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Hurricane Dorian - September 2019 Ongoing

27 WEEKS
Hurricane Dorian sustained response – 33 deployments

55 HOMES/STRUCTURES
Repaired/rebuilt in 6 months
- Field Hospital
- Water Purification System
- Repaired/rehabbed Community Centers
- Churches, Schools, Homes

$ 6,000
Labor/Material Cost per home

Pre-Apprentices Trained
31

54 Roof rebuilt during the program

HEART 9/11 Bahamas Rebuilding/Training Program

- 10-week HEART 9/11 Pre-Apprentice Program
- Virtual instruction in Mathematics and OSHA 10
- Continued training in the field
- Rebuilt damaged homes throughout the community
- Weekly stipend, tool belt, safety equipment, hand tools

Funders/Supporters
Bahamas Hope Foundation, Inc.
GRAPES, LLC
jetBlue
FirstTrust
Ford
Templeton Religion Trust
University of the Bahamas North
Samaritan’s Purse
Joseph and Diane Steinberg
Salvatore DiDonato
Pre-Apprentice Response to Puerto Rico Earthquakes - January 2020

14 days
Communities served:
Guayanilla, Ponce, Guanica, Penuelas, Yauco

16 Pre-Apprentices Deployed
- Shelters built to home displaced children
- Assembled pre-fab units for children’s occupational and speech therapy

10

37 Pre-Apprentices Trained
HEART 9/11 Puerto Rico Pre-Apprentice Program
- 10-week HEART 9/11 Pre-Apprentice Program
- Instruction in Mathematics and OSHA 10
- Continued training in the field
- Rebuilt damaged homes throughout the community
- Weekly stipend, tool belt, safety equipment, hand tools

200 Homes/structures and other projects rebuilt

Community Supporters

100ROOFS PROJECT
2020 Hurricane Season - September/October

- **2 months**
  - Hurricane Laura, LA
  - Hurricane Delta, LA
  - Hurricane Isaias, NC

- **30 Volunteers deployed on hurricane responses**

- **3 Hurricane Disaster Responses**
  - Assisted with emergency operations, debris clearing, damage mitigation/assessments
  - Muck-outs and roof repair for first responders

- **22 Homes/structures and other projects repaired**
  - Areas served
    - Lake Charles, LA
    - Derrider, LA
    - Baytown, LA
    - Vinton, LA
    - Oak Island, NC

Partners
The SMART Program for First Responders presented by HEART 9/11 is for first responders delivered by first responders who have learned to manage stress and/or other stress-related symptoms. The Program is the result of a long-standing partnership between HEART 9/11, the Newtown, CT Police Department - Sandy Hook Elementary School shooting - and the Benson-Henry Institute for Mind-Body Medicine at Mass. General Hospital. This partnership was born of a shared aspiration to help first responders manage both chronic and acute stress and to help those who may be suffering from burnout. Responders learn a variety of self-care interventions, allowing them to build a course of action to manage stress and improve overall health and wellbeing.

The Stress Management and Resiliency Training (SMART) program was developed by Dr. Herbert Benson, founder of The Benson-Henry Institute for Mind-Body Medicine. This program will provide clinicians the self-care tools they need to reduce stress, regain a sense of control, reduce medical symptoms, and enhance their quality of life. The Benson-Henry Institute is the gold standard of stress self-care for medical clinicians, and HEART 9/11 is honored to have been selected to partner with such prestigious leaders in the industry. HEART 9/11 and The Benson-Henry Institute for Mind-Body Medicine have developed the SMART Program for First Responders training and have published an instructional manual. Work is in progress on the instructors’ training manual.

**HEART 9/11 SMART Program for First Responders Training History**

- HEART 9/11 SMART Program for First Responders has been delivered to 75 Connecticut city police departments during Peer-to-Peer support programs
- HEART 9/11 SMART Program for First Responders has been certified by the Connecticut State Law Enforcement Training Commission
- HEART 9/11 has trained 1,000 Connecticut veteran police officers at annual police state re-certification programs
- HEART 9/11 has delivered the HEART 9/11 SMART Program for First Responders to Connecticut Police Cadet Academies
- HEART 9/11 has delivered the HEART 9/11 SMART Program for First Responders to 24 members of the Newtown Connecticut police department

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**Partners**

- Benson-Henry Institute for Mind Body Medicine
- Massachusetts General Hospital
- Newtown-Sandy Hook Community Foundation, Inc.
SMART
Stress Management and Resiliency Training
for
First Responders

Enhanced Tactical Performance
HEART 9/11 first responder volunteers and other local community businesses and volunteers rebuilt a home for a disabled Army veteran that allows her family to grow and have a brighter future. Volunteers built a new second-floor addition to the home which included three new bedrooms, two bathrooms, a new HVAC system, plumbing and electric, interior and exterior repairs, a new front porch and landscaping.

This veteran was an Army linguist in one of the first units to be deployed to Iraq in 2003. In 2012, her combat PTSD and sexual trauma experienced while in the military suddenly and unexpectedly caught up with her and turned her into someone she no longer recognized. The family has sacrificed so much that allows us to live as free Americans. HEART 9/11 was proud to pay them back for their selfless sacrifices.

HEART 9/11 has come to recognize the overwhelming health needs of first responders and building trades members due to their line of duty illnesses or injuries, especially those caused by their 9/11 participation. Through the HEART 9/11 Responder 2 Responder program, we will utilize our veteran home build experience to address the needs of our first responders.

Below are examples of Responder 2 Responder initiatives that can be accomplished quickly, at no cost to recipient.

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<td>Bedroom lift</td>
<td>Wheel-in showers</td>
<td>Wheelchair accessible</td>
<td>Handrails/grab bars</td>
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<tr>
<td>Widen doorways</td>
<td>Walk-in bathtubs</td>
<td>deck/ramps</td>
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<tr>
<td>Remove raised floor saddles</td>
<td>Lowered countertops</td>
<td>Stair chair lifts</td>
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<tr>
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<td>Wheel-in showers</td>
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Supporters
Rapid Response Team Training

Chainsaw training was offered to HEART 9/11 Rapid Response Team members at Bethpage State Park, Farmingdale, Long Island. Training was given by Bill Lindoff from ProCuts. The team came away with a new respect for trees, chainsaws, and gained the knowledge needed to effectively remove trees and maintain/repair the equipment during a disaster response.

Moving Water Rescue Training

The HEART 9/11 Rapid Response Team took a 10 hour Moving Water Rescue training course in Ewing, NJ. The training was given by Safety & Survival Training – an all-hazards emergency response training company that provides training to public and private emergency response personnel nationwide. The course is designed for responders who may be required to actively participate within the hazard zone during a water rescue evolution. In-water skills included self-rescue as well as victim rescue techniques. Topics covered included swimming in current and self-rescue, swift water wading techniques, basic rigging, and basic rescue techniques.
MISSION ACCOMPLISHED! HEART 9/11’s Home for the Holidays initiative was a success. HEART 9/11 identified eight homes destroyed in September 2017 by Hurricane Maria. These homeowners had exhausted their meager savings, putting all they had into trying to get their family’s home in livable condition. Their hard work alone could not get the job done – they needed assistance to make this happen.

Our pre-apprentice team worked incredibly hard over two months to ensure the homes were completed before Christmas. The teams rebuilt the roofs and built new staircases, balconies, railings, and reinforced walls. The outstanding teamwork displayed allowed HEART 9/11 to be ahead of schedule and under budget.

Generous Supporters

Foley, Inc.
IBEW – Local 3
Keystone Mountain Lakes Regional Council of Carpenters
Home Depot
Family of Ed Danberry
Bryan Cranston
Kim and Noel Foley
John Leonetti
Katherine Jacobs

Some of the families helped
Vega Baja - "Home for the Holidays" fundraiser
The 7th Annual HEART 9/11 Golf Classic at Liberty National was a huge success. HEART 9/11 recognized Mike Prohaska, Laborers Local 79 – New York City in grateful recognition of his outstanding leadership of Local 79 and his partnership with HEART 9/11 in serving those affected by disasters. Thank you Dime Community Bank for being the presenting sponsor of “Hope” and LECET and Investors Bank for being “Living Legacy” sponsors. HEART 9/11 looks forward to seeing you September 20, 2021.
Honoree Mike Prohaska, Laborers Local 79 and HEART 9/11 Founder/President Bill Keegan
2020 Supporters

Greater NY LECET
Investors Bank
Local 79
Taylor Rafferty
LiUNA NJ
The Duffy-Heller Family
Building Contractors Association
Mason Tenders
AFL-CIO ITC
Nordic Contracting
LiUNA Local 78
Laborers’ Local 108
Schultheis & Panettieri, LLP
NYS LECET
NJ LECET
Foley, Inc.
NYC-DCC
Paul Zaykowski and Jeanne Kane
Covington & Burling LLP
Dellapina Family Foundation
DTCC
Cantor Fitzgerald Relief Fund
CCA Metro
Ann Bergin
Michaud Family Fund
Dime Community Bank
Brian and Helen Rafferty
The Heine Family
Local 66
James Colica
Tom and Liz Thees
Building Contractors Association
Procor Solutions LLC
Ryan and Emily Foley
jetBlue
First Trust
Ford Motor Company
Samaritan’s Purse
Templeton Religion Trust
Arnold and Elizabeth Mascali
International Association of Firefighters
Wilmington, NC Firefighters
Benson-Henry Institute for Mind Body Medicine
Harvard University
Newtown Sandy Hook Community Foundation
Today I’m Brave - 100 Roofs Project
David & Goliath
University of the Bahamas North
Bahamas Hope Foundation
Revelation Church of Jesus
Of The Apostolic Faith
IBEW – Local 3
Keystone Mountain Lakes Regional Council of Carpenters
Family of Ed Danberry
Bryan Cranston
Kim and Noel Foley
Holowesko Foley
John Leonetti
Katherine Jacobs
Bay Crane CT
Winsupply of Shelton
Dr. Spencer Eth
Rose Glancy
Gregg Wies & Gardner Architects
Enterprise Plumbing & Heating, Inc.
99 WPLR
Cmars Engineering, LLC
Ray Brown Electric
Lennox
Biltmore Craftsmanship
Lanagan
National Lumber
Controlled Air
Sempler Fi Fund
Coughlin
TPA
Stanley Black & Decker
Osteman Community Foundation
Stephen Siller Tunnel to Towers Foundation
The Grainger Foundation
University of Notre Dame
Gardner Family Fund
Richard and Sandra Burroughs
Karen Martino
Christine Rodriguez
Karla Rodriguez
Fallen Yet Not Forgotten
Double Impact
Belaire Diner
Southern Gas Co.
SM Soutwick and JC Seacrest
Irene Bergen
Stuart Lubow
Kevin Cummings

Our efficiency

96¢ of each $1.00 donated
is applied directly to HEART 9/11 programs
Thank you to our incredibly supportive Board of Directors

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