

annual
report



2023

September 11th Victim Compensation Fund



A common field one day. A field of honor forever.



**September 11th
Victim Compensation Fund**

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Executive Summary

This report summarizes the VCF's 12th year of operation, and marks the significant changes, challenges, and achievements of 2023. With the appointment of permanent Special Master Allison Turkel in March, the VCF began a new era of leadership, continuing to focus on the needs of the 9/11 community and building the tools to support the program's longevity. The Fund hit new milestones, awarding \$12.8 billion to over 56,600 claimants since re-opening in October 2011. In addition, in 2023 the VCF decided more claims and issued more award dollars than in any previous year.

In 2023, the VCF redoubled its efforts to reach all those who may be eligible for compensation, meeting with Members of Congress and 9/11 advocacy groups, visiting both the Shanksville and Pentagon crash sites, hiring a new communications specialist, and participating in a wide range of activities profiled throughout this report. Focus remained steady on easing the burden on claimants by developing partnerships with organizations that may be able to help establish presence, and by investing in the ongoing VCF Transformation project. The VCF begins 2024 with great energy and enthusiasm to continue serving the incomparable 9/11 community.



PENTAGON MEMORIAL

We chose this ground in remembrance
of the events of September 11, 2001.
To honor the 34 people whose lives were
lost, their families, and all who sacrificed
that we may live in freedom.



A Message from the Special Master

I was very proud to step into the role of Special Master in March 2023, particularly as a native New Yorker and someone who was raised to respect and value public service. In the months since, I have been struck by many things that I hadn't fully anticipated – chief among them the need to inform the public about the VCF and to ensure that every person who might be eligible for a VCF award is aware of the program and has the resources and support they need to register and file a claim.

I have been astounded by the number of individuals I have spoken with – friends, people in the Federal Government, or who lived in New York or worked at the Pentagon – who do not know about the VCF. I am convinced that they represent a much larger universe of individuals whose health may have been impacted by 9/11, but who either have not made the connection, or simply don't think the VCF is meant for them. Through meetings with U.S. Representatives, local officials, 9/11 advocacy groups, and others, we were able to lay some important groundwork in 2023, and my commitment to outreach is a 2024 priority.



It is gratifying to report that in 2023, the VCF decided more claims and awarded over \$1.8 billion in compensation - more than any previous year.



At the same time, the entire VCF team shares my strong commitment to resolving the claims before us as promptly, accurately, and fairly as possible, providing some small measure of relief to those who continue to suffer. As of December 31, 2023, the VCF has made awards to 56,640 individuals, totaling \$12.8 billion in compensation since the VCF re-opened in October 2011. Detailed reporting of program statistics can be found on [pages 19-24](#).

There is a wealth of information about the VCF's progress and activities included throughout this report, and I encourage you to read it cover to cover.



I want to thank our interim Special Master, Auggie Flentje, for his excellent stewardship of the VCF from May of 2022 until I came on board in March, and extraordinary efforts to keep the claim review process moving without delay. In his time with the VCF, Auggie decided 729 appeals and oversaw the completion of over 10,000 determinations. Thank you, Auggie!



In September, I announced the appointment of Nicole P. Smith as the second VCF Deputy Special Master. Filling this critical leadership role has been essential to being able to support the 9/11 community with a stable and accessible VCF. Nicole's appointment coincided with this year's anniversary – a time that afforded VCF leadership the opportunity to participate in a number of very meaningful events to honor the occasion (see [pages 8-10](#)).



In November, I was very proud to be the first VCF Special Master to visit the Flight 93 Memorial in Shanksville, PA, and to meet with the community. It was a true highlight of my year, along with an October visit to the 9/11 Pentagon Memorial in Arlington, VA (see [pages 8-9](#)). As depicted on the cover of this report, the VCF exists to serve victims from all three of the 9/11 crash sites.



In December, Stathi Patseas joined the VCF as Manager of Communications and External Affairs. Stathi has gotten off to a very strong start, and is pursuing a wide range of outreach opportunities. Read more about Stathi and our outreach efforts this year on [page 8](#).

Throughout 2023, the VCF team expended enormous energy on our Transformation effort, focused on the creation of myVCF, our new claims system. myVCF will streamline and simplify the claims filing process, making it easier for claimants and families to file their claims and understand where the claim is in the review process. When myVCF launches it will use plain language with a guided claim form and easy-to-access directions to make registration and submission of claims and the required documents straightforward. When fully implemented, myVCF will speed overall claims processing, so we can pay claimants more quickly and efficiently (see [page 13](#)).

In preparation for the transition to myVCF, we made a special appeal in January 2023 to law firms that represent VCF claimants to help us by only submitting claims once they are in good order – meaning they include everything needed to begin review. Throughout the year, we provided special reporting to firms with very specific information about what was needed on a claim-by-claim basis. This was a heavy lift for our team, but one that I am pleased to report seems to be paying off – with law firms waiting to submit claims only when they have all the required information and documents. I enjoy seeing this type of ongoing cooperation and partnership.

I look forward to the challenges and opportunities ahead, confident of the abilities and commitment of the incredible VCF team, and buoyed by the support of the 9/11 community and its dedicated advocates, lawyers, and medical professionals. It is an honor to serve as part of this community.

Allison

Allison Turkel

Nicole P. Smith Appointed Deputy Special Master

In September 2023, Attorney General Merrick Garland appointed Nicole P. Smith to be the VCF's newest Deputy Special Master. Nicole has dedicated over a decade of her professional career to the VCF because of the direct and positive impact it has on the American public.

Since the Fund reopened in October 2011, Nicole has served in various leadership roles touching most aspects of the program, including supervision of the public-facing Helpline, managing the team responsible for all outgoing correspondence, supervising the eligibility claim review team, developing a training program for new staff, and coordinating cross-team leadership efforts.

Nicole joined the Department of Justice in 2015 as an Attorney Advisor. The following year, the Special Master tapped her to lead the team of legal professionals dedicated to reviewing FDNY and NYPD first responder claims. Since then, she has held several leadership roles and served as Associate Special Master from 2020 to 2023.



Upon her appointment, Nicole noted that:

“The ability to impact the lives of so many deserving Americans is both the greatest challenge and honor of my career to date.”

The Year In Numbers 2023

14,579

Pieces of mail
received &
processed

104,637

Letters sent

723

Appeal hearings held

50,169



Inbound calls
to Helpline

27

New members
added to the VCF team

8,287



Approved eligibility
determinations rendered

10,764

Payments processed

7834

Initial award letters

382

Claims expedited

2023

Total

\$1,800,934,744.79

Dollars awarded in 2023

\$12,786,510,466.76

Total Dollars awarded by VCF

Outreach

vcf.gov

Throughout 2023, the VCF conducted outreach activities focused on reaching as many people as possible with information about the program, how to register and file a claim, and ways to provide presence documentation. A vital tool continued to be the www.vcf.gov website, where materials are posted in English, Spanish, Polish, and Chinese. With more than 254,666 visitors in 2023, the VCF website is a central resource for claimants, potential claimants, and the general public. In addition to a wealth of general information about the VCF, answers to Frequently Asked Questions (FAQs), and program statistics, the website features clear and easy to follow step-by-step instructions on how to register and file a claim. This year, in an effort to distinguish the VCF website from others Special Master Allison Turkel coined the phrase:

If it is not [.gov](http://www.vcf.gov) - it is NOT the VCF

Building Relationships

The VCF continued to expand its efforts to develop new relationships with entities that can help share information about the VCF and those that might assist with providing information to individuals trying to prove their presence at an eligible location. With the passage of time, it has become increasingly difficult to locate paperwork and documentation. The VCF is working with, and cultivating, a broad network of entities to help ease this burden of proof, working with organizations including BMCC, CWA Local 1101, and TWU Local 100, and the establishment of new points of contact at the New York City Department of Aging, U.S. Probation Office, U.S. Department of Labor, and the Port Authority of New York and New Jersey.

This year saw the results of a particularly rewarding partnership based on several years of coordination, when the VCF was able to obtain and reorganize hundreds of volunteer records for those who signed in at Trinity Church in the aftermath of the attacks. We are now able to use this information to assist in proving presence for the many volunteers who checked in and out at Trinity Church. This is particularly important because those who volunteered often have a more difficult time locating documentation to support their claim.

We anticipate developing more relationships as conversations have begun with the Office of the NYC Comptroller, BNY Mellon, NYC Department of Sanitation, NYC Housing Authority, and the HHS Office of the Assistant Secretary for Preparedness and Response. The VCF is continually looking for new opportunities to provide information about the VCF and develop information-sharing relationships.

What's new in 2023? The following updates were rolled out over the course of the year:

- **New!** Introduced Definitive Proof of Presence tool
- **New!** Addition of Premature and Insufficient Claims reports (see [page 12](#))
- **New!** www.VCF.gov website page on Transformation and release of [a video](#) on Transformation and registration
- **New!** Payment processing timeline shortened
- **New!** Addition of Non-Economic Loss Awards and [Certified Conditions Fact Sheet](#)
- **New!** Uterine cancer added as a covered eligible condition
- Created [Proof of Presence](#) process for: NY Department of Buildings, TWU Local 100, and Trinity Church volunteers
- Return to in-person hearings

Need more information? Check out the complete VCF Policies & Procedures on the www.vcf.gov website.

And remember: if it is not [.gov](http://www.vcf.gov), it is NOT the VCF.



Special Master Allison Turkel stands by The Tower of Voices at the flight 93 Memorial along with Park Ranger Katie Hostetler and Flight 93 Memorial Superintendent Stephen Clark.

Expanding Outreach and Strategic Partnerships

In December 2023, Stathi Patseas joined the VCF as new Manager of Communications and External Affairs. In this position, Stathi will focus on expanding the VCF's broad outreach efforts, including developing a strategy to build awareness and understanding of the VCF, coordinating with the World Trade Center (WTC) Health Program and other 9/11 advocacy groups, working with various entities to establish relationships focused on easing the burden on claimants when filing a claim, and developing new outreach materials and enhanced public messaging.



Stathi is based in our New York office and brings a wide variety of experience to this role. Most recently, he served as Director of Communications and Intergovernmental Affairs at the NYC Civic Engagement Commission, where he managed external affairs strategies, including digital engagement and government affairs. He also worked as Assistant Director of Public Affairs and Community Relations at NYC Health and Hospitals Bellevue and has served as Communications Advisor in the office of the Mayor of New York City.

Communications and outreach are at the heart of our work to serve 9/11 responders and survivors. To explore partnerships and collaborative outreach efforts with the VCF, contact the toll-free VCF Helpline at 1-855-885-1555 or email vcf.outreach@usdoj.gov. Follow the VCF on Twitter/X at @Sept11VCF for VCF program news, updates, and information about outreach activities.

Visit to Shanksville, PA

FLIGHT 93 NATIONAL MEMORIAL

When she was appointed in March, Special Master Allison Turkel began planning her visit to the Flight 93 National Memorial. She was honored to be the first VCF Special Master to visit this incredible National Park and was moved by both its beauty and deeply layered symbols of respect and gratitude for the bravery of the 40 passengers and crew who lost their lives on September 11th.

Photo Credit: www.nps.gov/flni/index.htm

Touring the National 9/11 Pentagon Memorial

The National 9/11 Pentagon Memorial is a very short ride from the heart of Washington, DC, but provides a serene space to honor the people whose lives were lost at the Pentagon that day.



Members of the VCF and WTC Health Program teams hear from Jim Laychak, Senior Advisor for the National 9/11 Pentagon Memorial.

There are 184 memorial benches, each dedicated to one of the victims, and organized in a timeline reflecting their ages, from the youngest, a 3-year-old, to the oldest, who was 71. Each bench is engraved with a victim's name and sits above a lighted pool of flowing water. The VCF team was honored to visit the memorial in October, along with colleagues from the WTC Health Program, to learn more about the events of 9/11 and its aftermath at the Pentagon and to honor those who died that day and those who have since become sick or passed away from their exposure to the toxins during the rescue and clean up.

Taking Part in 9/11 National Day of Service

Meal Pack aboard the USS Intrepid

“ Let's take back the day by turning the anniversary of 9/11 into a day of good. ”

The 9/11 National Day of Service is the outgrowth of 9/11 Day, an organization created by David Paine and Jay Winuk, who wanted something good to come from the loss of so many lives on 9/11, including Jay's brother Glenn, an attorney and volunteer firefighter who was killed while responding at the World Trade Center.

Thanks to broad based support, the 9/11 Day organization has transformed September 11th into the largest day of service in America, officially recognized under federal law, inspiring over 30 million people to volunteer and perform acts of service in cities across the country.

This year the VCF was happy to participate in New York City at the Meal Pack aboard the USS Intrepid, along with thousands of volunteers who assembled millions of meals for Americans at risk of hunger.

www.911Day.org



From left to right: Deputy Special Master Nicole P. Smith, Chief of Staff Sally Flynn, Special Master Allison Turkel, Project Manager Jacquie Idefonso, and Deputy Special Master Stefanie Langsam joined the meal pack on the USS Intrepid in New York City. The high-energy, high-productivity event was inspiring and closed out a day of commemorative events.

Paying Tribute at the 9/11 Memorial Glade

On September 11, 2023, the VCF leadership team participated in a ceremony at the Memorial Glade, a space created in 2017 and dedicated to first responders, recovery workers, and those who have died or are suffering from health-related issues as a result of the attacks of 9/11.

<https://www.911memorial.org>



Participating in the VOICES Symposium

The VCF was honored to participate in two panels at the 22nd Annual Remembrance Symposium hosted by VOICES Center for Resilience. This two-day event is a center point of 9/11 anniversary activities in New York City, and provides the VCF with an opportunity to speak directly to the 9/11 community and provide important program updates.

<https://voicescenter.org/>

Visit to St. Paul's Chapel

Special Master Allison Turkel addressed the crowd assembled for the Calling of the Names at St. Paul's Chapel. This was the 22nd anniversary of this ceremony to honor all deceased 9/11 responders, rescue and recovery workers, and volunteers who came to help in the days, weeks, and months following the September 11th attacks.

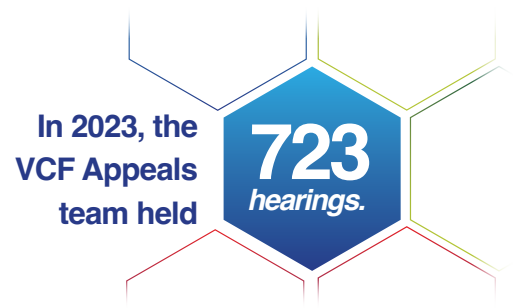
www.callingofthenames.org



VCF Appeals Process Continues to Serve

Since its earliest days, the VCF has considered the right to appeal a claim decision an essential part of the claim review process. Appeal hearings offer claimants an opportunity to tell their story to a hearing officer in a completely non-adversarial environment and provide important information about their individual circumstances through their testimony. The appeals process has grown and adapted over time, particularly during COVID, but it remains a central component of the claim review process.

The team of dedicated attorneys who serve as hearing officers conducted in-person and virtual hearings via videoconferencing and telephone. Through their dedication and perseverance, the VCF held 723 hearings in 2023, an increase of nearly 15% from the prior year.



The VCF Helpline: A Vital Source of Information



In preparation for the upcoming transition to the new myVCF system (see [page 13](#)), the VCF expended significant energy in 2023 on reducing the number of undecided claims. This included thousands of claims being screened for completeness and thousands more being decided. The VCF Helpline team, which serves as the public face of the VCF, worked tirelessly behind the scenes to

support this effort and answer questions from claimants about their claims.

As a result of this work and increased outreach efforts, the Helpline experienced a 32% increase in calls in 2023 as compared to 2022, averaging nearly 200 more calls each month. With just eight full time members in 2023, this team handled up to 4,800 calls in a single month, all while onboarding and training new team members. In July, the Helpline Team was recognized by the Special Master for their incredible service, outstanding dedication, and unwavering support of the 9/11 community.



New York State 9/11 Notice Act

In September of 2023, New York Governor Kathy Hochul signed the 9/11 Notice Act, which will provide information to support 9/11 victims, survivors, and their loved ones. This new law requires businesses with more than 50 employees that were located below Canal Street in lower Manhattan on September 11, 2001, to notify all current and former employees who returned to work after the attack, of their potential eligibility for both the VCF and WTC Health Program.

Since the day the law was signed, the VCF has worked closely with the New York Empire State Development organization on the creation of an awareness campaign that is expected to rollout in late 2024. This legislation will be an important step forward in outreach to the 9/11 survivor community.

Premature and Insufficient Claims

In our 2022 Annual Report, we shared the VCF's challenge of dealing with Premature and Insufficient claims: claims that either are missing the minimally required documents, or the documents submitted are insufficient. As we noted, these claims present the biggest hurdle to the VCF's ability to reduce the time to decide claims.



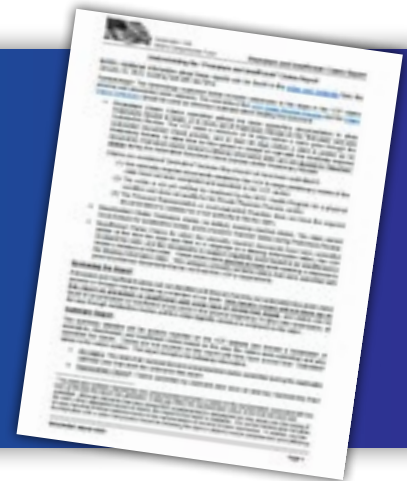
Premature Claims are claims that are submitted without the basic supporting documentation to allow Preliminary Review to begin, or to be completed so the claim can move to Substantive Review.



Insufficient Claims are claims for which the minimally required documents have been submitted (either at the time the claim was filed or in response to a Missing Information letter), the VCF reviewed the claim, and the documents to support eligibility were found to be insufficient to establish the claimant's eligibility.

These minimally required documents include:

- Claim Form Signature Page
- Authorization for Release of Medical Records (Claim Form Exhibit A)
- Proof of the victim's presence at a 9/11 crash site (unless the VCF has a relationship in place to get the proof from a third party on the victim's behalf)
- WTC Health Program Certified Condition (or a VCF Private Physician Packet for those claimants who qualify for a Private Physician exception)



Since approximately 86% of VCF claimants are represented by an attorney, on January 25, 2023, the VCF held a meeting with law firms and introduced the concept of "In Good Order" claims. Although the VCF's use of the term "In Good Order" began in 2023, these requirements have been in place for years, and historically have been referred to as "minimally required documents and information."

The VCF cannot evaluate a claim without this documentation. On March 31, 2023, the VCF began sharing [reporting](#) on our "Premature and Insufficient Claims" with law firms and the public and continues this reporting on a quarterly basis. In addition, beginning in May 2023, any law firm with at least 500 submitted claims began receiving individualized monthly reporting to help them understand the reasons for their firm's premature and insufficient claims.

Since the VCF began this reporting, we are pleased to see an improvement in the completeness of new claims submitted by law firms, and the law firms continue to take action to resolve insufficiencies on claims already submitted.

If you have a pending claim with the VCF, you can help! There are two key areas that help the VCF decide claims more quickly:

1. Make sure you have submitted a complete claim, which includes the minimally required documents noted above. To see the documents you have already submitted to the VCF, log into your claim at <https://www.claims.vcf.gov/Account/>. Login and check your "View Documents" tab.
2. Respond to any VCF requests for missing information by the deadline in the letter.

If you have a question about the status of your claim, need online access to your claim, or want to know if we have everything needed to decide your claim, call our Helpline at 1-855-885-1555, or contact your attorney if one is representing you for your claim.

VCF Transformation

The VCF team is committed to transforming systems and processes to better serve the 9/11 community. In September, the VCF released a [short video](#) by Special Master Allison Turkel on why registration with the VCF is important, even if you are not sick, and how the VCF is transforming for the future.

The Transformation mission remains the same: to reduce the time to issue awards to VCF claimants by designing a modern, victim-centric claims system supported by streamlined business processes and automation.

At the heart of VCF Transformation is the implementation of myVCF, a new online claims system, which will launch in 2024. myVCF will make it easier to file a complete claim and will reduce the time it takes the VCF to review and pay claims. To learn more about Transformation and myVCF visit www.vcf.gov/transformation.



myVCF users can expect:

- ✓ Easy to follow guidance and instructions providing help exactly when it's needed.
- ✓ Simplified forms that ask targeted questions based on the individual's circumstances.
- ✓ A dashboard to easily understand where your request is in the process, what actions we are taking, and what actions we are waiting on you to take.
- ✓ Self-serve options for requests that are handled manually today, such as updates to personal information and changes of attorney.
- ✓ E-signature enabled for all critical forms – no more paper copies!
- ✓ User-friendly screens with easy-to-understand navigation.



As part of our broader outreach effort, the VCF developed an informational post card to hand out at events and provide to entities such as the 9/11 Memorial and Museum to have on hand for visitors. It includes the VCF's new QR code for quick access to additional information.



World Trade Center Health Program Partnership

Throughout 2023, the VCF continued its strong collaborative history and partnership with the National Institute for Occupational Safety and Health (NIOSH), which administers the WTC Health Program. The two entities worked together on a range of joint outreach efforts, such as a training for staff at the Clinical Centers of Excellence (CCEs), and Nationwide Provider Network (NPN), enlisting NIOSH's support in sharing accurate and timely information with Health Program members.

The two programs are both focused on serving the 9/11 community and worked throughout the year to provide helpful information and important outreach. VCF leadership attended monthly meetings of the WTC Health Program's Responder Steering Committee to report on our progress and outreach efforts, and met with the WTC Health Program's Survivor Steering Committee to introduce the new Special Master and provide an opportunity for questions.

While the VCF and the WTC Health Program work together very closely, they are distinct programs, and an individual must register with the VCF and enroll in the WTC Health Program separately. Several other important distinctions are detailed below.

How the Programs Differ



Benefits Provided	Compensation for eligible physical conditions	Medical monitoring and treatment
Illnesses Covered	Physical Only	Physical and Mental Health
Geographic Zone – where were you?	New York City Exposure Zone: South of Canal Street (Manhattan only) Shanksville, PA Crash Site The Pentagon	New York City Disaster Area: South of Houston Street and parts of Brooklyn Shanksville, PA Crash Site The Pentagon
Presence/Exposure Timeframe – when were you there?	For Presence: New York: September 11, 2001 – May 30, 2002 Shanksville, PA: September 11, 2001 – October 3, 2001 The Pentagon: September 11, 2001 – November 19, 2001	For Exposure: New York: September 11, 2001 – July 31, 2002 Shanksville, PA: September 11, 2001 – October 3, 2001 The Pentagon: September 11, 2001 – November 19, 2001
Presence/Exposure Duration – how long were you there?	No minimum time required for presence – just need to have been in the zone during the timeframe	Minimum time requirements apply for exposure

World Trade Center Health Program Updates

The WTC Health Program provided the following information that may be of interest to the readers of this report.

“Health Effects of 9/11” Exhibition on View at the CDC Museum

The WTC Health Program’s “Health Effects of 9/11” exhibition is on view at the Centers for Disease Control and Prevention David J. Sencer Museum in Atlanta, Georgia through April 26, 2024. This new exhibition offers visitors an opportunity to learn and reflect on the lingering effects of 9/11 through moving visuals and firsthand stories of sacrifice and healing. A digital version can be viewed online at www.cdc.gov/wtc/exhibition.

Use the NEW Feedback Form

The WTC Health Program has launched an online feedback form, allowing you to send feedback to the Program directly. This form is open to everyone. Visit oasis.cdc.gov/feedback to fill out the form. Please do not use this form for immediate, personal support. For immediate support, reach out to the WTC Health Program call center at 1-888-982-4748 or email wtc@cdc.gov.

WTC Health Program Medical Benefits Updates

The Program has updated acupuncture services guidelines for certain conditions, now covering a type of cancer treatment called CAR-T therapy, and has expanded its pre-treatment dental service availability for members with cancer or who are about to undergo an organ transplant. More information about these updates is available at www.cdc.gov/wtc/news.html.

Youth Research Cohort Planning is Underway

The Program is currently reviewing public feedback on best practices and methods for assembling and engaging a research cohort of 9/11-impacted youth. To stay updated, visit www.cdc.gov/wtc/youthcohort.html. You can also subscribe to the Program’s eNews Youth Research Cohort news topic at www.cdc.gov/wtc/enews.html.

Best Practices for Clinical Care Articles and Trainings

Articles and trainings in this series describe best practices in the diagnosis and treatment of 9/11-related conditions to promote and maintain high quality medical care within the WTC Health Program.

To read the articles in the series, visit www.cdc.gov/wtc/clinical_care.html. To view past trainings and register for upcoming webinars, visit www.cdc.gov/wtc/clinicalcarewebinars.html.

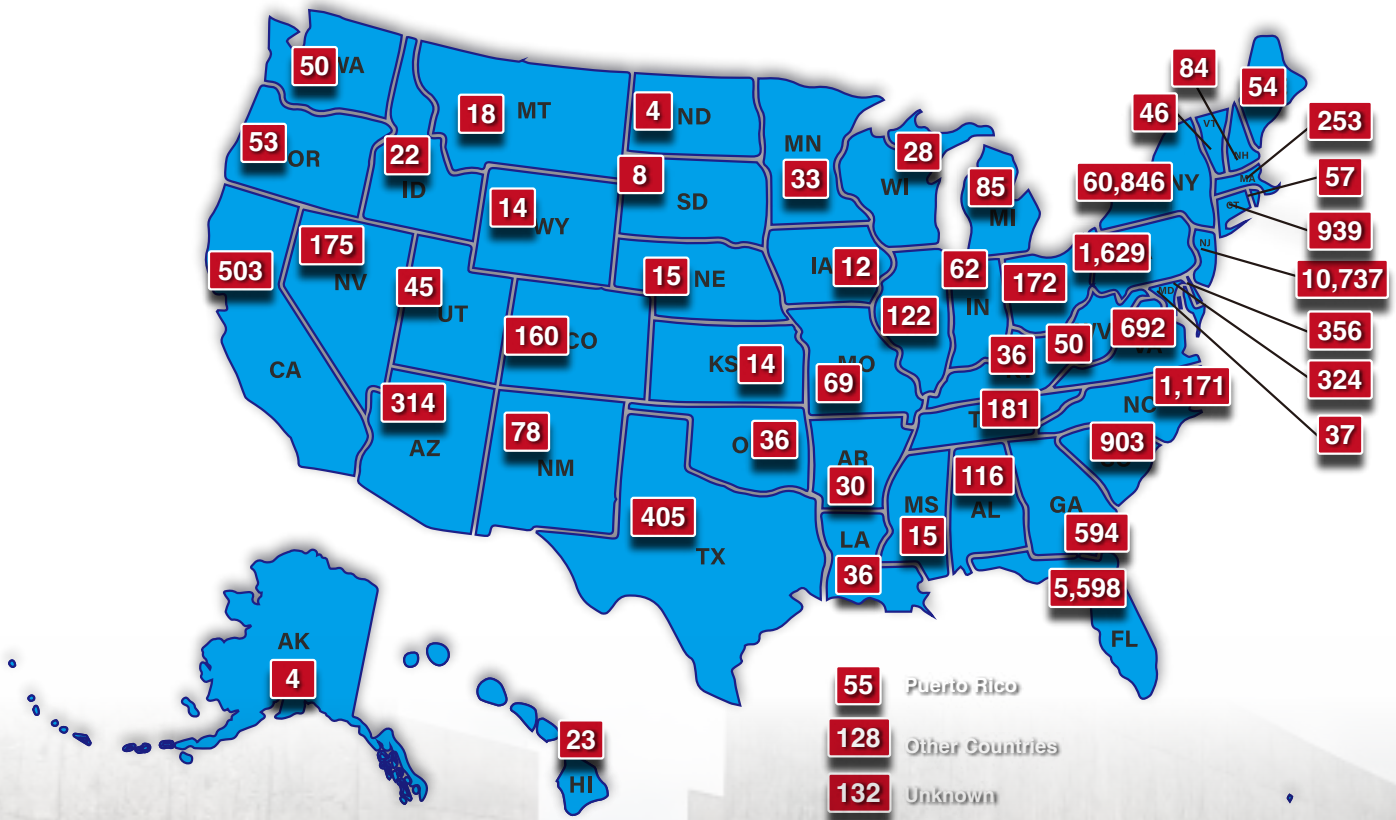
Subscribe to WTC Health Program eNews

Visit www.cdc.gov/wtc/enews.html to sign up for WTC Health Program news and updates. Get information such as coverage updates, outreach event information, 9/11 health research updates, press releases, and more.

Get the latest information on the WTC Health Program at www.cdc.gov/wtc. For general questions about the WTC Health Program, contact the WTC Health Program call center at 1-888-982-4748 or email wtc@cdc.gov.



The VCF has received claims from individuals in every state in the nation, as well as Puerto Rico and abroad.



Program Results

The VCF team, fortified by the appointment of a permanent Special Master in March, once again proved itself to be intensely committed to its mission and to the 9/11 community, with an unwavering focus on getting claims reviewed. In 2023, the VCF found 8,287 individuals eligible for compensation, notified claimants of 11,347 award determinations (7,834 initial award determinations and 3,513 award on amended claims), and awarded \$1.8 billion, making the VCF's total dollars awarded \$12.8 billion since reopening in 2011. These results reflect the synchronized efforts of the entire VCF working together to ensure that all of its various functions support the claimant population and every aspect of claims processing. The overall statistics for the year, The Year in Numbers (found on [page 6](#)), documents the team's impressive output, from number of letters sent, payments processed, and calls to the VCF Helpline, to the number of claims expedited, hearings held, and pieces of mail processed.

Additional 2023 year-end and cumulative claim statistics appear beginning on [page 19](#), VCF Program Statistics, with a series of charts reporting on key data points and important trends, including the number of VCF registrations, claims filed, and award determinations by claim type and claimant type.

A final important statistic to be reported relates to the costs of administering the fund, which the VCF works very hard to keep as low as possible while helping to reduce the burden placed on claimants and maximizing claims processing speed and efficiency. These costs include technology and facilities costs, such as the software and hardware to develop and maintain the claims system and rent for VCF offices; salaries for over 225 staff who run all areas of VCF operations, answer calls to the Helpline, process incoming mail, and work with claimants and law firms to complete unfinished and inactive claims, as well as for the VCF's staff attorneys who review claims for eligibility and compensation and render decisions on claims; and costs associated with various Department of Justice offices that support VCF payment processing, information system security, and the budget and funding process. As of December 31, 2023, the VCF's administrative costs remain less than four percent of total spend.

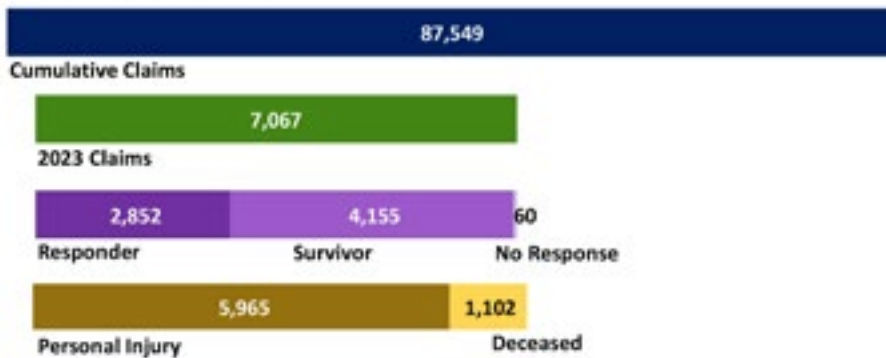


Annual Reassessment

The VCF Special Master is required by statute to annually reassess whether VCF policies and procedures appropriately prioritize funding for claimants who are suffering from the most debilitating conditions. In 2023, the Special Master remained committed to reserving higher awards for those claimants who demonstrate that their conditions severely impact the activities of daily living, and to expediting claims for those who are suffering from terminal illness or are facing significant financial hardship. A total of 382 claims were expedited in 2023. The VCF continually evaluates processes and policies to ensure that those who suffer most are adequately compensated.

2023 VCF At-A-Glance

CLAIMS SUBMITTED



DETERMINATIONS RENDERED



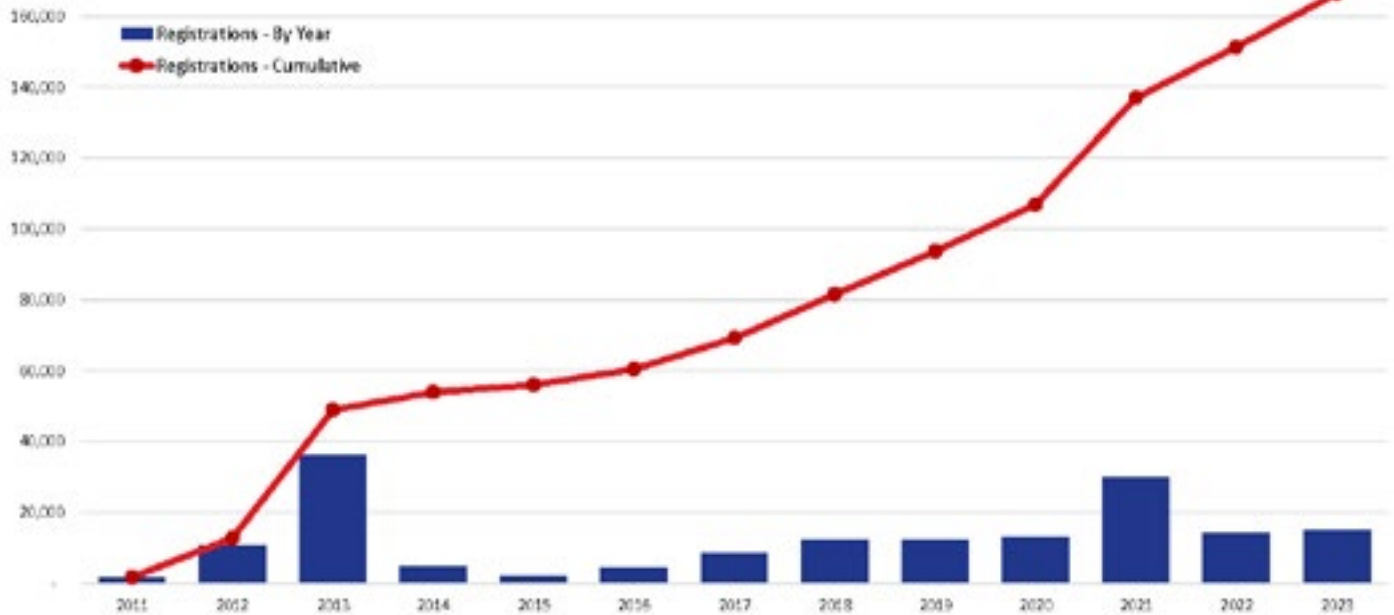
DOLLARS AWARDED



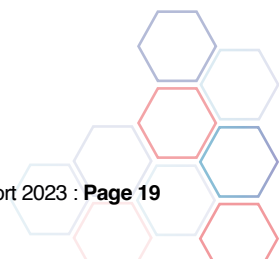
VCF Program Statistics

As a permanently funded program, the VCF remains fully committed to thorough, transparent, and accessible public reporting that reflects respect for both the 9/11 community and the U.S. taxpayers. Throughout the year, the VCF publishes monthly reports of key program statistics and data. All VCF reports can be found on the VCF website under [Program News](#). The charts and graphs presented here provide aggregate details of the program’s progress in 2023, and an overview of cumulative program success to date. A list of [definitions](#) associated with these charts is available.

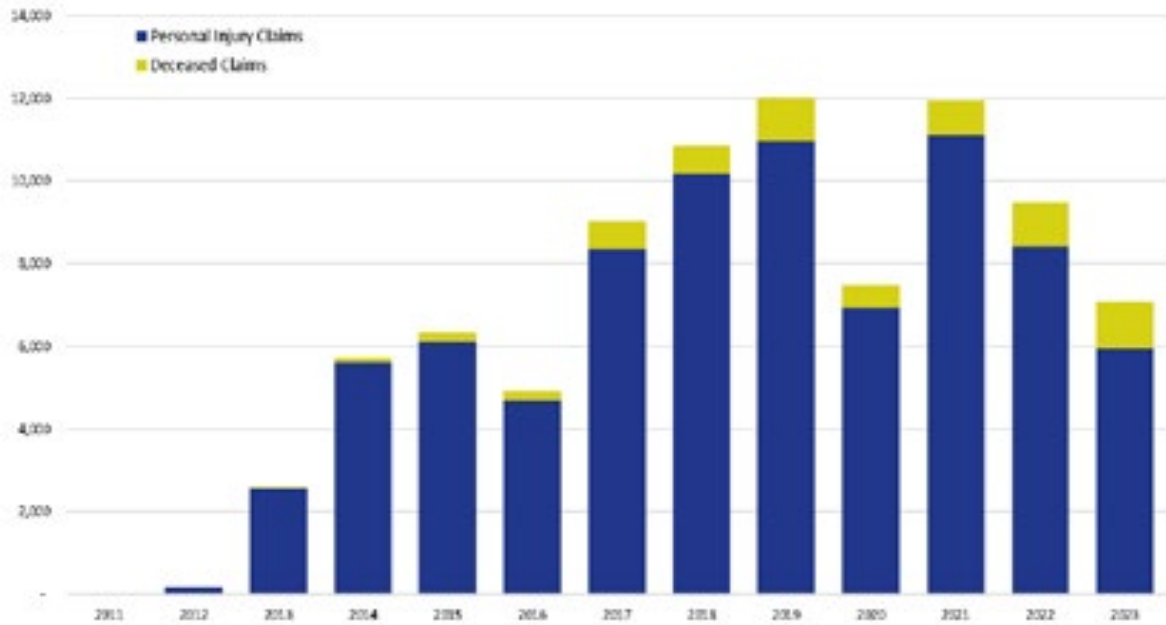
Unique Registrations



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Registrations - By Year	1,789	10,986	35,166	4,942	2,133	4,436	8,746	12,317	12,161	13,155	30,219	14,275	15,231
Registrations - Cumulative	1,789	12,775	48,941	53,883	56,016	60,452	69,198	81,515	93,676	106,831	137,050	151,325	166,556

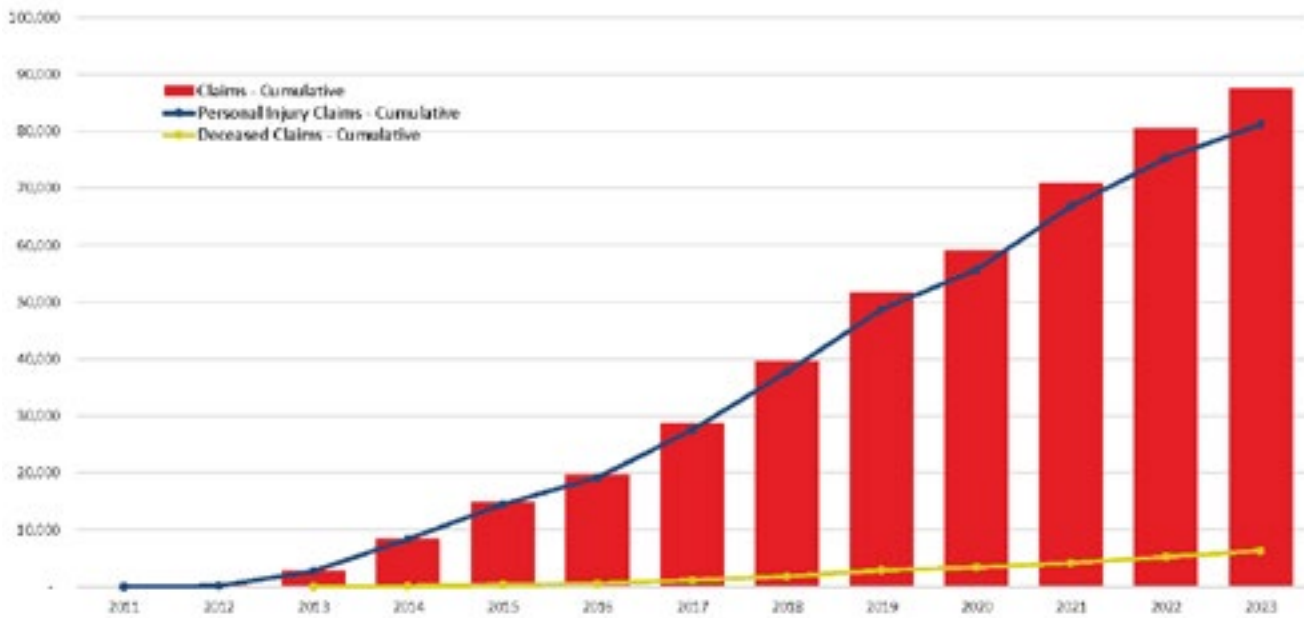


Claims Submitted by Year: Personal Injury & Deceased



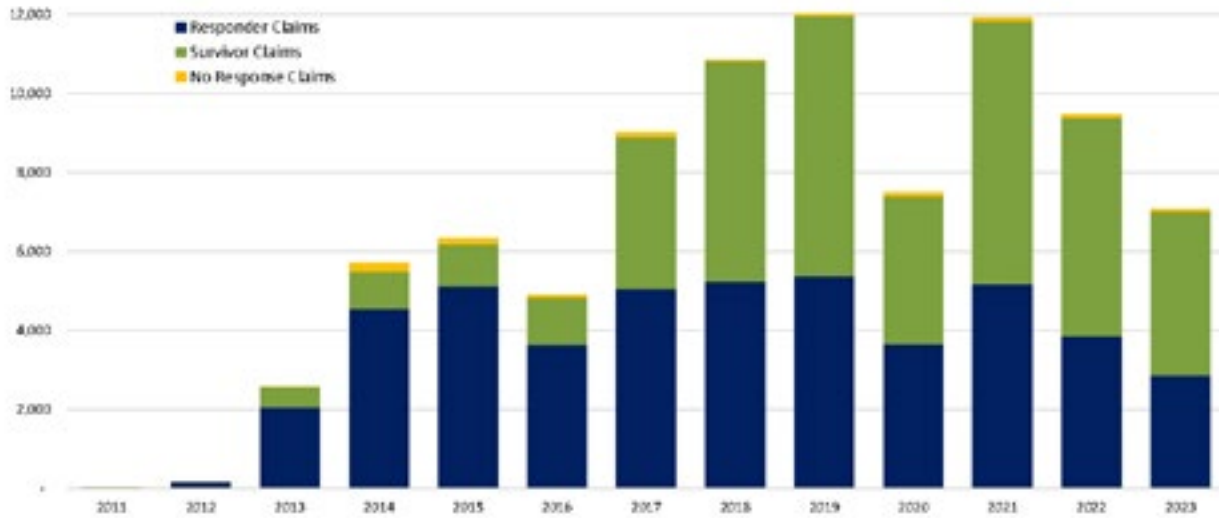
Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Personal Injury Claims	19	252	2,563	5,894	6,119	4,705	8,961	10,201	12,016	6,996	11,131	8,439	5,966
Deceased Claims	-	-	18	91	224	200	646	658	1,056	524	808	1,018	1,100

Cumulative Claims Submitted: Personal Injury & Deceased



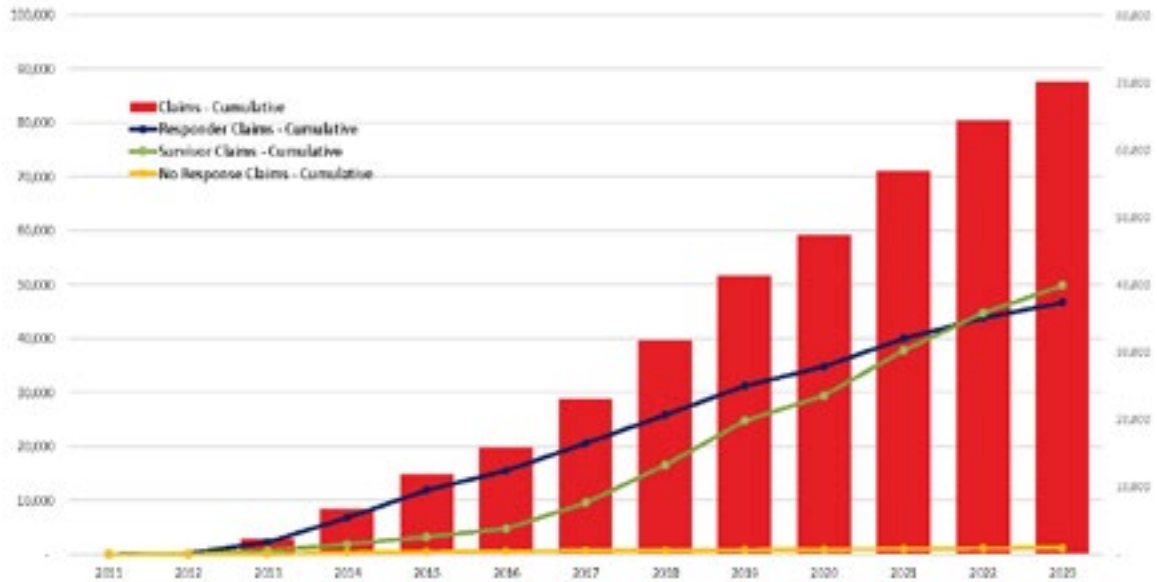
Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Claims - Cumulative	19	181	2,752	8,467	14,810	19,715	28,722	39,581	51,593	58,073	71,012	80,682	87,549
Personal Injury Claims - Cumulative	19	181	2,744	8,358	14,437	19,182	27,543	37,744	48,720	55,676	66,807	75,246	81,211
Deceased Claims - Cumulative	-	-	18	109	333	533	1,179	1,837	2,873	3,397	4,205	5,236	6,338

Claims Submitted by Year: Responder & Survivor



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Responder Claims	12	147	2,041	4,552	3,108	3,628	5,061	5,243	3,381	3,649	3,855	2,852	
Survivor Claims	7	15	526	941	1,082	1,200	3,854	5,548	6,603	3,745	6,182	5,539	4,153
No Response Claims	-	-	14	212	153	77	92	48	28	86	90	76	60

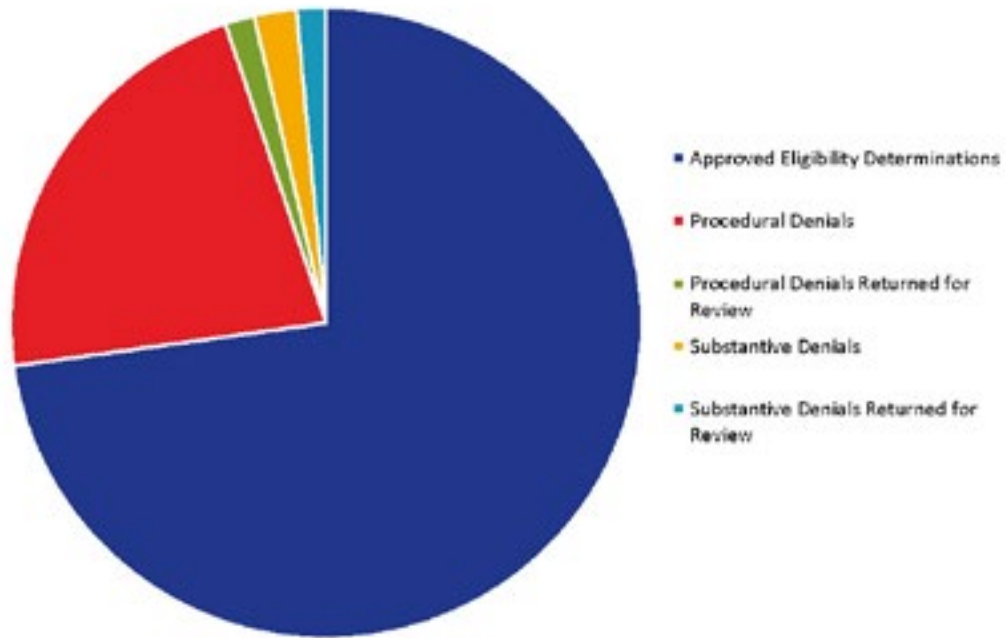
Cumulative Claims Submitted: Responder & Survivor



Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Claims - Cumulative	19	181	2,763	8,467	14,810	18,715	28,722	38,581	51,593	59,073	71,012	80,482	87,549
Responder Claims - Cumulative	12	159	2,200	6,752	11,860	15,488	20,549	25,792	31,173	34,822	38,969	43,844	46,696
Survivor Claims - Cumulative	7	22	548	1,489	2,571	3,771	7,625	13,193	19,796	23,541	30,223	35,762	39,917
No Response Claims - Cumulative	-	-	14	226	379	456	548	596	624	710	800	876	936

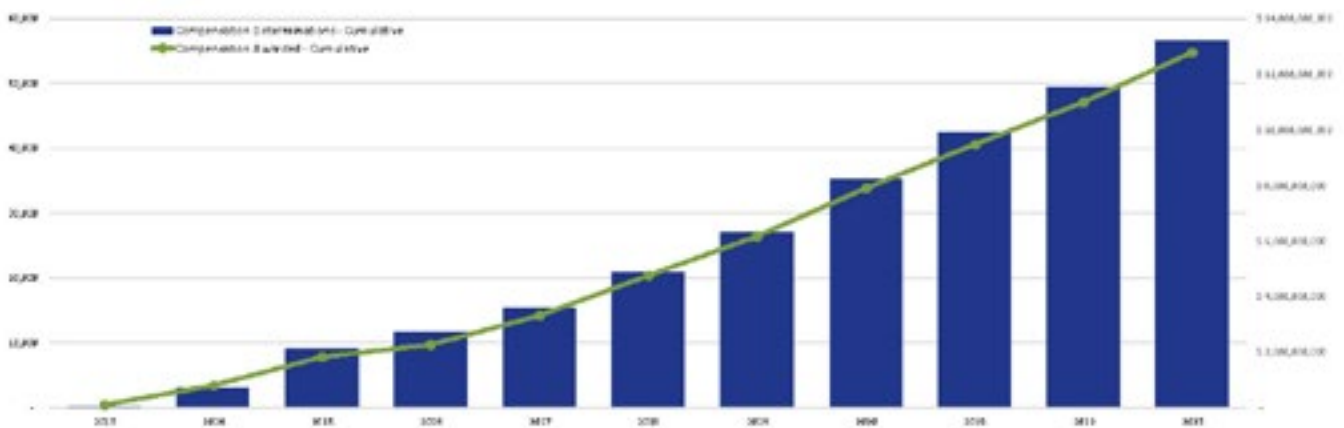


Eligibility



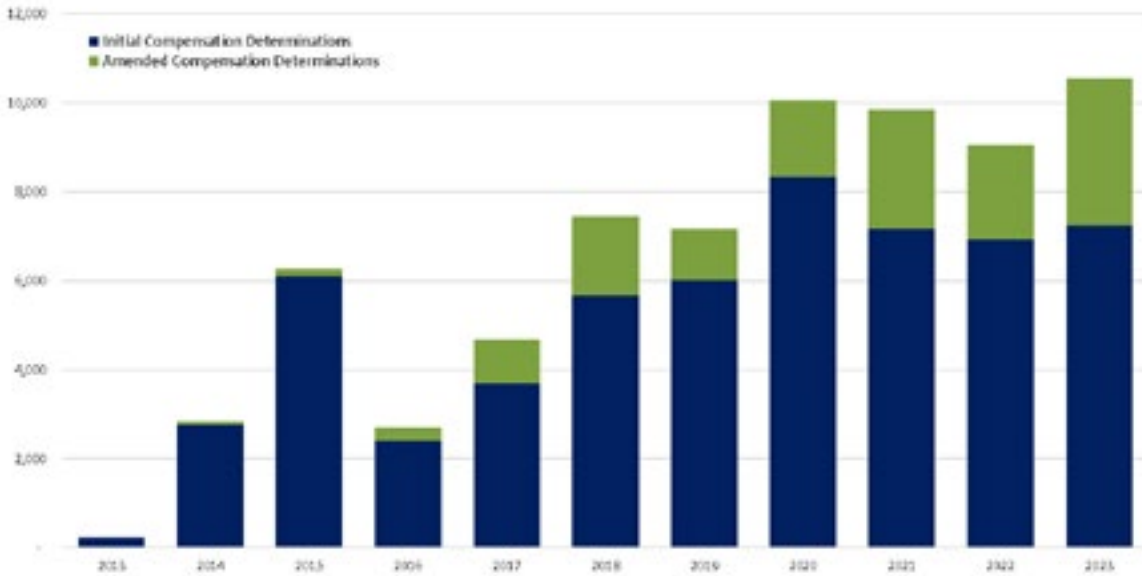
Approved Eligibility Determinations	58,753	73%
Procedural Denials	17,740	22%
Procedural Denials Returned for Review	1,222	2%
Substantive Denials	1,734	2%
Substantive Denials Returned for Review	1,224	2%

Cumulative Determinations and Compensation Awarded



Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Compensation Awarded - Cumulative	\$40,398,577.99	\$79,991,157.95	\$1,052,217,986.25	\$1,256,346,546.20	\$1,399,451,286.88	\$4,746,264,769.38	\$6,161,304,320.77	\$7,891,504,475.65	\$9,471,486,058.96	\$11,916,571,721.97	\$12,796,188,465.76
Compensation Determinations - Cumulative	225	3,005	9,519	11,510	15,219	20,912	26,913	35,264	42,682	49,188	56,640

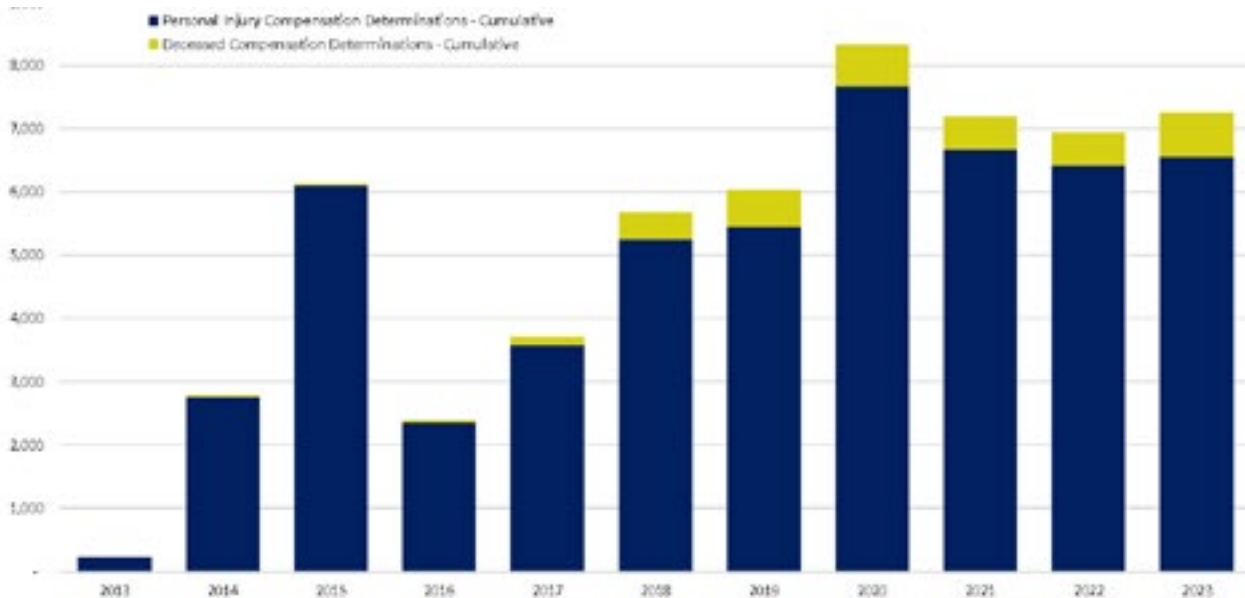
Compensation Determinations by Year: Initial & Amended



Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Initial Compensation Determinations	225	2,783	6,124	2,395	3,581	5,260	5,435	6,675	6,433	6,542	7,236
Amended Compensation Determinations	-	48	142	302	952	1,772	1,314	1,721	2,654	2,119	3,287

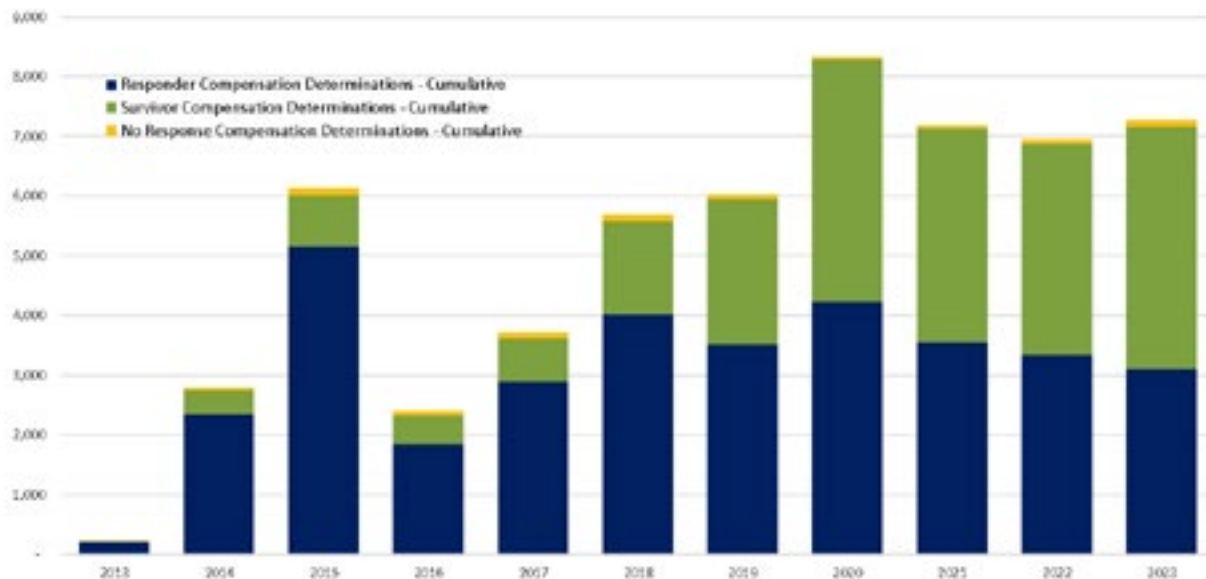
NOTE: This chart includes only those compensation determinations for which the claimant has been notified by the VCF in writing of the amount of their award. Once a claimant is notified, the determination is counted on this chart, but it is reflected in the month in which the award was finalized and deemed ready for final quality checks, not in the month in which the claimant was notified. The VCF process includes a series of quality checks that are completed before a claimant is notified. These quality checks may take several weeks or longer. This means that there are claims for which substantive review has been completed but they are not counted on this chart because the claimant has not yet been notified of the award. This also means that the monthly number shown here for prior months will change from one report to the next as claims completed in earlier months finish the quality check process and claimants are notified.

Cumulative Claims with Compensation Determinations: Personal Injury & Deceased



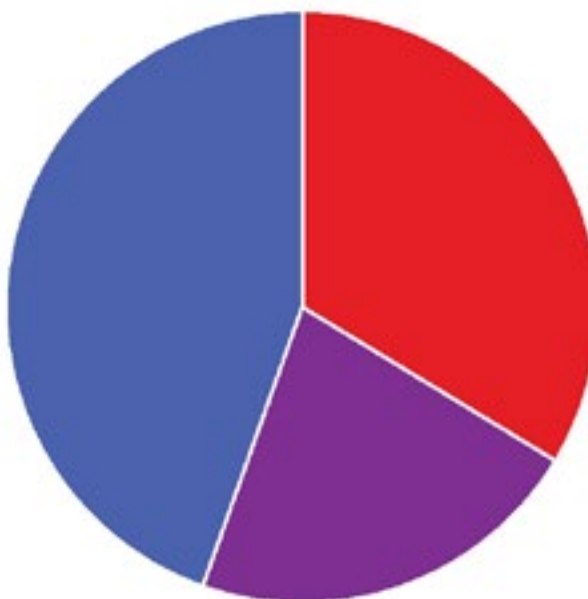
Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Personal Injury Compensation Determinations - Cumulative	225	2,773	6,112	2,362	3,581	5,260	5,435	7,680	6,675	6,433	6,560
Deceased Compensation Determinations - Cumulative	-	8	13	34	129	413	566	651	503	509	696

Cumulative Claims with Compensation Determinations: Responder & Survivor



Year	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Responder Compensation Determinations - Cumulative	218	2,361	5,159	1,856	2,896	4,021	3,520	4,237	3,558	3,344	3,123
Survivor Compensation Determinations - Cumulative	6	396	860	477	725	1,567	2,429	4,063	3,567	3,531	4,056
No Response Compensation Determinations - Cumulative	1	24	105	63	92	85	72	31	53	67	77

Cancer vs Non-Cancer Compensation Determinations



■ Cancer Only ■ Combined ■ Non-Cancer Only

Cancer Only	19,073	34%
Non-Cancer Only	25,235	45%
Combined	12,332	22%

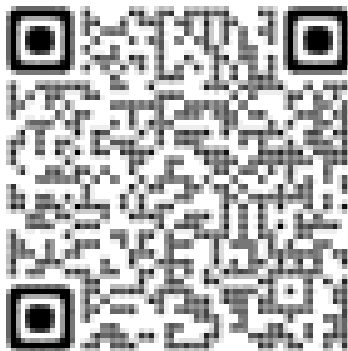




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