



1. **Unique Registrations:** Number of complete registrations submitted to the VCF with a unique Social Security number.
2. **Claims Submitted:** Number of claim forms submitted.
3. **Compensation Determinations:** Number of initial or amended compensation determinations for which the VCF has notified the claimant in writing of the amount of their award. The determination is counted in the month/year in which it was finalized and deemed ready for final quality checks, not in the month/year in which the claimant was notified of the award.

As a result, Compensation Determination statistics are fluid. There are claims for which substantive review has been completed, but they are not counted as Compensation Determinations because the claimant has not yet been notified of the award. This also means that the monthly numbers for Compensation Determinations 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.

Example:

1. Substantive review of the claim is completed in mid-December 2019. Claim is ready for final quality check.
2. Claim completes final quality check in early January 2020.
3. Claimant is notified of their award in mid-January.
4. Claim is added to count of Compensation Determinations once the award letter is mailed. The determination will count in the 2019 statistics because that is when the substantive determination on the claim was made.

4. **Initial Compensation Determinations:** Number of claims for which the VCF issued the first award on the claim. Each claim can have only one initial award. The dollar value of this award will match the amount in the award letter sent to the claimant. If a claimant appeals the award determination, any change to the award as a result of the appeal changes the *dollar value associated with the initial decision* – the appeal decision is not counted as a separate determination.
5. **Amended Compensation Determinations:** Number of claims for which – after the initial award was communicated to the claimant – the claimant amended the claim at least once to provide new information to the VCF, and the VCF has now issued a decision on an amendment. Amendments filed and reviewed while a claim is under initial review are considered as part of the Initial Compensation Determination and are not counted separately. As with Initial Compensation Determinations, appeals on amended awards are not counted as a new determination, but instead are reflected in the Amended Compensation Determination award amount (if the appeal results in a change to the amended award).
6. **Award Letters Sent:** Number of letters sent by the VCF to notify claimants of the amount of their initial or amended award. See “3. Compensation Determinations” for additional information about the timing of the completion of substantive review on the claim and the mailing of the letter.
7. **Responder:** Number of individuals who identified themselves on their claim form as someone who performed rescue, recovery, demolition, debris cleanup, or other related services at one of the sites in response to the September 11, 2001, terrorist attacks, regardless of whether



the individual was a state or federal employee, a member of the National Guard, or performed the services in some other capacity.

8. **Survivor:** Number of individuals who identified themselves on their claim form as non-responders, including people who lived, worked, went to school, visited, or commuted through the affected areas in the relevant time period.
9. **Deceased Claim:** Number of claims filed for victims who passed away as a result of their eligible 9/11-related physical health condition.
10. **Personal Injury Claim:** Number of claims filed by victims who have been diagnosed with a physical injury or illness caused by the terrorist-related aircraft crashes of September 11, 2001, or the rescue, recovery, and debris removal efforts during the immediate aftermath.

11. Eligibility:

- **Approved Eligibility Determinations:** Number of claimants who have been determined to be eligible for compensation.
- **Substantive Denials:** Number of claimants determined to be ineligible to receive compensation because they do not meet one or more of the eligibility criteria.
- **Procedural Denials:** Number of claimants whose claims were denied because they did not respond to requests for additional information needed in order for the VCF to determine eligibility.
- **Substantive Denials returned for Review:** Number of claimants who were substantively denied, and who have either appealed the denial or amended their claim to provide new information to the VCF to review.
- **Procedural Denials returned for Review:** Number of claimants who were procedurally denied, and who have now submitted new information to the VCF to review.