

HEART 9/11 2020 Impact Report

During COVID-19



Table of Contents

Message from the Founder/President.....	page 4
2020 Coors Light Lideres	page 6
Who is HEART 9/11?.....	page 8
HEART 9/11 History	page 10
2020 Projects/Missions	page 11
Disaster Responses	
Hurricane Dorian	page 12
Puerto Rico Earthquakes.....	page 14
2020 Hurricane Season.....	page 16
HEART 9/11 SMART Program for First Responders	page 18
Hamden, CT Veteran Build	page 20
Rapid Response Team Training	page 22
Home for the Holidays Fundraiser	page 24
Liberty National Golf Event	page 26
2020 Supporters	page 28
HEART 9/11 Board of Directors/Council of Advisors.....	page 30

Cover Photo: Grand Bahama



Denver, NC Veteran Build 2017

HEART
9/11
HEALTH EMERGENCY
RESPONSE TEAM

www.heart911.org
A Living Legacy

Message from the Founder/President Bill Keegan



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.

A handwritten signature in black ink that reads "William Keegan". The signature is fluid and cursive.

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.*

2020 Coors Light Líderes Latino Runner-Up Leader of the Year Announced

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

Who is HEART 9/11?



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

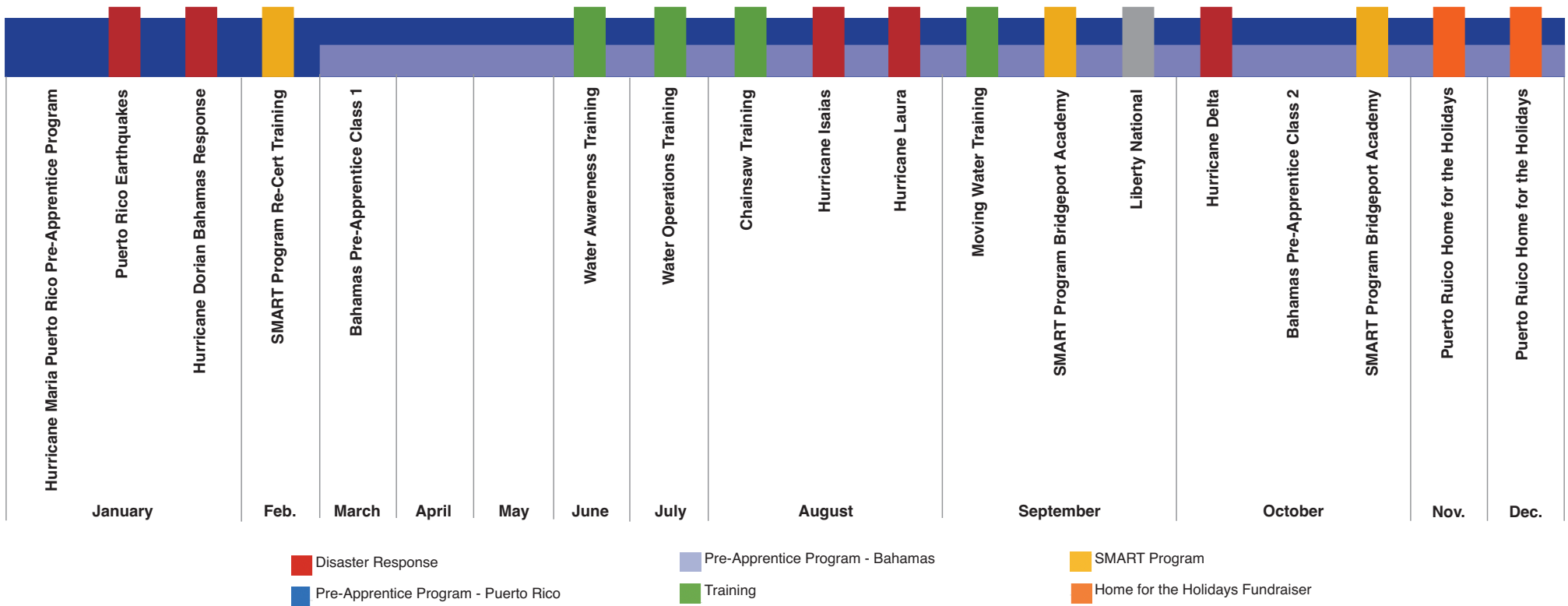
813 Houses Rebuilt/Rehabbed

1,000+ CT law enforcement
trained in stress management

1,200+ Unique volunteers

168,000 Volunteer hours

2020 Projects/Missions



2020 Projects/Missions

Hurricane Maria Puerto Rico Response - Ongoing

120 weeks sustained response - 400+ homes rebuilt

Launched inmate carpentry training program in Arecibo Prison

HEART 9/11 Puerto Rico Pre-Apprentice Program - Ongoing

Trained 37 pre-apprentice students who rebuilt over 200 homes in their community

Hurricane Dorian Bahamas Response - Ongoing

27 weeks sustained response - 55 structures repaired/rebuilt

HEART 9/11 Bahamas Rebuilding/Training Program - Ongoing

Trained 31 pre-apprentice students who rebuilt/repared 54 homes in their community

Hurricane Delta - September 2020

Assisted with emergency operations, debris clearing, and damage mitigation/assessments.

Hurricane Laura - September 2020

Assisted with damage mitigation/assessments, and roof repair for first responders.

Hurricane Isaias - August 2020

Work included debris clearing, muck-out, and roof repair for first responders

Puerto Rico Earthquakes - January 2020

20 shelters built to house displaced children

Benson-Henry Institute at Harvard School of Medicine First Responder Wellness Program - Ongoing

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

State of Connecticut sanctions HEART 9/11 first responder program for police recertification process

Rapid Response Team Training - Summer 2020

Water Rescue Awareness
Water Rescue Operations
Water Rescue Technician
Storm Damage Chainsaw



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

2  **HOMES**
Built every week

 **31**

Pre-Apprentices Trained

 **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



Bahamas Hope Foundation, Inc.



TEMPLETON RELIGION TRUST



Funders/Supporters



GRAPES, LLC



Joseph and Diane Steinberg



Salvatore DiDonato





Hurricane Dorian Bahamas response

Pre-Apprentice Response to Puerto Rico Earthquakes - January 2020

14 
days

Communities served:
Guayanilla, Ponce, Guayama, Penuelas, Yauco

+


16

Pre-Apprentices
Deployed

=


10

- Shelters built to home displaced children
- Assembled pre-fab units for children's occupational and speech therapy


37

Pre-Apprentices Trained

**HEART 9/11 Puerto Rico
Pre-Apprentice Program**


200

Homes/structures and
other projects rebuilt

- 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

Community Supporters



ESTADO LIBRE ASOCIADO DE PUERTO RICO
GOBIERNO MUNICIPAL
Guayanilla, Puerto Rico 00656

HON. NELSON TORRES YORDÁN
ALCALDE

David & Goliath



Gobierno Municipal de Penuelas



Puerto Rico earthquake response

2020 Hurricane Season - September/October

2 
months

Hurricane Laura, LA
Hurricane Delta, LA
Hurricane Isaias, NC

+



30

Volunteers deployed
on hurricane
responses

=



22

Homes/structures and
other projects repaired

Areas served

- Lake Charles, LA
- Derrider, LA
- Baytown, LA
- Vinton, LA
- Oak Island, NC



Hurricane Disaster Responses

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



Partners





Hurricane Isaias Oak Island, NC response

HEART 9/11 Delivers the SMART Program for First Responders

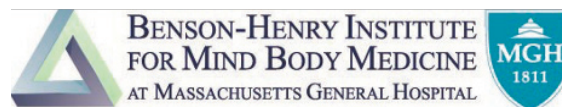
The SMART Program for First Responders presented by HEART 9/11 is for first responders delivered by first responders who have learned to manage stress and/or other stress-related symptoms. The Program is the result of a long-standing partnership between HEART 9/11, the Newtown, CT Police Department - 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

Partners



SMART

Stress Management and Resiliency Training
for
First Responders

Enhanced Tactical Performance



BENSON-HENRY INSTITUTE
FOR MIND BODY MEDICINE
AT MASSACHUSETTS GENERAL HOSPITAL



HEALING EMERGENCY
AID RESPONSE TEAM

Hamden, CT Veteran Build

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.

Bedroom lift	Wheel-in showers	Wheelchair accessible	Handrails/grab bars
Widen doorways	Walk-in bathtubs	deck/ramps	
Remove raised floor saddles	Lowered countertops	Stair chair lifts	

Supporters





Hamden, CT Veteran Build

Rapid Response Team Training

Rapid Response Team Training

- Water Rescue Awareness
- Water Rescue Operations
- Water Rescue Training
- Storm Damage Chainsaw

Storm Damage Chainsaw

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.





Moving Water Rescue. Training - Ewing, NJ

Puerto Rico “Home for the Holidays” Initiative

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

Liberty National Golf Event

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.



The Best Business Bank in New York.



Honoree Mike Prohaska, Laborers Local 79 and HEART 9/11 Founder/President Bill Keegan



Stu Lubow, President, Dime Community Bank and HEART 9/11 Founder/President Bill Keegan



Jersey City Fraternal Order of Police Honor Guard



Jeremy Delgado, NYS Laborers' LECET and Santos Rodriguez Building & Construction Trades



Ryan Leigh Dostie



Bagpiper Hugh Kenney





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
 Internation Association of Firefighters
 Wilmington, NC Firefighters
 Benson-Henry Institue 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 Family
 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
 Osterman 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

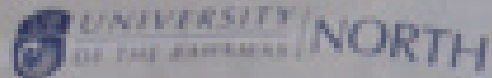
■ Administrative costs

■ **96¢ of each \$1.00 donated**
 is applied directly to HEART 9/11 programs



HEART 9/11 Rebuilding/Training Program

HEART 9/11 Bahamas Rebuilding/Training Program





*Thank you to our incredibly supportive
Board of Directors*

HEART 9/11 Board of Directors

ANN E. BERGIN
The Depository Trust &
Clearing Corporation
Managing Director,
Wealth Management Service

EDWARD V. DANBERRY
"Forever Board Member"
1947-2020

CHRISTOPHER J. DECRESCE
Partner
Covington & Burling, LLP

SPENCER ETH, M.D.
University of Miami,
Medical Director
Forensic Psychiatry Fellowship
Program

RYAN C. FOLEY
Foley, Inc.
President

WILLIAM KEEGAN
Retired PAPD Lieutenant
Special Ops
Founder/President HEART 9/11

JOHN A. MORAN
NYPD-ESU, Lt. (ret)
Vice President/CFO-HEART 9/11

BRIAN RAFFERTY
Taylor Rafferty
Founder/Chief Executive Officer

THOMAS THEES
VNACJ Community Health Center
CEO/ED

PAUL R. ZAYKOWSKI
Zaykowski Partners, L.P.
General Partner