

**PENTAGON FAMILY ASSISTANCE CENTER
ORGANIZATION DESCRIPTOR**

Revised
02 Oct. PM '01

Family Intake (Check-In) (cf.SOP) 2nd Floor Lobby

Exists to:

- Obtain locator information on missing service/civilian family member.
- Provide information on primary next of kin.
- Assess immediate needs of the family member(s).
- Provide information and referral.

Contact thru Operations Center: [REDACTED]

Escorts (cf.SOP) Entrance to PFAC

Are provided as primary support for each arriving family. Their mission is to render assistance by:

- Insuring that their family stops at the Intake Desk for check-in.
- Listening attentively to become aware of the family situation.
- Guiding the family through the PFAC to the services most immediately needful.
- Informing the family of other resources that may assist them.
- Remaining with their assigned family until they are no longer needed.

Contact thru Operations Center: [REDACTED]

Family Briefings Ballroom B

Are held daily at agreed upon times by LtGen John VanAlstyne, the Coordinator of the PFAC. Family members may attend as often as they like and may bring as many people as they like. Each briefing consists of:

- Statements of fact regarding the recovery efforts, progress with the identification process, disposition of remains and other information pertinent to the needs of victim families.
- Q & A time with LtGen VanAlstyne or his representative moderating.
- Private conferencing with LtGen VanAlstyne and desirous family members.

Contact thru Operations Center: [REDACTED]

Chaplains 2nd Floor Lobby

Are present to:

- Provide Ministry of Presence.
- Pray with and for Pentagon victim family members and PFAC staff.
- Provide Pastoral Counseling and Crisis Intervention skills.
- Assist Mental Health Professionals in providing Critical Incident Stress Management for all involved.

24/7 Cell Ph. [REDACTED]

Counseling Services 2nd Floor Lobby

Are present to:

- Assist and support family members and staff understand and manage the full range of internal grief.
- Provide crisis intervention.
- Help children with grief reaction.
- Provide surveillance for behavioral health reactions during large group events (i.e. Pentagon site visits or family briefings.)

Pager: [REDACTED] COL [REDACTED] Toll Free: [REDACTED]

Pager: [REDACTED] CDR [REDACTED]

Medical Support 2nd Floor Lobby

Is present to:

- Provide immediate emergency medical evaluation and stabilizing care to family members and PFAC staff.
- Serve as a liaison with civilian EMS services in the event of a medical emergency.
- Assist families by providing general support and comfort.
- Volunteer physicians, physician assistants, medical providers, nurses and technicians staff the 89th Medical Group (Andrews AFB, MD).

24/7 Pager: [REDACTED]

Legal Assistance3rd Floor, Rm 307

The 10th Legal Support Org. (U.S. Army Res.) & Coast Guard Legal HQ are present to provide legal assistance support at the Pentagon Family Support Center to victim and family members of victims (military and civilian) of the Pentagon Attack. Services include personalized referral to attorneys for pro bono probate of estates, legal advice and assistance, and drafting of legal documents.

Kid's Place (Child Care) (cf.SOP)3rd Floor, Rm 311

Providing a safe, caring environment for children of families impacted by the Pentagon Incident.

PC Center2nd Floor Lobby

Providing computer / internet access with printer hookup.

Medical Records2nd Floor Lobby

Is set up to receive and transport victim medical records to assist in expediting the process of identification.

Contact thru Operations Center: [REDACTED]

DNA Collection3rd Floor, Rm 320

Is set up to collect DNA reference specimen(s) from family members to support the identification process for the Armed Forces Medical Examiner's office at Dover AFB, DE.

Veterans Administration2nd Floor, Ballroom C

The Department of Veterans Affairs, "VA" provides benefits to our Nation's veterans, service members and their families.

- Dependents' and Survivors' Benefits include Dependency and Indemnity Compensation (DIC) for survivors of veterans who died on active duty.
- Burial Benefits include Headstone and Marker, Presidential Memorial Certificate, Burial Flag, and Burial in a National Cemetery.
- Life Insurance (SGLI, VGLI)
- Education benefits for Survivors and Dependents.

[REDACTED] Toll Free: [REDACTED]

Disabled American Veterans2nd Floor, Ballroom C

Has a representative present administering the DAV Disaster Relief Program which is designed to aid entitled relatives of affected service members by:

- Providing IMMEDIATE financial assistance through grants up to \$1,000.
- Offering counsel regarding short and long term VA benefits.

[REDACTED] National: [REDACTED] or call the VA [REDACTED] and ask for DAV Representative.

Red Cross2nd Floor, Ballroom C

Works closely with other service providers to ensure that ALL victim family emergency needs are being met by:

- Providing a personal interview identifying individual and family needs.
- Providing immediate financial assistance to cover travel, food, clothing, and shelter.
- Determining eligibility for additional financial assistance.

[REDACTED] Toll Free: [REDACTED]

(FEMA) Federal Emergency Management Administration2nd Floor, Ballroom C

May be able to assist families who, after visiting all other agencies and providers still have unmet needs by providing financial assistance to cover the cost of crisis counseling, funeral expenses, disaster related unemployment, and mortgage / rental expenses.

Toll Free: [REDACTED]

Social Security Administration

2nd Floor, Ballroom C

Is present to disclose and dispense Social Security Benefits for people affected by the Pentagon Attack.

- To provide survivor benefits for the families of those who tragically lost their lives in the terrorist attack. When a worker dies, certain members of his or her family may be eligible for benefits if the worker earned enough Social Security credits while they were working. The younger a person is, the fewer credits are needed to be eligible for survivor benefits.
- To assist those who suffered critical injuries as a result of the attack discover if they are eligible for Social Security disability benefits.

[Redacted] Toll Free: [Redacted] or [Redacted]

FBI Victim Witness Assistance

2nd Floor, Ballroom C

- Notifies victims of their rights as a Federal crime victim.
- Provides information on the FBI's Criminal Investigation through the Victim Notification System, if the victim desires or wants to be notified.
- Provides information on the Virginia Criminal Injuries Compensation Fund and assists victims in filling out the application.
- Provides referral information to other agencies that could provide assistance to victims.

[Redacted] Toll Free: [Redacted]

Dept. of Justice Office for Victims of Crime

2nd Floor, Ballroom C

Exists to support victim service programs across the country and crime victim compensation programs in every state. Representatives are present to assist victims of the terrorist attacks by providing:

- Information regarding available services.
- Referrals to those services.

[Redacted] Cell Ph. [Redacted]

USAA

2nd Floor, Ballroom C

Is present to assist and answer any questions for USAA members, their families and Casualty Assistance Officers. Services include auto, homeowners, renters and life insurance as well as banking and investments.

[Redacted] Toll Free: [Redacted]

First Command Financial Planning

2nd Floor, Ballroom C

With 43 years experience helping military families understand the benefits and services available to them 1st Command is prepared to assist any family connected to this disaster with financial advice or recommendations on the most prudent use of assets and benefits to meet the family goals and needs.

[Redacted] Toll Free: [Redacted]

Salvation Army

2nd Floor, Lobby

Is committed to "meeting any need at the point of need". They have representatives present to provide spiritual counseling and facilitate healing by:

- Holding forth the love of Christ and the comfort of the Gospel.
- Providing basic human necessities, such as food, clothing and shelter.
- Working to promote spiritual, moral and physical well being.

[Redacted] National: [Redacted]

Therapy Dogs International, Inc

2nd Floor, Lobby

Qualified handlers and their Therapy Dogs are present to provide comfort and companionship to those managing grief and stress by:

- Allowing the served population and staff to pet, touch and talk to the animals.
- Increasing emotional well being by elevating the mood of the environment.
- Stimulating ability and willingness to participate in mental health counseling.
- Facilitating the healing process.

[Redacted] National: [Redacted]

USO2nd Floor, Ballroom C

Is present to assist EVERY family impacted by the Pentagon attack by providing:

- Lodging for immediate family members.
 - Taxi coupons.
 - Food coupons from Safeway and Giant.
 - Phone calling cards.
 - Certificates from many restaurants.
- ██████████

Virginia Criminal Injuries Compensation Fund2nd Floor, Ballroom C

Has representatives present to assist all victims' (military, civilian, Ft.77 personnel) families with:

- Financial assistance up to a maximum of \$15,000 for un-reimbursed medical expenses, wage loss, mental health counseling, funeral / burial expenses, moving expenses and other reasonable expenses incurred as a result of this crime.
 - Emergency awards up to \$2,000 for wage loss if a victim will suffer undue hardship.
- ██████████

Toll Free: ██████████

Navy Liaison/Casualty2nd Floor, Crystal VI

Is present to support Navy (mil/civ/contractor) victims' families by providing liaison function between families' Casualty Assistance Officers and external support agencies (OSD, Navy, non-DoD).

██████████

Army Liaison/Casualty2nd Floor, Crystal VI

Is present to support Army (mil/civ/contractor) victims' families by providing liaison function between families' Casualty Assistance Officers and external support agencies (OSD, Army, non-DoD).

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(FEEA) Federal Employee Education Assistance Fund3rd Floor, Rm 317

Is a non-governmental 501©3 CFC Charity providing civilian federal families with immediate financial assistance for needs ranging from funerals and travel to living expenses and accumulated bills. Through Sept. 25, FEEA has issued on-the-spot checks for more than 15 families covering over \$70,000 in expenses. FEEA is also collecting information from families with minor children and those already in college in preparation for coordinating scholarship information.

██████████

DOD Civilian Benefits Counseling3rd Floor, Rm 317

Provides counseling to family members / survivors regarding workers compensation benefits and OPM Benefits paid to survivors / beneficiaries of DOD Civilians. Appointments are made through CAO and Field Advisory Services Division. Cell Ph. Day: ██████████ Night: ██████████ National: ██████████

The Armed Forces Services Corp. (Military Survivor Benefits)3rd Floor, Rm 309

Is able to provide an estimate of survivor benefits (Social Security, VA, Survivor Benefit Plan) for each eligible family member of Army and Navy active duty, retired, and reserve deaths at the Pentagon on 11 September 2001. The printout will display the benefits for the life of the surviving spouse and for children under the age of 18 or 22 as applicable. These include educational benefits from the Department of Veterans Affairs for the surviving spouse and eligible children.

██████████

TRICARE3rd Floor, Rm 317

Representatives are present to help family members of victims who were enrolled:

- Identify the service benefits they are entitled to.
- Understand their options.
- Assist in the application process and with referrals.

Toll Free: ██████████

TAPS (Tragedy Assistance Program for Survivors)

Is a national peer support organization that provides a wide range of services to those affected by death in the armed forces. TAPS provides the following programs, free of charge to all who have lost a loved one, friend or co-worker in military service: Peer Support, Grief counseling referral, Crisis intervention, Case worker assistance, Survivor link, and National Survivor seminar.

██████████

Toll Free: ██████████

American Airlines

Representative is present to help families of Flight 77 with travel arrangement assistance and to serve as a conduit for information of other services available.

08:00 – 19:00 EST [REDACTED] (AA Event Rep.) Contact thru Oper. Ctr [REDACTED]

Navy and Marine Corp. Relief Society

2nd Floor, Ballroom C

Is present to provide financial, educational and other assistance to members of the Naval Services of the United States, eligible family members and survivors, when in need by:

- Arranging for interest free loans and/or grants to help meet emergent needs related to funeral expenses, medical/dental bills, transportation, food, rent, utilities, vehicle repairs and unforeseen family needs.
 - Offering budget counseling.
 - Providing "Layettes" – (junior seabags).
 - Securing education loans and grants for eligible surviving dependants of deceased service members.
 - Coordinating with civilian agencies (American Red Cross, VA etc.) and military offices (Dispersing, Legal, etc.).
-

Army Emergency Relief

2nd Floor, Ballroom C

Is present to provide emergency financial assistance to soldiers and the surviving spouses and orphans of soldiers who died by:

- Providing interest free loan and/or grant to help with emergency financial needs related to food, rent, utilities, transportation, funeral expenses, medical/dental expenses, fines and legal expenses and personal needs when pay is delayed or stolen.
 - Providing undergraduate-level education scholarships.
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Pentagon Federal Credit Union

2nd Floor, Ballroom C

[REDACTED] Toll Free: [REDACTED]

National Center for Post Traumatic Disorder

3rd Floor, Crystal VII

Contact through Counseling Services

Pentagon FAC Staffing Cell (cf.SOP)

Is established to:

- Coordinate resources.
- Provide administrative and technical support for crisis response activities.
- Coordinate all workload requirements for basic FAC.

Contact thru Operations Center: [REDACTED]

Administration and Operations Centers (cf.SOP - Note 3 attach.)

Supports the operation of the PFAC by:

- Monitoring ongoing progress of events.
- Generating daily briefs.
- Compiling and storing reports.
- Managing routine office functions.
- Logistical coordination of Rooms, Food, Phones, Computers, Buses.
- Insuring continuity of Public Affairs – Press / Liaison with Pentagon.
- Coordinating with external agencies.
- Channeling donations.
- Responding to emergency Center requirements.
- Providing / updating site map.
- Conducting site visitations.
- Establishing mailboxes for all departments and insuring timely distribution of all communications and packages.

(cf.MAIL SOP)

24/7 [REDACTED]

Volunteer Management (cf.SOP)

Provides for the Screening, Staffing, and Assigning of ready volunteers to help insure:

- Qualified assistance to the primary service functions.
- Sufficient manpower required for first class service to victim families and enforced rest cycles of staff.
- Timely response to emergent needs and efficient utilization of resources.

Contact thru Operations Center: [REDACTED]

Call Center (cf.SOP)

Primary functions include:

- Information and Referral.
- Empathetic Listening.
- Staff Messages

[REDACTED]

Messages Board

Provides public posting of messages when recipients cannot be located.

Command / PAO / Operations / Casualty / Chaplain / Counselors / Individuals

Contact thru Operations Center: [REDACTED]
