

10 Year Report

Windows of Hope Family Relief Fund

Original Mission Statement

Windows of Hope Family Relief Fund was formed to provide aid, future scholarships and funds to the families of the victims of the World Trade Center tragedy who worked in the food, beverage and hospitality professions throughout the entire complex and who were lost on September 11th. Windows of Hope Family Relief Fund is a 501(c)(3) charitable organization.

We met our original goals and now the Fund continues to provide help with educational expenses for our families and their children. It is our intent to continue this funding until the year 2022.

Who we are

Windows of Hope Board of Directors

Tom Valenti
Waldy Malouf
David Emil

Windows of Hope Officers

Michael Lomonaco
Sue Klein

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The Windows of Hope Story

The Beginning

For many Americans, the immediate response to the September 11th tragedy was deep sadness around the deaths of so many then followed by serious concerns for the families of the victims. Many in the hospitality industry were especially impacted upon by the fate of the people, friends and colleagues, who worked at Windows on the World.

A core group of industry leaders convened, including: Tom Valenti, Chef and owner of the restaurant Ovest, David Emil, an owner of Windows on the World, Michael Lomonaco, Windows Executive Chef, Waldy Malouf, Chef and co-owner of Beacon and Darlene Dwyer, a food industry public relations consultant. Together, with over fifty other colleagues, they decided to create a Fund to provide assistance specifically to the families of those who had worked in the hospitality industry. They called it Windows of Hope to speak to a positive vision of the future.

As a first step, Windows of Hope planned a fundraiser “Dine Out”, an invitation to restaurants around the globe to give 10% (or more) of their proceeds from one evening, October 11, 2001, to Windows of Hope. This approach was a symbolic way of beginning to help people move past their collective shock and mourning and move towards a semblance of normalcy in their lives, in short: to go out to dinner ...to be social again.

“Dine Out” also provided a way for restaurant owners – indeed for all in the food industry - throughout the world to contribute to the Fund by doing what they do best – preparing and serving meals and providing hospitality.

Restaurants and others within the hospitality industry participated. They were from all over the world and nearly every state. Donations were also received from individuals and organizations not directly involved in the food industry. Ultimately, funds were raised quickly and beyond all expectations.

(Please click on the five year report to read much more about the first five years of Windows of Hope: it's history and the reasoning for the activities that were put into place for the families.)

Thanks

We wish to thank the thousands of people who have made it possible for Windows of Hope to fulfill its mission and allow us to continue our work to this day. That this fund has met its mandate for the last 10 years and hopefully for at least 10 more years is a tribute to not just the victims but to a belief that those who survived could still pursue their dreams successfully that those who were lost had for them..

We wish to also thank all the staff at Community Service Society of New York. The individual Case Managers and their Administrative team served our families well. They helped lead them to the services they needed and supported them through the process.

We also wish to thank Darlene Dwyer, who functioned as our Executive Director from 2001 – 2007. She was also one of the founders of the Fund. She is now sharing her skills with other not-for-profits. She knew each and every family well and her heart and energy were enormous.

And thanks to all the other service providers that joined with us to help the WOH families, including all the pro-bono lawyers, financial planners and money managers. Our families were given sage guidance and our Fund has been kept stable because of conservative investing.

Windows of Hope's Key Partners:

- **Community Service Society (CSS).** Since 2001, CSS has provided case management services to Windows of Hope families and has facilitated the distribution of financial assistance, health insurance premiums and tuition assistance. CSS has been the critical link between the Fund and Windows of Hope families. Their involvement ended in 2007.
- **Scholarship America** Scholarship America has provided management services to enable our families to access educational opportunities.
- **Bear Stearns.** Bear Stearns has served as Windows of Hope's investment advisers, ensuring the Fund maximizes, through wise investments, the money the Fund has available for families. Their involvement ended in 2008.
- **Morgan Stanley.** In 2008, Morgan Stanley took over as WOH's investment advisors. Through conservative and wise investing, the Fund has remained stable and solvent through these uncertain economic times.
- **Berdon LLP.** Berdon acts as our Accountants and our 501(c)(3) Auditors.
- **Bloomberg,LP.** Bloomberg has generously donated office space to Windows of Hope since 2001, providing a critical base of operations. Their involvement ended in 2007.
- **New York Times Foundation.** The Times Foundation connected Windows of Hope with CSS and subsequently used its 9/11 Neediest Fund to pay for case management services provided by CSS. Their involvement ended in 2007.
- **United Way September 11th Fund.** The Fund provided critical financial assistance to Windows of Hope families and also provided considerable assistance to CSS to fund case management services. Their involvement ended in 2007.
- **American Red Cross.** The Red Cross provided critical financial assistance to Windows of Hope families, and from 2004-2006 provided CSS with funding for case. Their involvement ended in 2007

Accomplishments of the Windows of Hope Family Relief Fund 2001-2006

- Distribution of over \$10.9 million dollars in cash grants and emergency assistance to the 120 families supported by Windows of Hope.
- Payment of \$2.8 million dollars in health insurance for all families, including dental and vision, including:
 - The purchase of individual health insurance plans for families without coverage and for families whose COBRA coverage expired after 36 months.
- Payment of over \$1.9 million dollars* in education assistance including:
 - Tuition for 66 Windows of Hope children to pursue private or parochial school and college.
 - Tuition and fees for spouses to pursue college, graduate school, vocational education and/or English as a Second Language classes.
- Targeted outreach to families to provide information about private and parochial school options for their children, including the application and enrollment process.
- The provision of case management services to help Windows of Hope families manage personal crises related to 9/11 and develop plans for long-term self-sufficiency.
- Assistance in securing settlements from Federal Victims Compensation Fund.

*All dollar amounts represent funds expended through March 31, 2006.

In 2006 it was determined that the remaining funds should be used exclusively for the educational needs of the spouses and children. 2022 is a significant year, as in that year the children who were born in 2001 turn 21 years of age. It is the hope of WOH that funding will be available through 2022. The goal once again follows the original thoughts of the founders: “What would the victims want for their families?” Therefore, helping the families continue to achieve stability and having the children thrive through education will always be at the forefront.

As the shift occurred to just educational funding, CSS closed out their case management services to the families between 2006 and 2007. Scholarship America was contracted with to maintain the services of helping families obtain educational funds through WOH. An Educational Liaison was brought on board to assist the families with educational questions and to provide a link between the WOH Board, Scholarship America and the families.

2006-Present

| Distribution since 2006 of \$565,441 for the purchase of individual health insurance plans for families still making the transition to other insurance. While still under case management with CSS, families were helped to find medical insurance for which they could maintain payments themselves. No payments by WOH were made for medical insurance after 2008.

Distribution beginning 2007 of \$3,197,000 on educational funds to the 120 families (240 individuals) supported by Windows of Hope.

- This includes tuitions for private and parochial elementary and secondary schools.
- The fund provides assistance with college tuition and room and board and books. Vocational training programs are also supported. Families are asked to pursue the other available 9/11 funds that are available to them and WOH funds whatever is not covered.
- The fund provides a stipend of \$5,000 towards a graduate school program.
- Each semester-about 55 to 84 eligible children and adults choose to access the Fund.
- It also supports various supportive services such as tutoring, SAT courses, music lessons, educational camps, etc. with a yearly reimbursement not to exceed \$1,500.

The Board makes available to the families the on-call services of the Educational Liaison who can assist with educational issues and questions about accessing the Fund. She acts as the liaison between the WOH Board, Scholarship America and the families.

Scholarship America's representative assists the families with information about the WOH Fund and other 9/11 funds that might be available to them. She also manages the paperwork necessary for payment of educational expenses. She communicates when needed directly with the schools that the adults and children attend.

As of September, 2011 the WOH has \$3,900,000 in remaining funds. These funds will continue to be devoted to helping the families with their educational endeavors.