

FOR IMMEDIATE RELEASE

#53-21

**NYC EMERGENCY MANAGEMENT & NYC DEPARTMENT OF SOCIAL SERVICES
RELOCATE STATEN ISLAND SERVICE CENTER**

*The Staten Island service center will be collocated at the FEMA Disaster Recovery Center at
Staten Island College*

The Manhattan service center will close after Saturday, September 11

*Service centers in Brooklyn, Queens, and the Bronx remain at FEMA Disaster Recovery Center
locations*

September 11, 2021 — NYC Emergency Management and the NYC Department of Social Services announced two changes to the City’s service centers. The Staten Island service center will relocate to the College of Staten Island beginning Sunday, September 12. New York City government agencies, nonprofit organizations, and community-based organizations will be on-site to help connect families and individuals to critical services, including enrollment in public benefits and health insurance, housing, food assistance, and mental health counseling. Services will be available to all visitors. Visitors to the sites will not be asked about their immigration status.

The Staten Island location will be collocated at a federal Disaster Recovery Center. Recovery specialists from FEMA and the U.S. Small Business Administration will be available to answer questions and provide information on the types of federal help available to homeowners, renters and business owners as a result of the major disaster declarations stemming from hurricane Ida. Rapid COVID-19 testing is required at both the Bronx and Staten Island locations.

In addition, the Manhattan service center will close after Saturday; however, impacted residents can call 311, visit NYC.gov/ida, or visit a center in a different borough to access City services.

“As New Yorkers recover from the devastating flash flooding, it’s important that we ease the burden of building back,” said **NYC Emergency Management Commissioner John Scrivani**. “Now with the City’s service centers collocated at FEMA Disaster Recovery Centers, individuals can receive the local, state, and federal help they desperately need.”

The following location will open Sunday, September 12, from 8 a.m. to 7 p.m.,:

- **Staten Island** – College of Staten Island, Gymnasium Building R1 - 2800 Victory Blvd., Staten Island, NY 10314

NYC Service Centers in Brooklyn, Queens, and the Bronx remain unchanged:

- **Brooklyn** – Medgar Evers College - 231 Crown Street, Classroom P23, Brooklyn, NY 11225
- **Queens** – Queens College, Student Union - 152-45 Melbourne Avenue, Flushing, NY 11367
- **Bronx** – Hostos Community College - 500 Grand Concourse, East Academic Complex, Bronx, NY 10451

Services provided at the center include but are not limited to:

- Department of Social Services will assist with enrollment in SNAP benefits, cash assistance, and public health insurance, and help connect people with emergency food assistance. English and Spanish speakers will be available to assist visitors with enrollment.
- Housing Preservation and Development will provide information about resources to homeowners and advise tenants how to proceed with getting an inspection if homes experienced a lot of damage and homeowners/tenants believe they cannot return.
- Mayor’s Office of Immigrant Affairs will assist with language and immigrant issues.
- Small Business Services will assist small business owners who were impacted by the storm.
- Referrals and information for pump out assistance for residents who still have standing water in their homes.
- Department of Buildings will be able to answer questions from the public related to damaged structures, conducting repairs or renovations, and to provide guidance regarding the filing of construction projects with DOB.
- Department of Health and Mental Hygiene will provide mental health counseling.
- American Red Cross in Greater New York will assist in disaster relief management — including referrals, distribution of emergency supplies, and applying for assistance — and mental health counseling.

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