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**FOR IMMEDIATE RELEASE**

**#51-21**

**NYC EMERGENCY MANAGEMENT & NYC DEPARTMENT OF SOCIAL SERVICES  
OPEN FIVE NYC SERVICE CENTERS TO SUPPORT INDIVIDUALS & FAMILIES  
RECOVERING FROM FLASH FLOOD EMERGENCY**

*NYC service centers will provide information and assistance for individuals affected by recent flash flooding*

**September 4, 2021** — NYC Emergency Management and the NYC Department of Social Services announced today that service centers will open citywide to support individuals and families affected by the flash flood emergency that occurred on September 1, 2021. The five centers will open each day from 8 a.m. to 8 p.m., and provide those affected with in-person support and information on resources and services available. 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 flash flooding we experienced in New York City was devastating for many families,” said **NYC Emergency Management Commissioner John Scrivani**. “To help New Yorkers navigate the various services and resources available to them, we have established a service center in each borough with assistance from our agency and nonprofit partners. I encourage those affected to visit their local service center, call 311, or access city services online by visiting [NYC.gov/ida](https://nyc.gov/ida).”

**The following locations will open Saturday, September 4, from 8 a.m. to 8 p.m.:**

- **Staten Island** 80 Willowbrook Road, Staten Island, NY 10302 (I.S. 51)
- **Brooklyn** – 71 Sullivan Street, Brooklyn, NY 11231 (P.S. 15)
- **Queens** – 4602 47th Avenue, Woodside, NY 11377 (M.S. 125)
- **Manhattan** – 215 W 114th Street, New York, NY 10026 (I.S. 88)
- **Bronx** – 2365 Waterbury Avenue, Bronx, NY 10462 (P.S. /M.S. 194)

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 with enrollment.

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- Housing Preservation and Development be providing information about resources to homeowners and advise tenants how to proceed with getting an inspection if there was a lot of damage and they believe they cannot return.
  - Department for the Aging will assist in case management and senior employment.
  - 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.

\*Media should reach out to NYC Emergency Management press to request a visit to one of the service centers. Cameras are not allowed inside the location.

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