

Family Assistance Center Offers Resources and Support

Federal, state, local and voluntary agencies are providing resources and support to survivors and families affected by the Champlain Towers South collapse. Resources are also being shared with residents of Champlain Towers North who chose to evacuate.

Help Available

- The President’s emergency declaration on June 25 authorizes FEMA to offer its Individuals and Households Program to survivors of the Champlain Towers South building collapse at 8777 Collins Avenue.
- A Family Assistance Center has been opened by state and local officials to support survivors and family members, as well as other individuals who might be impacted.
- Survivors seeking assistance are asked to register with the Florida Crisis Response Team upon entering the Family Assistance Center.
- FEMA is at the center to help survivors and families apply for federal assistance and get referrals to other resources.
- The Family Assistance Center is located at the Sea View Hotel at 9909 Collins Avenue and is open from 11:15 a.m. to 4:15 p.m. seven days a week. **Note: days and times of operation are subject to change.**

Services Offered at the Family Assistance Center

Not all organizations are present every day

Business Recovery and Assistance

- State of Florida Department of Economic Opportunity

Clothing Assistance

- Cadena

Congressional Support (*Replacement VISAs, Passports, Immigration, U.S. Postal Service, Social Security, Veteran’s Benefits, etc.*)

- Office of U.S. Senator Marco Rubio



FEMA

- Office of Congresswoman Debbie Wasserman Schultz
- Office of U.S. Senator Rick Scott

Consular Services

- Consulate General of Israel in Miami

Financial Assistance

- Support Surfside Fund
- Miami Foundation
- Coral Gables Community Foundation
- Global Empowerment Mission (GEM)
- Jewish Community Services of Florida
- Key Biscayne Community Foundation
- Catholic Charities
- Miami-Dade County Community Action and Human Services
- U.S. Small Business Administration (businesses, renters and homeowners)
- State of Florida Department of Economic Opportunity (businesses and individuals)
- Florida Conference of the United Methodist Church

Gift Cards (Target, Publix and VISA)

- State of Florida Department of Children and Families
- Florida Conference of the United Methodist Church

Food Assistance

- Cadena
- Miami-Dade County Community Action and Human Services Department
- State of Florida Department of Children and Families
- The Shul/Chabad

Funeral Services

- Florida Conference of the United Methodist Church

Insurance Assistance

- State of Florida Department of Financial Services

Medicaid

- State of Florida Department of Children and Families

Medicare

- Social Security Administration

Medical Support

- American Red Cross

Mental Health, Emotional Support, Spiritual Care, Crisis Intervention, Emotional Support Animals

- American Red Cross
- Cadena
- Catholic Charities
- Children's Disaster Services
- Florida Division of Emergency Management (FDEM)
- HOPE Animal Assistance Crisis Response
- Jewish Community Services of Florida
- National Crisis Response Canines
- The Shul/Chabad
- Florida Conference of the United Methodist Church

Housing Assistance

- American Red Cross
- Catholic Charities
- Global Empowerment Mission (GEM)
- Gummy Konda Foundation
- The Shul/Chabad
- Florida Conference of the United Methodist Church

Travel/Transportation

- American Airlines
- JetBlue
- Salvation Army
- United Way Miami
- Florida Conference of the United Methodist Church

General Social Services

- State of Florida Department of Children and Families
- Miami-Dade County Community Action and Human Services Department

Social Security and Other Documents

- Social Security Administration

Replacement Driver License, Car Title, Car Registration and/or Identification

- State of Florida Department of Highway Safety and Motor Vehicles: Florida Licenses on Wheels (FLOW)

Insurance Assistance

- State of Florida Department of Financial Services

Survivor Benefits

- Social Security Administration

Telecommunications/Phone Chargers

- Verizon Big Red

Victim's Services

- Miami-Dade County Victim's Advocates

Voluntary Evacuations

- Individuals who have voluntarily evacuated from other buildings are welcome to visit the Family Assistance Center to speak with the organizations or agencies assisting the Surfside community.