



## NYC HURRICANE EVACUEE SERVICE CENTER – NYDIS FINAL REPORT

On 10/19/2017, New York City Emergency Management (NYCEM) opened a Hurricane Evacuee Service Center (HESC) at Julia de Burgos Cultural Arts Center, at 1680 Lexington Avenue in Harlem. The HESC was intended to serve evacuee households arriving in NYC after the devastating effects of Hurricanes Maria and Irma. The Service Center was demobilized on 2/8/2018, after **71 days of operation**. The Department of Social Services has transitioned to borough-based locations, in addition to a referral guide for service provider agencies.

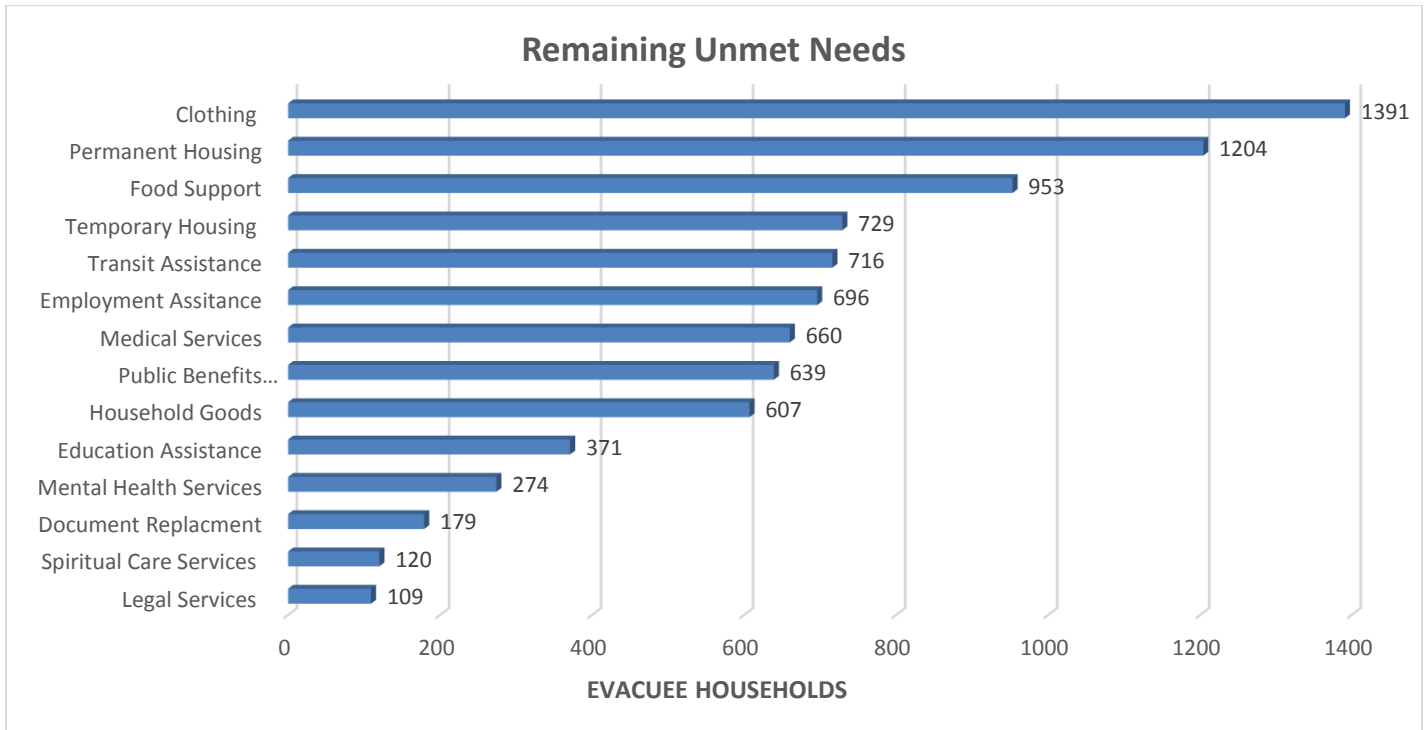
### HESC Statistics

- NYCEM reports a total of **2,522** households visited the HESC, with **428** Return Visitors.
- There were a total of **13** city agencies and **5** nonprofit agencies present over the total operation period.

### NYDIS' Role

NYDIS staff completed exit interviews and unmet needs assessments, in addition to providing emergency voucher assistance and disaster chaplaincy.

- NYDIS staff and volunteers conducted **2,065** Exit Interviews and Unmet Needs Assessments.
- **1,884** households requested follow up communication/case management services.
- **1,382** households identified critical unmet needs at the time of interview.
  
- **126** households were in a PATH city shelter at the time of exit interview.
- **60** households were in FEMA's TSA Hotel Program at the time of exit interview
  
- Exit Interviews showed the majority of households (**35%**) learned about the Service Center from a friend or relative. **10%** learned about the services through television, and **7%** through social media.
  
- New York City has **1,329** FEMA-registered households, 60% of total New York State FEMA registered population.
- In contrast, NYCEM reports **754** FEMA-registered households visited the HESC
- **575** FEMA-registered households in did not access the HESC before demobilization on 2/8/18.



**2017 Evacuees Unmet Needs Roundtable – as of 2/8/18**

Since 10/19/17 the 2017 Evacuees Unmet Needs Roundtable (UNR) has distributed emergency voucher assistance at the Service Center with assistance from UMCOR and Presbyterian Disaster Assistance.

The UNR will continue to fund emergency needs moving forward. The UNR will also fund sustainable recovery needs for households securing housing in NYC, with assistance from the Salvation Army.

- NYDIS’ 2017 Evacuees Unmet Needs Roundtable has distributed **\$100,737.50** in direct assistance.
- The UNR has served **1,045** households at the Service Center, prioritizing vulnerable populations.
- The UNR has primarily distributed emergency voucher assistance with a grant from UMCOR.
- The UNR also distributed voucher assistance on behalf of the Mayor’s Fund, City Harvest, and Why Not Care.

**UNR Served Households by Location**

Brooklyn.....	(135)
Bronx.....	(367)
Manhattan.....	(181)
Queens.....	(122)
Staten Island.....	(26)
Connecticut.....	(1)
Metro NYC.....	(27)
NYC Shelter System.....	(126)
TSA Hotel.....	(60)



## UMCOR Funding for Emergency Voucher Assistance

2017 Evacuees UNR	VOUCHERS DISTRIBUTED	FUNDING DISTRIBUTED
TRANSPORTATION (Metro Card)	473	\$10,087.50
CLOTHING (Non Marketplace) (\$100 Gift Card)	219	\$21,900
FOOD (\$100 Gift Card)	206	\$20,600
MEDICATION (\$100 Gift Card)	30	\$3,000
<b>TOTAL</b>	<b>928</b>	<b>\$55,587.50</b>

### NYDIS Evacuee Marketplace

- On November 28<sup>th</sup> 2017 NYDIS opened an Evacuee Marketplace on site at the Service Center. The Marketplace has since relocated to the The Church of Holy Agony at 179 East 101<sup>st</sup> Street.
- Through a partnership with Delivering Good, the Marketplace has distributed new clothing and household goods to **852** households, representing **2,560** individuals.
- **20,455** new clothing items and household goods have been distributed, including **2,283** winter coats.
- **359** \$100 clothing vouchers have been distributed at the Marketplace for evacuees whose clothing needs cannot be met with the available stock.
- Volunteers completed **759** call backs to households that visited the Service Center before the Marketplace opened.

### Staffing Costs

- Since the hiring date of 10/21/17, NYDIS has spent **\$25,361.09** on salary and benefits for the position of Evacuee Services Coordinator.
- Since the hiring date of 11/06/17, NYDIS has spent **\$17,308.21** on salary and benefits for the Marketplace Services Coordinator.

### Volunteer Contributions

- NYDIS had a total of **235** volunteers at the Service Center, for a total of **1,084.5** volunteer hours. This contribution is valued at **\$31,163.36**
- NYDIS had a total of **66** volunteers at the Marketplace, for a total of **329** hours. This contribution is valued at **\$10,235.05**.
- NYDIS had a total of 4 disaster chaplains at the Service Center, for a total of **65** hours.