

FREQUENTLY ASKED QUESTIONS

FAQ

What is the Family Assistance Center?

The Surfside Family Assistance Center (FAC) is a consortium of government, non-government, was established in partnership with local and national governmental and non-governmental agencies and corporations to provide comprehensive financial and other resource services to families impacted by the collapse of Champlain Towers in Surfside.

What organizations are at the FAC?

Governmental and non-governmental agencies. Principal partners include more than 22 governmental and non-governmental agencies: American Airlines, American Red Cross, Catholic Charities of the Archdiocese of Miami, Consulate General of Israel in Miami, Florida Crisis Response Team, FEMA, Florida Conference of the United Methodist Church, Florida Division of Emergency Management, Global Empowerment Mission, Hope Animal Assistance Crisis Response, JetBlue, Jewish Community Services of Florida, Miami-Dade County Community Action and Human Services Department, Miami-Dade County Homeless Trust, Miami-Dade County Victim's Advocates, Office of U.S. Senator Marco Rubio, Office of US. Senator Rick Scott, Office of Congresswoman Debbie Wasserman Schultz, Salvation Army, State of Florida Department of Children and Families, State of Florida Department of Economic Opportunity, State of Florida Department of Financial Services, Miami-Dade County Office of Emergency Management, Florida Department of Motor Vehicles, Social Security Administration, Support Surfside (The Miami Foundation, Coral Gables Foundation, and Key Biscayne Foundation), The Shul/Chabad, United States Chaplain Corps, and Verizon Big Red.

When was the FAC started?

The FAC launched Monday, June 28, 2021 to provide comprehensive support services to families impacted by the collapse of Champlain Towers

What services are available at FAC?

FAC Services include: short and long-term home assistance, travel assistance, psychological or grief counseling, financial assistance, food and clothing assistance, funeral assistance, document recovery, titles, and registration, social security cards, and driver's licenses.

When is the Center open?

Hours of operation are:

- Monday - Sunday Noon to 5:00 pm

Should I make an appointment?

Walk-ins are welcome and appointments can be made: Call 877-777-4066 or email: surfsidefac@miamidade.gov.