

# **THE EAST HARLEM MULTI-SERVICE CENTER**

The **East Harlem Multi-Service Center (EHMSC)** located at 413 East 120<sup>th</sup> Street in the Borough of Manhattan is one of eight facilities developed specifically for the provision of multiple social services by non-profit groups and public agencies under one roof. More than 1,000 individuals receive services at the East Harlem Multi-Service Center each month.

## **History**

Originating under the “Great Society” programs of 1965, the Housing and Urban Development Act authorized the establishment of community multi-service centers through the construction or rehabilitation of existing structures in designated impoverished communities.

The “Act” created the original “One Stop Center” concept by allowing low income individuals and families to access a variety of services under one roof. The overall benefit to the families would include, reduced red tape, a coordination of services and a savings of time and money otherwise spent in traveling between agencies.

The original Federal legislation that established the Multi-Service Centers stipulated that the facilities be operated by a community-based nonprofit sponsor. In 1984, the Human Resources Administration (HRA) the city agency overseeing the Centers selected the East Harlem Council for Community Improvement Inc. (EHCCI) to operate the East Harlem facility. There are currently 8 Multi-Service Centers in New York City. The City has retained ownership of these facilities.

## **Community Sponsorship**

The East Harlem Council for Community Improvement has been the only community based sponsor of the East Harlem Multi-Service Center since it opened its doors more than 25 years ago.

As the sponsor of the facility, EHCCI acts as the property manager, plant manager and service coordinator for all of the occupants in the building.

As property manager, the agency is responsible for insuring maximum utilization of the facility, for the development of occupancy agreements, for payment collections, and maintaining the center’s budget and fiscal records.

Proportional Occupancy Payments (POP) in lieu of rent are set at \$25.00 per square foot. An additional \$3.00 is collected as a utility surcharge to cover the cost of electricity. This rate is well below market rate for comparable space in the East Harlem community. The EHMSC is totally self-sustained by the "POP" revenues collected by the sponsor.

Plant management includes overseeing the day to day operation of the building including the provision of heating and other utilities, elevator maintenance and janitorial and security services.

Service coordination is critical to the success of many of the programs at the East Harlem Multi-Service Center. The Center’s staff coordinates client reception and screening, outreach and recruitment and all the special events held at the facility. Each occupant has one representative on the Director’s Cabinet, an oversight group which meets on a monthly basis.



## The East Harlem Multi Service Center

### Travel Directions

The East Harlem Multi-Service Center is located at:  
413 East 120th Street (between First & Pleasant Ave)  
New York, NY 10035

The EHMSC is conveniently located in East Harlem and is accessible by public transportation:

#### Trains:

- No. 6 train to 116th Street and Lexington Avenue. Walk to 120th Street and 1st Avenue or take the M116 bus at 116th Street and Lexington to First Avenue.
- No. 4 and 5 trains to 125th Street and Lexington Avenue. Walk to 120th Street and First Avenue.

#### Buses:

- M15 bus going uptown on First Avenue to 120th Street.
- M116 cross-town bus to First Avenue.

#### Automobiles:

- Please click on link below for specific travel directions from your location to the EHMSC or enter above address into your GPS.

#### Link to google directions:

<https://www.google.com/maps/place/401+E+120th+St,+New+York,+NY+10035/@40.7985603,-73.9356755,17z/data=!3m1!4b1!4m5!3m4!1s0x89c2f5e32128d219:0x69f73eb42984f650!8m2!3d40.7985563!4d-73.9334868>