

Community Emergency Response Flood Survivor Support & Resources

Updated weekly. To share new resources, please contact
info@ucproject.org and/or jirehteaminfo@gmail.com.

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Bookmark this page and check back regularly for updates.
PARA ESPAÑOL, HAGA CLIC [AQUÍ](#).

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COMMUNITY MEETINGS & EVENTS

The Southeast Disaster Response Team hosts **weekly community meetings** to provide updates on resources, disaster response, volunteer needs, and more. This meeting is open to all: flood survivors, CBOs, elected officials, residents, and community advocates.

WHEN: Weekly, every Monday | 5:30pm - 7pm

WHERE: In person at Jackie Robinson Family YMCA, Community Room

OR [Virtual via Zoom](#) Meeting ID: 852 3490 2538 | Passcode: 127665

The Community Health & Resource Fair 1st Wednesday of Every Month



Focus On Your Overall Health



Jackie Robinson YMCA

151 YMCA Way
San Diego, CA 92102
10am - 3pm



Free Resources

- Diabetes Screening
- Blood Pressure Check
- Cholesterol Screening
- HIV & HEP-C Screening
- Vaccines Available
- Low cost pet services
- Blood Drive 
- Mammogram Sign Up
- Breast Exams
- Food Distribution
- Raffle Prizes

2024 Event Dates

- February 7th
- March 6th
- April 3rd
- May 1st
- June 5th
- July 3rd
- August 7th
- September 4th
- October 2nd
- November 6th
- December 4th

IMPORTANT PHONE NUMBERS

- FEMA Helpline: **1-800-621-3362**
- Life Threatening Emergencies: DIAL **9-1-1**
- Sign Up for AlertSanDiego: **Text HELP to 98266** to get safety info delivered to your phone.
- Flood Recovery Resources: **2-1-1**
- If you are still in your home and have not been helped with a hotel voucher:
 - **City of San Diego residents:** contact the Mayor's Office: Korral Taylor **619-236-6330**; taylork@sandiego.gov
 - **Residents living outside of the City of San Diego,** contact the County of San Diego: Andrea Rodriguez **858-833-5515**; andrea.rodriguez1@sdcountyca.gov

GENERAL INFORMATION

- [Frequently asked questions](#)
- [How Flood Recovery Programs Work](#)
- [Typical Rumors in a Disaster](#)

FLOOD RELIEF GRANTS AVAILABLE FOR SAN DIEGO RESIDENTS

The Greater San Diego Association of REALTORS® (SDAR), in partnership with the Pacific Southwest Association of REALTORS® (PSAR), has announced the availability of a \$1.16 million grant from the REALTORS® Relief Foundation to aid those affected by the January floods.

This crucial funding aims to support recovery efforts for homeowners and renters whose residences were damaged in the storms, particularly in vulnerable neighborhoods such as Encanto, Mountain View, Southcrest, Lemon Grove, National City, and Spring Valley.

Eligible residents can [apply for assistance here](#). Each approved applicant can receive a check equivalent to their monthly housing payment, up to a maximum of \$2,900. This initiative is a testament to the dedication of our real estate community in helping families recover and sustain their homes after such devastating events.

The REALTORS® Relief Foundation, established in the wake of the 9/11 attacks, continues its mission to provide housing-related aid in disaster-stricken areas. This grant opportunity follows a disaster declaration by the U.S. President, underscoring

the severity of the January storms which impacted nearly 2,400 households and caused extensive damage.

All eligible San Diegans are encouraged to apply for this grant and take a step toward rebuilding their lives

REGISTER FOR CASE MANAGEMENT, REFERRALS, AND ASSISTANCE

Volunteer Organizations Active in Disasters (VOAD). Please register as soon as possible for the Volunteer Organizations Active in Disaster (VOAD). [Learn more here.](#) [CLICK HERE TO REGISTER WITH VOAD](#) to access FREE assistance with recovery, including home clean up and abatement, repair, and other recovery resources from volunteers.

- Muck out and cleanup of flooded homes
- Help with mold suppression
- Connection to food and resources
- Connection to support services, health services, spiritual and mental health care needs.
- Help replacing some home items like appliances, furniture, mattresses, etc.
- Case management to help those working through the recovery process.

Catholic Charities of California. The Disaster Case Management Program (DCMP) helps disaster survivors and their families return to safe, sanitary, and secure housing. [Learn more here](#) or call (619)-673-8780.

[CLICK HERE TO REGISTER](#) FOR SUPPORT WITH:

- Connecting survivors to available community financial resources
- Identifying household needs and program eligibility
- Assisting with advocacy and appeals
- Creating attainable recovery plans for disaster recovery
- Arranging construction resources and repair for property damaged by natural disasters

FEMA ASSISTANCE & APPEAL PROCESS

It is extremely important that impacted residents apply for FEMA as soon as possible to avoid missing the April 19 deadline for submission. Residents impacted by the storms can register with FEMA for federal assistance and disaster loans. **The submission DEADLINE was April 19th. You can still appeal FEMA's decision after April 19th.**

- **Weekly FEMA Updates & News Releases:** These updates contain new key messages, local recovery resources, tips for FEMA application etc.
 - April 29, 2024 - [FEMA Helpline Hours Changing](#)
 - April 23, 2024 - [60-Day Snapshot: Federal Assistance Exceeds \\$22 Million as San Diego County Disaster Recovery Makes Progress](#)
 - April 19, 2024 - [Survivors Have Until Midnight Today to Apply for FEMA Assistance](#)
 - April 16, 2024 - [Survivors Have Until Friday to Apply for FEMA Assistance](#)

NEW

- April 15, 2024 - [Weekly Recovery Update](#)
- April 12, 2024 - [Disaster Recovery Centers Set to Close 4/19/2024, But FEMA Help Is Still Available](#)
- April 11, 2024 - [Survivors Have One Week Left to Apply for FEMA Assistance](#)
- April 11, 2024 - [Disaster Recovery Centers Set to Close, But FEMA Help is Still Available](#)
- April 10, 2024 - [Be Alert to Fraud After the Jan. 21-23, 2024, San Diego County Severe Storm and Flooding](#)
- April 9, 2024 - [FEMA Experts Available for Repair and Rebuilding Advice](#)
- April 8, 2024 - [Weekly Recovery Update](#)
- April 4, 2024 - [Keep in Touch With FEMA](#) (update application details with changes or missing information)
- April 4, 2024 - [Survivors Have Two Weeks Left to Apply for FEMA Assistance](#)
- April 3, 2024 - [FEMA Assistance Tops \\$20 Million for San Diego County](#)
- April 1, 2024 - [Weekly Recovery Update](#)
- March 30, 2024 - [FEMA Grants Won't Affect Social Security, Other Federal Benefits](#)
- March 29, 2024 - [The SBA Application Is an Important Part of the FEMA Disaster Assistance Process](#)
- March 25, 2024 - [Weekly Recovery Update and Key Messages](#)

DISASTER SURVIVOR'S CHECKLIST

- ✓ **If You Have Insurance, File a Claim**
Be sure to take photos to document damage. Submit all updates from your insurance company to FEMA as soon as possible.
- ✓ **Apply to FEMA**
There are multiple ways you can apply for FEMA assistance:
 - Go to [DisasterAssistance.gov](#)
 - Download the FEMA mobile app
 - Call the FEMA Helpline, toll-free, at 800-621-3362. If you use a relay service, please provide FEMA the number for that service.

People with disabilities should make reasonable accommodation requests at this step.
- ✓ **Schedule a FEMA Inspection**
After applying, a FEMA inspector will typically contact you to discuss your disaster related damage and needs within 10 days.
- ✓ **Read Your FEMA Decision Letter**
FEMA will review your application and inspection information, and a decision letter will be sent to you by mail or through your [DisasterAssistance.gov](#) account. The letter will explain FEMA's decision and notify you of any additional information required to determine your eligibility. The letter also advises you on how to appeal if you disagree with FEMA's decision.
- ✓ **Use Your FEMA Assistance for Its Intended Purposes**
The decision letter from FEMA explains the types of assistance you have received and how to use the funds appropriately.
- ✓ **Save Receipts and Maintain Good Records**
Document how the funds were used and retain records for all repairs, cleanup, and disaster-related costs for at least three years.

Types of Financial Assistance



FEMA's Individuals and Households Program (IHP)

- | | |
|--|--|
| <ul style="list-style-type: none"> ▪ Housing Assistance <ul style="list-style-type: none"> • Rental Assistance • Temporary Lodging (LER) • Repair Assistance • Replacement ▪ FY 2024 max = \$42,500 ▪ Rental Assistance, LER, and ADA line items do not count against the max | <ul style="list-style-type: none"> ▪ Other Needs Assistance <ul style="list-style-type: none"> • Personal Property • Transportation • Funeral • Medical/Dental • Child Care • Misc./Disaster Specific |
|--|--|

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Appeal



If applicants disagree with a determination (decision or amount of assistance), they may appeal.

- **60 days** from date on letter
- Written documentation is **required**
- **Appeal letter + substantiating documentation** (insurance settlement or denial, receipts, contractor estimates, mechanic statements, etc.)
- Submit:
 - Include FEMA reg. ID and DR-4758
 - Upload to DAC account, at a DRC, or via mail/fax

- Review the [Survivor's Road to Recovery](#) & [FEMA Information for Flood Recovery](#)
- **Spend your FEMA funds wisely.** [Review this fact sheet for eligible disaster-related expenses.](#)
- Review the [3/11/2024 FEMA Individual Assistance Overview presentation](#) outlining the process for assistance, general conditions of eligibility, types of financial assistance, and the appeal process.
- [FEMA Flowchart - Disaster Assistance Sequence of Delivery](#)
- [Application Checklist](#)
- [Rental Assistance and Continued Rental Assistance Frequently Asked Questions.](#)
- [FEMA Assistance May Help Displaced San Diego County Survivors](#)
- [FEMA Accessible \(ASL\): Three Ways to Register for FEMA Disaster Assistance](#)
- [Summary of FEMA Hazard Mitigation Assistance \(HMA\) Programs](#)

FEMA APPEAL PROCESS / WHAT TO DO IF YOU DISAGREE WITH FEMA'S DECISION LETTER:

- **You have the Right to Appeal FEMA's eligibility decision letter and the amount of your award.** [Learn more here.](#)
 - [Information in Tagalog.](#)
- **Top three reasons why you may have been denied FEMA assistance and how to fix it:**
 1. Not scheduling your inspection / Failure to answer or return FEMA's call to schedule your inspection. You should receive a call to schedule your inspection within 10 days from the date you applied. Please note: Calls from FEMA may appear as a "SCAM LIKELY" number or as an out of state phone number. If you've missed the call, you should call back the number listed in the message or call the helpline at 1-800-621-3362
 2. Insufficient damage to the home. Damage may not meet eligibility for FEMA assistance. Ex. Damage to outside landscaping. If your situation has changed, or you disagree with FEMA's decision you should call the FEMA helpline for more information on your application, or to start the appeal process.
 3. Unable to verify identity. Follow instructions from the FEMA letter on what is needed to verify your information. Call the FEMA help-line if you need assistance 1-800-621-3362

3 Ways To Submit Your Appeal

[Click here for a template on how to write an appeal.](#)

- **Submit Online:** [DisasterAssistance.gov](#) (Upload to your account)
- **By Mail:** FEMA National Processing Service Center
P.O. Box 10055, Hyattsville, MD 20782-7055
- **By Fax:** 800-827-8112 (Attention FEMA)

- **SBP (FREE) Appeal Process Support:** If you receive a denial letter or low award amount, APPEAL. You may still be eligible for additional assistance. SBP can provide FREE support throughout the application and appeals process. A skilled associate will guide you through the process and file the appeal on your behalf. Learn more at sbpusa.org/gethelp. Contact SBP at 1 (800) 276-9511 or femahelp@sbpusa.org if you:
 - Need help applying to FEMA or if you applied and received an initial award or response letter.
 - You were denied an SBA loan, are still awaiting a response from SBA, or were not requested by FEMA to apply for a loan.
 - You did not have homeowners or renters insurance, or your coverage was less than \$42,500. (NOTE: apply to FEMA even if you have insurance)
 - You occupied the home at the time of the disaster.

SBA BUSINESS RECOVERY CENTER FOR LOW INTEREST LOANS

***If you are a homeowner or renter, you must [register with FEMA](#) first to receive a low-interest loan through SBA.* SBA's application deadline is April 19th.**

For businesses, private non-profit organizations, **homeowners**, and **renters** impacted by the severe storm and flooding from January 21 - 23, the SBA Business Recovery Center is **providing low-interest loans to aid recovery, mitigation improvements, or relocation.**

You do not have to accept the loan, but it is highly recommended that you apply before the April 19th deadline! Learn more at SBA.gov/disaster.

[SBA's Fact Sheet for Disaster Loans](#)

[SBA's Press Release](#)

HOW TO APPLY

- **Apply online:** SBA.gov/disaster
- **Phone or email:** Call the SBA Customer Service Center at 800-659-2955 or email disastercustomerservice@sba.gov.

STATE SUPPLEMENTAL GRANT PROGRAM

- **California Department of Social Services (CDSS)** operates the State Supplemental Grant Program (SSGP). It is activated when there is a FEMA declared Major Disaster Declaration that includes Individual Assistance. It provides for up to an additional \$10,000 to the most impacted disaster survivors. [Review the information sheet here.](#)
 - **To be eligible, the survivor must have applied to receive FEMA assistance and receive the maximum grant amount. Once they receive the maximum grant amount, their information is then automatically sent to CDSS and evaluated for SSGP award.** The survivor will be contacted and will receive the SSGP grant directly from CDSS. If survivors have questions about the SSGP, they may contact SSGP at 1-800-759-6807, or for the speech- or hearing-impaired, TTY 1-800-952-8349.

OTHER FEDERAL & STATE SUPPORT

- **For assistance with recuperating any federal documents (social security, immigration documents, etc.),** please contact the [Office of Representative Juan Vargas](#). You can send an email to Field Representative, Edgar E. Gonzalez at edgar.gonzalez@mail.house.gov with your request.
- **For assistance with DMV (fees being waived currently), CalFresh, Department of Insurance, help with dealing with insurance companies, Department of Justice,** or other state resources, please contact State Senator Stephen Padilla's office at (619) 409-7690 or jessie.schmitte@sen.ca.gov.
 - **The one-week waiting period for unemployment insurance is suspended** as to all applicants who are unemployed as a direct result of these winter storms and apply for unemployment insurance benefits during the time period beginning December 21, 2023, and ending on the close of business on June 21, 2024, in San Diego and Ventura counties, and who are otherwise eligible for unemployment insurance benefits.
 - **DMV Fees are suspended** with regard to any request for replacement of an identification card, driver's license card, vehicle registration certificate, certificate of title, or registration stickers, by any individual who loses such records as a result of these winter storms in San Diego and Ventura counties.
 - **DMV Fees are suspended** with regard to any registration or transfer of title by any individual who is unable to comply with those requirements as a result of these winter storms in San Diego and Ventura counties.
 - **State Fees are suspended** with regard to any request for copies of certificates of birth, death, marriage, and dissolution of marriage records
- **Request a Replacement for your lost Passport.** The City of San Diego is waiving the fee for processing Passports. Flood survivors are encouraged to visit the [U.S Department of State Replacing Your Passport After a Disaster webpage](#) for details on eligibility for the replacement of passports. Individuals needing assistance with completing the forms may visit the Office of the City Clerk during business hours in the lobby at the City Administration building City Administration Building located at 202 C Street, San Diego, CA 92101. No appointment is necessary, but you can [Request an appointment here](#) or call [619-533-4000](tel:619-533-4000).
- **IRS Tax Relief:** [Tax filing and payment deadlines extended to June 17, 2024](#) for individuals and businesses affected by severe storms. To see if you qualify, or for more information, please check with the [FTB](#) or the [IRS](#) for the most recent information.
- **Disaster Unemployment Assistance (DUA) now available to San Diego County workers impacted by severe winter storms.** FEMA has determined that individuals in San Diego County who lost work or self-employment as a direct result of impacts caused by severe storms and flooding in the area, designated as the disaster area under Declaration FEMA 4758-DR, are now eligible to apply for federal DUA benefits. Eligible individuals who were unemployed as of January 28 can have their benefits backdated to cover the entire period

they were unemployed as a direct result of the disaster. **The last payable week of this emergency benefit ends August 24, 2024. DUA benefit claims for individuals from San Diego County must be filed by April 2, 2024.** Learn more at [Disaster-Related Services](#).

- The fastest and easiest way for people to apply for DUA is to use EDD's [UI Online application](#), which is available in English, Spanish, Simplified Chinese, Traditional Chinese, and Vietnamese.
- Individuals seeking DUA benefits can also get assistance at [local job centers](#)
- People can apply for DUA by phone between 8 a.m. and 5:00 p.m., Monday through Friday, except holidays: English and Spanish: 1-800-300-5616

STORM RECOVERY LOCAL ASSISTANCE CENTER

- The City of San Diego has set up a **virtual** Local Assistance Center / online resource hub: <https://www.sandiego.gov/recovery>.
- [Click here for a list of services](#)
- [County of San Diego Storm Recovery Resources](#)

TEMPORARY LODGING/ RENTAL/ HOUSING ASSISTANCE

- [San Diego Housing Commission Flood Recovery Program Application](#)
 - For residents displaced by January 2024 torrential winter storms
 - SDHC will promote housing stability for **displaced City of San Diego families** in their former homes or to establish new leases in new housing. Individuals and families must be eligible for and have been enrolled in the County of San Diego's Emergency Temporary Lodging (ETL) program as of May 23, 2024, to qualify for SDHC's financial assistance program. Families who were ineligible for FEMA assistance will be prioritized for financial assistance.
 - Families who were eligible for Federal Emergency Management Agency (FEMA) assistance will receive unit search assistance. Financial assistance from SDHC would likely disqualify FEMA-eligible families from receiving ongoing FEMA rental assistance, currently set at up to 18 months for rental assistance and up to \$42,500 for stabilization assistance, including, but not limited to, medical/dental, childcare, personal property and transportation. To avoid the risk of FEMA-eligible families becoming disqualified from FEMA assistance by receiving duplicate assistance, SDHC will provide unit search assistance to help locate a new home that can be secured using the family's FEMA financial assistance. This will allow FEMA-assistance recipients to dedicate their FEMA financial awards toward housing expenses. If additional financial assistance beyond FEMA financial awards is needed to restabilize in housing, SDHC may provide gap financial assistance to cover documented housing expense needs not covered by FEMA financial awards. Assistance to FEMA-eligible families will only be considered after all FEMA-ineligible families have been assisted and will be based on funding availability.

NEW

- **HUD Announces Disaster Assistance for FHA Homeowners**
 - Was your home or your ability to make your mortgage payments harmed by an event that the President declared a disaster? You may qualify for relief to help you keep your home. Much of the mortgage industry and The United States Department of Housing and Urban Development are committed to assisting borrowers whose lives and livelihoods are thrown into turmoil by a disaster.
 - If you can't pay your mortgage because of the disaster, your lender may be able to help you. If you are at risk of losing your home because of the disaster, your lender may stop or delay initiation of foreclosure for 90 days. Lenders may also waive late fees for borrowers who may become delinquent on their loans as a result of the disaster.
 - If you have a conventional mortgage, you are strongly encouraged to contact your lender for further information, and to see if you are eligible for relief.
 - If you have an FHA-insured mortgage, please continue reading to find out what options may be available to you. [Learn more here.](#)
 - [Review this fact sheet about HUD Assistance.](#)

- **FEMA rental assistance (see FEMA ASSISTANCE section for details on how to apply):** is a temporary grant to survivors to pay for somewhere to live while they repair or rebuild their home. For renters, it may provide a solution while their home is under repair or while they look for a new place to rent. A Rental Assistance grant may cover:
 - Funds for temporary housing while you are unable to live in your home.
 - Funds can be used for security deposits, rent and the cost of essential utilities such as electricity, gas and water.
 - They may not be used to pay for cable or Internet.
 - Lodging Expense Reimbursement may be available to those who incurred out-of-pocket expense for staying at a hotel/motel or other short-term lodging.
- [Review Rental Assistance and Continued Rental Assistance Frequently Asked Questions here.](#)

- **County Announces Transition Plan for Emergency Temporary Lodging Program**
Participants. Visit the [County News Center](#) to learn more.
 - More than 800 households will be transitioning from the County's Emergency Temporary Lodging program on or before May 11. The Emergency Temporary Lodging Program was created as a bridge to provide temporary lodging for those displaced by the January floods...Starting Tuesday, April 2, letters will go out to program participants who may no longer be eligible to remain in the Emergency Temporary Lodging Program. The letter will notify them they are currently ineligible for the program and if they remain ineligible, their reservation will expire in seven days.
 - One hundred and sixty-nine households have not answered phone calls or responded as of March 29. To register with FEMA, call the FEMA hotline at **1-800-621-3362** or go to [disasterassistance.gov/](#).

- All households have been grouped into one of three categories, those who need to transition from the program within seven days, 14 days, and those who can remain in the program up to May 11.
- **NOTE:** Those who will be asked to transition from the program within seven days are households who the County does not have a record they registered for FEMA aid, violated the code of conduct, did not have documentation their home was impacted by January flooding, and did not submit proof of claim filed to homeowners or renters' insurance.
- If you are a County Emergency Temporary Lodging program participant with questions concerning your eligibility for assistance through FEMA, please call **858-715-2255** as soon as possible. County Disaster Service Workers will be prepared to answer questions and provide guidance when the packets are handed out. Staff will be returning phone messages over the weekend.

NEW

- **San Diego Housing Commission In-Person Assistance**

- The San Diego Housing Commission will be at the Jackie Robinson YMCA from 4 PM to 8 PM to provide financial assistance.

NEW

- **Housing navigation available through Logan Heights CDC**

3040 Imperial Ave. SD CA 92102 | (619)858-0563 | Info@loganheightscdc.org

Hours of operations: 9-5pm | Walk-in Wednesdays welcome 9-5pm

- Now at the Ramada Inn on Wednesdays, Thursdays, and Fridays

- **CSA San Diego County provides assistance on Fair Housing Discrimination, Fair Housing Education, Landlord, Tenant Assistance, and First Time Home Buyers Education.**

327 Van Houten Ave. El Cajon, CA 92020 | 619-444-5700 | Outreach@c4sa.org

- **Coordinated Eviction Prevention System: [Apply HERE if interested.](#)**

- City Heights CDC has launched the Coordinated Eviction Prevention System Program to support eligible low-income households in the County of San Diego with the goal of preventing renters from receiving an eviction notice. The services offered range from case management to wrap around supportive services. Please note that this is not a rental assistance program. Filling out this form does not guarantee you will receive services.

Coordinated Eviction Prevention System (CEPS) Program

The services offered range from case management to wrap around supportive services.

Those eligible to apply must:

- Reside in San Diego County
- Currently not have any form of eviction notice
- Must qualify as a low-income household according to the income limits below

Family Size	Maximum Family Income (40% AMI)	Family Size	Maximum Family Income (40% AMI)
1	\$38,600	5	\$59,550
2	\$44,100	6	\$63,950
3	\$49,600	7	\$68,350
4	\$55,100	8	\$72,750

For more information, please contact ceps@cityheightscdc.org

City Heights CDC has launched the CEPS program to support eligible low-income households in the County of San Diego with the goal of preventing renters from receiving an eviction notice.

*This is not a rental assistance program

Apply Today:

www.cityheightscdc.org/cepsprogram

Scan the code to apply via the interest list

This program is funded by County of San Diego, Department of Homeless Solutions & Equitable Communities.

- **Please note:** This is an interest list, and a City Heights CDC staff member will be reviewing applications based on the order they were received and reaching out to households to complete a screening and request additional documentation to determine eligibility.
- Those eligible to apply must: 1) Reside and be renting in San Diego County. 2) Currently not have any form of eviction notice. 3) Qualify as a low-income household according to the program income limits. The program will be verifying low-income status.

TRANSPORTATION

- **Facilitating Access to Coordinated Transportation (FACT)** www.factsd.org | (888) 924-3228
 - FACT offers rides in San Diego County for seniors aged 60+, persons with disabilities, students, veterans, and other residents who need assistance to make essential trips for medical needs or grocery needs
 - To arrange for a ride, call between 8:00 am and 3:00 pm, Monday – Friday
 - Please have the name(s) of the rider(s) to be transported, the pick-up address and time, and specify if any rider uses a mobility device such as a wheelchair or scooter
 - Rides are available on a first-come, first-served basis
 - Call at least one day ahead, if possible, to arrange for a ride
- **FREE PRONTO PASSES:** Council President Elo-Rivera in partnership with MTS is providing free transit passes for our flood-impacted community members. If the storm flooding has affected your primary mode of transportation call MTS customer service at 619-557-4555 for information about reduced fare options and trip planning.
- **The United Taxi Workers San Diego** is helping impacted residents get to the temporary shelter at no charge. To schedule a ride, call 619-280-4444 or download the Ride United (Passenger) application on your mobile phone. Residents seeking services should provide their pick-up location address and select "Balboa Park Municipal Gym" or "Mountain View Community Recreation Center" as their drop-off location.
- **Locate Your Vehicle** by using the [AutoReturn Online Search tool](#) or calling 858-495-7830. To help return the streets and public property to pre-storm conditions, vehicles may be towed/impounded in order to complete street repairs, cleaning, debris removal and other necessities. Towing, impounding and storage fees for flood-related impounds will be waived by the City for up to 30 days.

FREE LEGAL ASSISTANCE

- **Uprise Theatre:** Speak with an attorney about FEMA applications and denials, evictions, insurance appeals and small claims. Contact Annie Rios, Esq at uprisetheatre@gmail.com or 619-821-5340. If there is no answer, please leave a voicemail.
- **Legal Aid Society of San Diego** or call 1-877-534-2524 Monday through Friday 9AM - 5PM.
 - [What tenants and landlords need to know](#) - Flood related damage to residential rental housing from Legal Aid Society.
 - [Guides to Emergency Resources](#)

- CalOES [Disaster Legal Assistance Hotline](#): Free hotline for people affected by natural disasters in California. Call (888) 382-3406, leave a voicemail and an attorney will call you back. For more information, [click here](#).
- **FREE Disaster Legal Services Hotline** for issues in relation to FEMA, SBA, Landlord/Tenant, Scams, Disability, and Contracts: (877) 534-2524
 - [Flyer in English](#)
 - [Flyer in Vietnamese](#)
 - [Flyer in Tagalog](#)

REBUILDING / RECOVERY

- Review the [Survivor's Road to Recovery](#)
- [City of SD Building Permit Fees are being WAIVED](#)
 - If you are in the process of reconstructing or repairing damaged structures due to flooding, submit a permit application at sandiego.gov/DSDportal
 - For permit-related Customer Service, please contact 619-446-5000, Monday through Friday, from 7:30 a.m. to 3 p.m.
- [What Permits Do I Need?](#)
- [Check a Contractor License or Home Improvement Salesperson \(HIS\) Registration](#)
- [Frequently Asked Questions](#)
- [Recovering Lost Animals](#)

Environmental Health Coalition - Healthy Homes Program





About the HHH Program:

The Holistic Healthy Homes (HHH) Program will provide 25 qualifying homes in Logan and surrounding neighborhoods with \$200,000 worth of upgrades per home.

The program's goal is to keep our neighbors in their homes by creating healthy, climate-resilient homes for community members most impacted by climate change and air pollution.

Do YOU qualify?

- Own your home
- Live in the designated area
- Meet the income requirements

Home upgrades include:

Roof Repairs ✓	Electrical Panel Upgrades ✓
Gas Stove to Electric Upgrade ✓	Solar Panels ✓
Air Purifiers & Monitors ✓	Weatherization ✓
Solar Power Storage ✓	And more! ✓



bit.ly/HHHJune

RSVP NOW!

Contact Laura with any questions
(619) 768-8047
LauraB@environmentalhealth.org



Acerca del programa HHH:

El Programa Holistic Healthy Homes (HHH) proporcionará a 25 viviendas calificadas en Logan y los vecindarios circundantes mejoras por valor de \$200,000 por vivienda.

El objetivo del programa es mantener a nuestros vecinos en sus hogares mediante la creación de hogares saludables y resilientes al clima para los miembros de la comunidad más afectados por el cambio climático y la contaminación del aire.

¿TÚ calificas?

- Sea dueño de su casa
- Vivir en el área designada
- Cumplir con los requisitos de ingresos.



bit.ly/HHHJune

¡CONFIRMA TU ASISTENCIA!

Contacta con Laura con cualquier duda.
(619) 768-8047
LauraB@environmentalhealth.org

Transformative Climate Communities has provided funds for the Holistic Healthy Homes Program. This money will provide roofing, electrical panel upgrades, electric stoves, air

purifiers, weatherization, landscaping and more to a limited number of homeowner occupied homes in limited areas of southeastern San Diego from Barrio Logan to Emerald Hills/Encanto.

RELIEF FOR BUSINESSES AND OCCUPATIONAL SUPPORT

The San Diego Workforce Partnership may be able to provide your business with relief funds for a variety of purposes including temporary hiring for damage repairs, on-the-job training and upskilling your current staff. Call them at (619) 404-HIRE (4473) or email business@workforce.org to see how you can work together to get you relief and help flood-impacted workers get back to work.

You may qualify for financial assistance if:

- Your employees were unable to show up to work because of road or business closures, or power outages due to the floods.
- Your business had to close for any period of time because of the floods
- Your business experienced property damaged by the floods
- You or your employees suffered personal injury caused by the floods
- Your business experienced any financial or traumatic consequence because of the flood

Funding may support you with access to:

- On-the-job training
- Temporary work
- Employer-led new hire training
- Upskilling your staff
- Layoff prevention

Support for Flood-Impacted Job Seekers from SD Workforce Partnership

Are you a job seeker who was impacted by the floods? You may be eligible to receive emergency relief funds and access to job opportunities to help you return to work.

- **Emergency Funds for**
 - Housing allowance
 - Utility bills
 - Transportation allowance
 - Childcare allowance
 - Legal aid
- **Employment Assistance**
 - Temporary work
 - On-the-job training
 - Upskilling

To qualify, individuals must live in San Diego County, have been affected by the recent flooding, and meet any of the following criteria:

- You are unable to earn income as a result of the floods
- You are currently receiving unemployment insurance or have received unemployment benefits within the last year
- You have received notice of termination or layoff

Call (619) 319-WORK (9675) or email hello@workforce.org to learn more. Multi-language support is available for non-English speakers. Scroll down this page to see other resources for flood-impacted San Diegans.

HEALTH & MENTAL HEALTH RESOURCES

Health Resources

- **Prescription Assistance:** [ENGLISH Flyer](#)
- [Safe Drug Use After a Natural Disaster](#)
- [Managing Insulin in an Emergency \(cdc.gov\)](#)
- Chemo & Mental Health Support: Please contact Many Shades of Pink at Wendy@mysop.org
- [COVID-19 Treatment & Resource](#): fill out this form to get connected to free COVID-19 treatment and resources by JIREH Providers.

Mental Health Resources

- **National Suicide Prevention & Mental Health Crisis Lifeline:** Call **#988**
- **Disaster Distress Helpline:** Toll-free, multilingual crisis support service available 24/7 for those experiencing emotional distress related to natural or human-caused disasters. Call or text **1-800-985-5990**. The helpline staff may provide confidential counseling and other needed support services, or immediately connect callers to trained professionals from the nearest participating mental health center. Callers can connect with counselors in more than 100 other languages via third-party interpretation services by indicating their preferred language to the responding counselor.
- **Jackie Robinson YMCA:** 151 YMCA Way, San Diego, CA 92102; **619-866-5484** Resource team can be reached at counselingservices@ymcasd.org for connection to mental health support or referral navigation.

Did your medications get lost or damaged in the flood?

If you have Medi-Cal Health insurance, call Medi-Cal Rx.
Medi-Cal Rx Customer Service
800-977-2273

If you need help replacing medical equipment, or have other health needs, call your Customer Care line at your Medi-Cal health plan:

Blue Shield Promise
800-605-2556 (M-F)
800-609-4166 Nurse Advice Line

Community Health Group
888-244-4430

Kaiser
855-839-7613
or call your doctor's office.

Molina
888-655-4621
888-275-8750 24-hour Nurse Number

If you have other health insurance, you can call the customer care line or call **2-1-1** for further assistance.

COUNTY OF SAN DIEGO

- **Call the San Diego Access and Crisis Line (ACL)** at **1-888-724-7240** for emergency crisis support.
- **Open Heart Leaders** is also providing Mental Health Support, (**1 on 1, group therapy and case management**) services and programming. Complete an [Intake form here](#) or call **858-256-6736** with questions. April Laster; Open Heart Leaders: 1111 6th Ave, San Diego, CA 92101
- [CalHOPE offers crisis counseling](#) after a federal declaration of emergency. It offers resources and information to help people find their way during these difficult times. Call the CalHOPE Warm Line: **(833) 317-4673** | or to chat, visit calhopeconnect.org.
- [Bayview Crisis Stabilization Unit](#) is a mental health walk-in clinic located in South Bay that provides safe & confidential 24-hour supportive service, and linkages to long-term care. Bayview CSU is open to the public and no appointment is ever needed.
 - Location: 330 Moss Street, Chula Vista, CA 91911
 - Phone number: 619-585-4679



Bayview Crisis Stabilization Unit
 Bayview CSU is a mental health walk-in clinic located in South Bay providing safe & confidential 24 hour supportive services, and linkages to long-term care. Bayview CSU is open to the public and no appointment is ever needed!

Services Offered:

- Urgent mental health care
- Medication refills
- Linkages to counseling
- 24 hour translation services
- Referrals to Substance Use treatment centers
- Referrals to case management

WALK-IN'S WELCOME!

We can support:

- Anyone 18 and up regardless of insurance status.
- Anyone experiencing challenges due to stress, anxiety, trauma, depression, PTSD, Bipolar Disorder, Self-harm, Suicidal Ideation, and those needing to decompress.
- All major insurances. Including those who are uninsured, or undocumented.

LOCATION:
 330 Moss Street
 Chula Vista CA 91911
 (619) 585-4221
 Fax: (619) 585-4679

OPEN
 24 HOURS,
 7 DAYS A WEEK

@bayview.csu

Logos: City of Chula Vista, Live Well Chula Vista, Bayview Crisis Stabilization Unit

Youth Services for Mental Health/ Addiction Services

- McAlister East Teen Recovery Center: 550 Fesler Street, Suite G-1, El Cajon, CA 92020 619-588-536; Etrc@mcalisterinc.org
- Adolescent Residential Group Homes: 1400 N. Johnson Ave. Suite 101, El Cajon , Ca 92020 619-442-0277
- Charlotte Macera NPI#1104401330; SUDRC McAlister Institute C:619-777-9561 | O:619-465-7303 x2812 | Charlotte.macera@mcalisterinc.org
- James Wiley Jr; 619-964-8297; james@reelteens.org
- Jenee Peevy- Coordinator, System of Support Whole Child and Community Design San Diego County Office of Education; O: 858-298-2105 C: 619-818-3043

Wellness Services

- Vision Culture Foundation: 2440 Highland Ave. / Contact RJ at 619-247-4592 or rj@visionculture.com
 - Men's Group
 - Women's Group
 - Youth Art Therapy

- Parental Support

BASIC NEEDS RESOURCES

Food

- **Uber Eats Voucher**
 - If you are having issues with the Uber Eats Voucher, please call this phone number: 858-715-2255
- **San Diego Food Bank** [GPS Food Locator Map](#)
- **Meals on Wheels** is a program that delivers meals to individuals at home who are unable to purchase or prepare their own meals. If you or anyone you know are over the age of 60 and in need of delivery services please click [here](#) or call (619) 260-6110.

Showers (towels & toiletries provided):

- Jackie Robinson Family YMCA - 151 YMCA Way, San Diego, CA 92102

Clothing/Blankets/Food/Water/Toiletries (NEW & GENTLY USED):

- **Jackie Robinson Family YMCA (151 YMCA Way, San Diego, CA 92102)** have clothing, shoes, blankets, diapers, and toiletries available.
- **Shariah's Closet** provides emergency clothing and hygiene products for individuals and families who are experiencing financial hardship or crisis. Individuals must [submit an emergency clothing request form](#).
- **Mountain View/Beckwourth Library (721 San Pasqual St., San Diego 92113)** Donated household items are also available to residents affected by the storm, including toiletries, cleaning supplies, baby diapers and formula.
- **For Gompers Preparatory Academy families and students ONLY** (due to limited supplies and capacity), pick up free clothing at the GPA main office from 8:30am - 4pm.
- **Southcrest Recreation Center, Teen Room Center (4149 Newton Ave, San Diego, CA 92113)** is distributing clothing, blankets, toiletries, food, water, and other resources for families affected.

Support for Older Adults, Ongoing Wellness & Financial Support

- Jewish Family Services [RESOURCES AVAILABLE FOR SAN DIEGANS RECOVERING FROM FLOODING](#). Call JFS Access line at (858) 637-3210 and leave a voicemail that includes your name, phone number, and a short request for the kind of help you are looking for. **Please also include if you've been directly impacted by recent flooding.**
- **ElderHelp** is expanding its Housing Support Fund program to help seniors that were impacted by the recent flood on 1/22. While the basic program assists with covering costs related to moving, including expenses like a security deposit or hiring a moving company, the Flood Impact component will provide a direct payment of **\$2,000** to one senior

applicant per household. Certain restrictions apply. Please refer to the flier for further details (in both [English](#) and [Spanish](#).)

Internet Access

- The Mental Bar (**6325 Imperial Ave Suite 103, San Diego, CA 92114**) - Open daily 7AM - 4PM - offering a space for community members to connect and use the internet for school or work.
- [SDAccess4All Program](#) - List of public facilities with open public Wi-Fi

REPORTING, COMMUNITY CLEAN UP & HEALTH SAFETY

- **To report flooding:** Please contact the City's dispatch center Station 38 → 619-527-7500
- **Report Clogged Storm Drains:** If you see a City storm drain is clogged, report it using the Get it Done app or by calling 619-527-7500.
- **FREE Debris Assistance Program:** City of SD is helping make construction and demolition debris removal safer, easier, and faster for residents and businesses. [Learn more here](#).
- **Request Bulky Item Pick-Up:** The City of San Diego Environmental Services Department will be accumulating bulky trash and debris starting in Southcrest, Mountain View, and other neighborhoods. Residents can report bulky items left in the public right of way via the [Get It Done](#) app under the “illegal dumping” category OR call 858-694-7000. Email at taylorlork@sandiego.gov after you submit your report.
- [Cleaning up after a flood](#)
- [Respiratory Protection for Residents Reentering and/or Cleaning Homes that Were Flooded \(cdc.gov\)](#)
- [Mold Removal Guidelines Following A Flood](#)
- [Mold, Moisture, and Your Home](#) - a brief guide

FILING CLAIMS

- **The CA Dept of Insurance** has trained staff who can help with insurance complaints, many of whom were licensed agents. The CDI toll-free hotline number is: 1-800-927-HELP(4357).
- **Navigating Home Insurance Coverage Documents:** to verify coverage for assistance, contact Kristina@bucknergrouppca.com or call 619.807.8946
- [Flood Insurance Resources](#)
- [Alert San Diego - Insurance Resources](#)
- [How to Start Filing Your Claim](#)
- [How to Document Damage](#)
- **City Risk Management / Liability Form Claims** can be filed here: <https://www.sandiego.gov/riskmanagement/services/liability/fagg>
- **Filing a price gouging complaint:** <https://www.sdcda.org/content/preventing/consumer-protection/Citizen%20Complaint%20Form.pdf>

PREPARING FOR FUTURE STORMS/DISASTER RESPONSE

- [5 Steps to Disaster Preparedness](#)
- [Where to get sandbags](#)
- [Register for Alert San Diego Emergency Alerts](#)
- [FEMA training \(CERT\) program](#) - The Community Emergency Response Team (CERT) program educates volunteers about disaster preparedness for the hazards that may occur where they live. If you are interested in taking the CERT training, you can use the search engine to [find a program near you](#).

WHERE TO DONATE

- [YMCA's Flood Relief Fund](#): Help the YMCA provide housing vouchers, warm showers, essential programming and access to resources.
- The City of San Diego has a donation site at **Mountain View/Beckwourth Library**, open Monday through Saturday, noon - 5:30pm. Clothing donations will NOT be accepted.
- [Chicano Federation of San Diego County](#) - funds will help provide safe shelter, food, transportation, and essential supplies to over 60 people.
- [20+ San Diego Flood Relief Fundraisers](#) - list of people and entities who are requesting disaster relief donations around San Diego
- [GoFundMe's list of verified fundraisers](#) (**select California/San Diego**) - a centralized hub featuring all verified fundraisers related to the flooding in SD County. You can search fundraisers on the hub by city and state.

Tips from Dr. Akilah Weber's Office - "Top 10 Tips for People Affected by Winter Storms *Provided by the CA Department of Insurance*

- 1) Obtain a complete copy of your residential homeowners' insurance policy, including your declarations page. The law requires your insurance company to provide this to you free of charge within 30 days of your request. Review the definitions section of the policy including types of water damage that is covered and excluded. Ask your agent or insurance company representative to explain how much coverage you have and how to most effectively claim your benefits.
- 2) Homeowners policies do not cover flood damage, but they may cover other kinds of water damage. For example, they would generally pay for damage from rain coming through a hole in the roof or a broken window, as long as the hole was caused by strong winds or any other covered exposure listed in the policy. If there is water damage, check with your insurance company representative as to whether it is covered.
- 3) Damage caused from fallen trees are generally covered under all standard homeowner policies. There may be exceptions. Please consult with your agent or your insurance company.
- 4) Damaged vehicles as a result of flood or fallen trees are generally covered under the "Comprehensive" or "Other than Collision" portion of the auto policy. Check your auto insurance declaration page to see if this optional coverage was purchased and in effect at the time of loss.
- 5) Check your deductible and assess the situation. If the damage is below the deductible, the insurance company would not be obligated to pay. Of course, move forward to report the damages to your insurance company if the damages exceed your deductible.
- 6) Make temporary repairs to prevent your property from further damage. Take pictures and keep records of all clean up and repair costs. Don't make permanent repairs until the insurance adjuster sees the damage.
- 7) Document all of your conversations with your insurance company/adjuster about your claim and policy limitations in a dedicated "claim diary." If your adjuster says something is excluded, limited, or subject to certain conditions, ask the adjuster to point out the specific provision in your policy being cited.
- 8) Get at least one estimate or bid on the cost to repair your home to get a reasonable sense of the actual cost as compared to your coverage limits. This estimate can be compared with an estimate prepared by your insurance company.
- 9) Before you hire a contractor, check their licensing status, including any complaint registered with the Contractors State License Board. View the CDI's electronic brochure Don't Get Scammed After a Disaster.
- 10) Call the Department of Insurance Hotline at 800-927-4357 or through online chat at: insurance.ca.gov

Please note: These tips are for general guidance only and are not a substitute for legal advice.

[Flood Insurance Resources](#)

[How to Start Filing Your Claim](#)

[How to Document Damage](#)