

Storm and Flood Recovery Response

All-Sector Telebriefing

March 13th & 14th, 2024

Q&A Report

Topic	Question	Answer
Behavioral Health	Are the behavioral health services at the assistance centers and through the Access & Crisis Line only for folks with serious mental illness?	<p>Generally, services provided by the County are available for individuals who are eligible for MediCal and have severe mental illness. However, if you are in need of care, please do not hesitate to contact the Access & Crisis Line and they can provide connections to care-based services depending on your unique needs. Anyone can call the Access & Crisis Line at 1-888-724-7240 or by dialing 9-8-8.</p> <p>For individuals in the Emergency Temporary Lodging program, Open Heart Leaders is offering individual and/or group therapy. Visit www.openheartleaders.org to learn more.</p>
Behavioral Health	Can you provide information on mental health services as well as the Access & Crisis Line?	<p>If you or someone you know is experiencing any sort of mental health symptoms such as feeling down, depressed, anxious, or just feeling like you need to speak to someone, please reach out to the Access & Crisis Line at 1-888-724-7240 or 9-8-8, and you will be immediately connected with a trained professional who can walk you through and connect you to resources to make sure your needs are being met. Whether you go through private insurance or the County's MediCal system, we will share any of our available services with you.</p> <p>Even if you are unsure of what you or someone else might need or do not know where else to turn, please do not hesitate to reach out to the Access & Crisis Line. You are welcome to share how you are feeling and mention that you are not sure what to do, and the Access & Crisis Line team will help navigate you towards the right resources to meet your needs. It may be something that can be resolved over the phone, or the Access & Crisis Line team may provide a referral or can assist in dispatching crisis response services if determined appropriate to the situation.</p> <p>The mobile teams can come out as long as there is not a medical emergency or threat of violence, as they are a non-law enforcement team. The Access & Crisis Line is the primary deployment method for these sites, so an initial assessment will be done by them to see if the situation meets</p>

		the criteria – if met, a mobile team will be dispatched to your area.
Case Management	Are families in temporary lodging currently receiving case management services? If not, who should we connect them to?	Yes, Equus is providing regular case management phone calls. They can also call the Equus Emergency Temporary Lodging line at 760-696-9670 .
Case Management	Who should clients report to if they were placed in a hotel but have not been offered case management services?	Equus maintains a general line for direct contact with a case manager. This would be the easiest way to reach a case manager and they will be contacted on a regular basis. If they missed the first contact attempt, Equus will follow up with them. The Equus Emergency Temporary Lodging phone number is 760-696-9670.
Disaster Recovery Center	Can we get some more information on the Disaster Recovery Centers as well as their locations?	<p>Disaster Recovery Centers are opened by FEMA and allow you not only to register, but also to talk to someone, ask questions, and provide paperwork that may be needed.</p> <p>Disaster Recovery Centers: Mountain View Community Center 641 S Boundary St SAN DIEGO, CA 92113 Get Directions</p> <p>Spring Valley Library 836 Kempton St SPRING VALLEY, CA 91977 Get Directions</p> <p>The hours of operation are 10 AM – 7 PM, 7 days a week, and they will be open through April 19th.</p>
Financial Resources	Are there any organizations that will help with furniture replacement?	FEMA assistance can take care of that. If you are not eligible for FEMA, you can reach out to Volunteer Organizations Active in Disaster (VOAD) for assistance at 1-800-621-3362 or via email at socalifvoad@gmail.com . VOAD is working with commercial partners to get more donations so that they can increase the amount they provide.
Financial Resources	Can someone request recovery support on behalf of a property owner?	<p>In order to assist a property owner through the recovery process, the first thing you need to do is have them register with FEMA. This can be done by a third party such as power of attorney, a family member, or an advocate.</p> <p>After registration is complete, a written consent form or release of information form will need to be completed so that you can continue to advocate for that individual.</p> <p>To register and find out how you can receive support for either yourself or someone else, call 1-800-621-FEMA (3362), visit a Disaster Recovery Center in-person, or register online at disasterassistance.gov.</p>

		<p>The application deadline is April 19th, 2024, and assistance may be provided for up to 18 months after the date of declaration, or until August 19th, 2025.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>Can you go over Disaster CalFresh? The application process for that closes on Friday 3/15/24, correct?</p>	<p>The application deadline was extended to Friday 3/22/24, and applications will be accepted until the end of the business day. The application for Disaster CalFresh is a bit different from the regular CalFresh application. There are a several ways that residents can apply. You can call our Access Call Center at 866-262-9881, visit either of the two local Disaster Recovery Centers, or you can come into any of our Family Resource Centers. The Disaster CalFresh application tends to be a lot quicker and shorter than the regular CalFresh application.</p> <p>We also understand that residents may have misplaced documents or information. The primary information we need is identification. If you would like to apply for the program, identification verification is required. However, if your I.D. has been damaged or lost in the floods, we can work with you on that. Typically, we are able to get our applications processed and EBT cards issued on-site or on the same day for anyone who comes in to apply.</p> <p>Disaster Recovery Centers: Mountain View Community Center 641 S Boundary St SAN DIEGO, CA 92113 Get Directions</p> <p>Spring Valley Library 836 Kempton St SPRING VALLEY, CA 91977 Get Directions</p>

<p>Financial Resources</p>	<p>Does FEMA help pay for funeral expenses?</p>	<p>Yes, FEMA does help pay for disaster-related deaths and expenses that have happened as a direct or indirect result of the disaster. You would register with FEMA as you would for other disaster-related assistance. You can do so online, via phone, or in-person at one of our Disaster Recovery Centers.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>How can I replace water damaged furniture that might be covered by a warranty?</p>	<p>The first thing you should do is reach out to the company you have a warranty with. After that, the best way to receive assistance for flood damage is to register with FEMA for financial assistance. That will start the process and you can see what assistance you are eligible for.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>How can someone verify their identity [for FEMA assistance] if documents were lost/destroyed?</p>	<p>Most people's identities are verified through an automated process where, after you register, the computer system uses another system to determine whether or not we can verify your identity. If we cannot verify your identity that way, we will send you a letter with a list of the documents that can be used. Most individuals send in a copy of their driver's license and social security card.</p> <p>If these items were lost or destroyed in the flood or you do not otherwise have access to them, you can get replacements through the state or through your local Social Security office.</p>

<p>Financial Resources</p>	<p>How many victims have been surveyed about their needs to create a County budget memo and programs?</p>	<p>If you have been affected by the flood, you likely received many surveys from the County. There are a range of survey topics, including initial damage assessment and local assistance centers.</p> <p>The most important survey is the one provided by FEMA that went out to all 4,093 individuals who registered with FEMA. People can fill this out online or at a Disaster Recovery Center.</p> <p>The County takes all of this information in addition to information acquired from community meetings and from speaking to the victims themselves. This helps form the County budget memo and focus programs to be the most efficient and provide the most assistance.</p>
<p>Financial Resources</p>	<p>Is there a flyer with details about applying for FEMA relief?</p>	<p>There are several flyers that can be found on disasterassistance.gov. This is the first step in applying for FEMA disaster relief.</p>
<p>Financial Resources</p>	<p>Is there assistance for landlords that lost rent while repairs were made to apartment dwellings as a result of the flood?</p> <p>My business experienced damages that need to be repaired and replaced – what can I do?</p>	<p>Yes, the first thing you should do is register for FEMA Assistance at disasterassistance.gov or at a Disaster Recovery Center. If you encounter one of the disaster assistance teams, they can assist you in person as well. Additionally, you can register via phone at 1-800-621-3362. Once you register for assistance, then we will refer you to the Small Business Administration (SBA) through their economic injury loan process. If you yourself have damages, please report those as well.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Once you apply, we will refer you to SBA. Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>Is the Red Cross providing replacements for damaged furniture?</p>	<p>You can reach out to VOAD (Volunteer Organizations Active in Disaster) at 1-800-621-3362 or email them at socalifvoad@gmail.com for assistance.</p>

<p>Financial Resources</p>	<p>Is there financial support available for non-profits who experienced property damage that isn't covered by insurance?</p>	<p>The County has non-profits receiving funding for rebuilding and coordinating efforts from the San Diego Foundation. If you have damage to your home and business, we encourage you to register with FEMA for financial assistance. That is the best way to get the process started.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>What areas have been canvassed for FEMA assistance and what areas are left? How long will the FEMA canvassing last?</p>	<p>FEMA brought in disaster survivor assistance teams that are still canvassing the areas that have been affected, including the shelters and emergency temporary lodging hotels. They also have representatives available to assist at both Disaster Recovery Centers.</p> <p>These centers would be the best place to register; they are open from 10 AM - 7 PM, 7 days a week, at the Mountain View Community Center in San Diego and the Spring Valley Library in Spring Valley. The centers will remain open through April 19th, 2024, with the possibility of extension.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
<p>Financial Resources</p>	<p>What is the FEMA website? My damages add up to approximately \$1000.</p>	<p>The FEMA registration website is www.disasterassistance.gov. You can also register in-person at one of our Disaster Recovery Centers or you can call them at 1-800-621-3362.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p>

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Financial Resources	What proof of flood impact/damage is required to receive [FEMA] assistance?	<p>Within 10-14 days after you register with FEMA to receive assistance, an inspector will be sent out to look at the damages. You can provide the inspector with any videos, receipts, or pictures of the acquired damages at that point, and they will take all of that into consideration.</p>
Financial Resources	Will assistance be available for those with land or property damages due to the flooding? Not including damages to the home or personal property.	<p>If you have a damaged road or bridge leading to your property, this should be registered with FEMA Assistance as well.</p> <p>FEMA Registration, Helpline, & Appeals: <i>Via phone:</i> 1-800-621-FEMA (3362)</p> <p><i>In-person:</i> Joint Disaster Recovery Centers in Spring Valley & Mountain View</p> <p><i>Online:</i> disasterassistance.gov</p> <p><i>Application deadline:</i> April 19, 2024</p> <p>Assistance may be provided for up to 18 months after the date of declaration, or until August 19, 2025.</p>
Financial Resources	Will FEMA provide assistance to non-profit organizations?	<p>No, FEMA does not provide assistance to non-profit organizations. However, the Small Business Administration disaster assistance loans may provide assistance to the non-profits, and they are co-located at both of the Disaster Recovery Centers.</p>
Financial Resources	Will the dental program [with FEMA] cover for dentures if they were lost during the flooding?	<p>If you lost your dentures during the floods, you can ask for assistance through FEMA. They will send you a letter that explains everything you need to send to them in order for them to help you replace the dentures.</p>
Food	How can I get food stamps?	<p>There are several ways that you can apply for food stamps or CalFresh, including by applying online. You may be eligible to receive food stamps by applying for CalFresh.</p> <p>You can apply for CalFresh by phone, online, in-person at one of our Family Resource Centers, or at our Live WoW mobile offices community events. For more information on how to apply, visit the Self Sufficiency Services website.</p>

		<p>There isn't one method that is better - we recommend you use whichever method is most comfortable or convenient for you.</p> <p>Click here to learn more.</p>
Infrastructure	The storm drains on my street couldn't handle the flooding, which caused a landslide that exposed plumbing pipes. Will the County be evaluating and/or offering assistance with this?	<p>Yes, blocked storm drains can be reported to Watershed Protection Program (WPP)-Flood at 858-495-5318, or they can also use the County of San Diego's free "Tell Us Now!" App. Download it from the App store, then select an area of interest, snap a quick picture and add some text on a smartphone and send!</p>
Lodging	How do I get a hotel voucher?	<p>You will need to reach out to us at the County of San Diego by visiting a Disaster Recovery Center. We will connect with you and provide direct information on how you can get enrolled in that program if you are eligible for it.</p> <p>Disaster Recovery Centers: Mountain View Community Center 641 S Boundary St SAN DIEGO, CA 92113 Get Directions</p> <p>Spring Valley Library 836 Kempton St SPRING VALLEY, CA 91977 Get Directions</p>
Lodging	There is a general misunderstanding of the hotel voucher process. What is the hotel voucher process [to ensure people's eligibility to stay in lodging is not lost]?	<p>Equus will be contacting individuals to determine ongoing program eligibility. Households are encouraged to apply for FEMA Individual Assistance and provide updates at each case work contact.</p>
Lodging	What is the deadline to apply for ETL (Emergency Temporary Lodging) support?	<p>The last day to apply for the Emergency Temporary Lodging program was February 23rd. If you meet the eligibility criteria, it is suggested that you visit one of the Disaster Recovery Centers and speak to one of our staff on site. They will help you navigate next steps.</p>
Lodging	Will people be asked to move out of hotels this week? Is the County extending their stays and resources?	<p>The County Board of Supervisors authorized additional funding and guidance on 3/12/24 to continue the Emergency Temporary Lodging program. This will now start to take shape on an individual basis as we start learning what individuals applied for, what their ongoing needs are, and what they can receive through FEMA individual assistance.</p> <p>We do not plan to ask anyone to move out on the previously published date, but we will be working on this as it was just approved on 3/12/24, and we will get a message out to the community as soon as the plan is fully developed.</p>

Lodging	Will prior hotel vouchers be extended? And/or will a new round of hotel vouchers be available?	Yes. In addition, we would like to encourage all Emergency Temporary Lodging households to apply for FEMA Individual Assistance to see what they may be eligible for.
Lodging	Will you provide support with permanent housing, Section 8, or low-income housing after vouchers expire on March 25 th ?	We are currently developing individual housing plans for each individual household and connecting them to all available resources. The most important first step for all impacted households is to apply for FEMA individual assistance to find out what you are eligible for so that it can be put into the housing plan. Housing plans will include contributions from our local housing authorities where impacted residents originally resided.
Other	Are homes and businesses sent a yearly notice to get flood insurance?	No, the County of San Diego does not send yearly notices. If you are in a flood zone or if there are flood issues, this would be a part of your property disclosures in your home purchase.
Other	How can citizens respond to the crisis of unhoused persons, who are burdened with shortage of access to food and shelter, along with exposure to the harsh elements of winter?	The relief that we are providing on this call is aimed at people who were displaced from the residences as a result of the January 22 storms and flooding. For resources on unhoused persons, please call 211 San Diego at 2-1-1 or visit 211sandiego.org .
Other	Will today's telebriefing materials be shared?	Yes, today's recording, presentation, and answers to these questions will be shared with those who signed up for our updates. You can email <i>Live Well San Diego</i> with any questions at LWSD.HHSA@sdcounty.ca.gov . A repeat of the 3/13/24 telebriefing was also held on 3/14/24 - all information presented and responses to questions received from both days will be shared. You can also sign up for our E-Newsletter for time-sensitive updates and resources here .
Volunteers	Can we have a number for VOAD (Voluntary Organizations Active in Disaster)?	You can reach out to VOAD (Voluntary Organizations Active in Disaster) at 1-800-621-3362 or email them at socalifvoad@gmail.com .
Volunteers	How do we refer to VOAD (San Diego Voluntary Organizations Active in Disaster)?	To register for or receive assistance from VOAD (Voluntary Organizations Active in Disaster), you can visit a FEMA Disaster Recovery Center . This would be the easiest way. Some County staff will also be going to each of the hotels that are used for lodging. You can also call 2-1-1 to be directed to assistance for VOAD. You can additionally connect with VOAD (Voluntary Organizations Active in Disaster) at 1-800-621-3362 or email them at socalifvoad@gmail.com .