

City of San Diego
Rancho Bernardo Local Assistance Center
18448 W. Bernardo Drive

Monday through Friday: 8am – 7pm

Saturday: 8am – 4pm

Sunday: 10am – 2pm

Change in Hours:

Special Hours Saturday, November 17 Only: 8am – 12 pm

Closed for Thanksgiving, November 22 and November 23

Closed Sundays (effective November 25)

Main Information Line: (858) 538-8129

(Rev 16 - 11/15/2007 6:30 PM)

- 1) **Councilmember Brian Maienschein**
(619) 236-6655 (Downtown City Hall)
(858) 924-9406 (Assistance Center)

- 2) **SD City Development Services/Building Permits**
The Development Services Department of the City of San Diego is offering the following services to affected residents:
 - *Building Inspection Process – learn how the inspection process will function for damaged and destroyed structures.
 - *Planning and Land Use – learn how the Planned Residential Developments will function, learn how steep slopes and other Environmentally Sensitive Land designations will affect rebuilding.
 - *Building Dept – water/sewer info, residential mechanical info, stormwater requirements, zoning information, structural info, plan check & permitting process info, information of demolition permitting, information on temporary power permits. (619) 694-8236.

- 3) **SD Environmental Services**
Information on trash collection, clean up, hauling, hazardous materials disposal, dead animal disposal. (858) 518-2776.

- 4) **Time Warner Cable - NOT STAFFED**
Information on TV, internet, digital phone, etc. Mark Farrar (858) 357-6226

- 5) **SD Fire Rescue- NOT STAFFED**
Verifications of addresses for damaged or destroyed homes within the City of San Diego. For verification call (619) 533-4400.

- 5A) Cox Cable Fire Assistance Hotline 1-888-999-6597 – NOT STAFFED
Disconnect upon request and reconnect services free of charge.
Short term displacement (30 days) to provide voicemail and call forwarding.
Long term displacement (18 Months) will provide voicemail or call forwarding, extended referral message, keep current phone number active, maintain your email address and log-in for web mail access via any internet connection.
- 6) **SD Water & Sewer**
The Water/Sewer Dept. can assist in closing water/sewer accounts, provide information regarding account changes, update mailing address, and update customer account to charge for landscaping only.
- 6A) County District Attorney’s Office- STAFFED through 11/17
Information about potential scams and fraudulent activity that unscrupulous people may try to perpetrate on you and to provide information on how to protect you from such activity. They will take down and investigate any reports of unlawful activity and vigorously prosecute those who violate the law. FRAUD HOTLINE: 1-800-315-7672.
- 6B) **Copier**
- 6C) **Salvation Army Emergency Disaster Service – HOURS: 9-4**
- 7) SDDPC – San Diego Data Processing Corporation
Staff support only.
- 8) SDPD Crisis Intervention -NOT STAFFED
- 9) **Cedar Fire Survivors**
Speak with people who have gone through this process before.
- 10) County Mental Health Services-NOT STAFFED
Information on stress and coping with loss. Mental health counseling and referral.
1-800-479-3339.
- 11) CA State Contractor License Board – NOT STAFFED
Provides guidance on verifying a contractor’s license, investigates complaints, and also provides information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, contact CSLB Disaster Hotline M-F 8AM-5PM @ 1-800-962-1125 or 24-hour automated Phone Response System 1-800-321-2752. Licenses can also be checked online @ www.cslb.ca.gov.
- 12) AT&T – NOT STAFFED
Offering free phone with prepaid minutes to anyone who has been displaced due to the wildfires, and has no home phone or cell phone. 1-877-722-6787 for residential service.

- 13) **CA State Employment Development Department**
 Provides weekly unemployment insurance payments for workers who lose their job through no fault of their own. If you are unemployed, or working less than full time, have a legal right to work in the US and are ready and able to work you may be eligible to receive unemployment insurance benefits. You may contact EDD at: English 1-800-300-5616; Spanish 1-800-326-8937; and TTY 1-800-815-9387 for hearing impaired. For more information visit www.edd.ca.gov.
- If you are unemployed, disabled, or need time off to care for a seriously ill parent, child, spouse, or registered domestic partner, you may qualify for benefits. If you are an employer and have questions regarding filing your payroll tax return, assistance is available.
- 14) **State Board of Equalization/California Franchise Tax Board –NOT STAFFED**
 Board of Equalization offers extensions to file tax returns and relief of interest and penalties to taxpayers and fee payers directly affected by the disaster. Contact them @ 1-800-400-7115 (TTD/TTY 1-800-735-2929)
 Franchise Tax Board provides guidance in obtaining tax relief for disaster casualty losses. Contact them @ 1-800-852-5711 (TTY/TDD 1-800-822-6268).
- 15) **CA Dept of Insurance- NOT STAFFED**
 Can provide assistance on insurance issues and claims. Consumer Hotline 1-800-927-4357 or www.insurance.ca.gov
- 16) **CA Dept of Social Services State Supplemental Grant Program-NOT STAFFED after 11/14**
 Covers other needs assistance such as personal property, medical, dental, funeral, transportation, and moving and storage expenses. These may be offered when FEMA's Individuals and Households Program has been maximized. Contact @ 1 800 759-6807 (TTY 1-800-822-6268).
- 17) **CA Governor's Office Emergency Services (OES) and Veterans Assistance**
 Provides disaster survivor's assistance. Provides information on State Agencies resources and information. Provide Cal Vet home loan program assistance to veterans affected by disaster. Cal Vet Claims Administrator @ 1-800-626-1613 Ext 0 or Cal Vet @ 1-800-952-5626. San Diego Office: 1-866-653-2504; SanDiego@cdva.ca.gov
- 17A) **Fleet and Family Support Center – NOT STAFFED**
 Assistance and services for active and retired military (all branches).
- 18) **SDG&E-NOT STAFFED**
 Provide current information on how to restore gas and electric service, questions on billing, service, etc. Temporary power information, safety questions. 1-877-789-9866.
- 19) **CA Department of Motor Vehicles-NOT STAFFED**
 Assistance with document replacement such as Drivers' licenses, identification cards, vehicle registration certificates or certificate of title that were lost in the fires. They can also assist in obtaining forms to change the status of vehicles that were damaged or destroyed in the fire. Contact them @ 1-800-921-1117 or 1-800-777-0133, www.dmv.ca.gov/for/offices/toc_fo.htm

- 20) City of Poway (City Assets Rebuilding Efforts) – NOT STAFFED
Information for residents regarding getting back into their homes or accessing other information. (858) 668-4586.
- 21) City of Escondido – NOT STAFFED
Information for residents regarding getting back into their homes or accessing other information. (760) 746-FIRE. www.rebuildescondido.org
- 22/22B) **FEMA Individual Assistance**
Provide financial assistance for personal property, home repair, rental assistance, transportation, medical and dental assistance and other needs.
- 22A) **FEMA Hazard Mitigation**
Provides information for building with fire retardant standards; information on 100 feet defensible landscaping; and preparation for flood season after a fire disaster.
- 23) US Postal Service – NOT STAFFED
Information still on table – Official Mover’s Guide, Publications and Information Products, Passport Application).
- 24) Social Security – NOT STAFFED
Information pertaining to social security cards, SSI and retirement benefits. Information still on table.
- 25) **Internal Revenue Service**
Provide information and assistance for claiming casualty losses and information on how to file a claim now if interested. 1-800-829-1040. www.irs.gov/newsroom
- 25A) US / Department of Veterans Affairs-NOT STAFFED
Provides general VA benefits information and claims. Information on \$1,000 DAV grants for disabled veterans, VA Healthcare, VA Homeloan information and address changes for benefit checks. 1-800-827-1000.
- 26) American Red Cross-NOT STAFFED
Financial assistance for immediate emergency needs such as food, clothing and housing assistance for residents whose homes have been destroyed.
Information Line 1-866-438-4636.
- 26B) SD Housing Commission-NOT STAFFED (619) 231-9400
- 26C) Tzu-Chi-NOT STAFFED (858) 546-0578.
- 27) County Dept. of Planning & Land Use-NOT STAFFED
Emergency temporary occupancy permits for people planning to live on trailers on property in unincorporated areas. Temporary power permits, resources/information on rebuilding. (858) 694-3876.

- 28) County Health & Human Services-NOT STAFFED
Health & Human Services is providing information and referrals for CalWorks (financial assistance) Food Stamps, including Disaster Food Stamp program and Medi-Cal. Public assistance application information. 1-866-262-9881.
- 29) Aging & Independence Services-NOT STAFFED
Information on programs and services for seniors and persons with disabilities. 1-800-510-2020.
- 30) County Nursing-NOT STAFFED
Provide health evaluations, assistance to find skilled nursing facilities and obtain medical equipment and services. North Coastal Public Health Center (760) 967-4401; North Inland PHC (760) 740-4000.
- 31) County Dept. of Public Works
Debris Removal: 1-877-308-8111.
- 32) County Dept. of Animal Services-NOT STAFFED
Information on services of animals, location of evacuation sites and where food for animals can be obtained. (619) 236-4250.
- 33) County Treasurer & Tax Collector /County Assessor/Recorder/County Clerk
Property Tax Relief program requires the reassessment of property to reflect its damaged condition. The reduced value will remain in effect until such time as the property is rebuilt or repaired. (858) 505-6262; www.sdarcc.com
- 34) County Dept. of Agriculture Weights & Measures – NOT STAFFED
Assessment of production agriculture fire damage information. 1-800-694-3900.
- 35) County of San Diego Dept. of Environmental Health-NOT STAFFED
DEH is here to help facilitate permit processing for property owners to rebuild homes served by on-site sewage disposal systems recently damaged or destroyed by fire. In addition, DEH can answer questions regarding retail food facilities, public swimming pools, small drinking water systems, water wells, mobile home parks, mosquitoes, rodents or other vector issues. (619) 338-2231; 1-877-713-2784.
- 36) County of SD Building Dept.-NOT STAFFED
Information on obtaining County building permits. (858) 694-2385.
- 37) SBA – Small Business Association – Disaster Assistance 800 659-2955
Federal disaster loans for homeowners, renters and business of all sizes. Homeowners may borrow up to \$200,000 to repair or replace their primary residence. Homeowners and renters may borrow up to \$40,000 to replace personal property. Businesses may borrow up to \$1.5 million for any combination of property damage or economic injury. SBA offers low-interest working capital loans (called Economic Injury Disaster Loans) to small businesses having difficulty meeting obligations as a result of the disaster. SBA 1-800-659-2955.