

Disaster Services Directory

July 2004



San Diego County

This directory was made possible through generous grants from the County of San Diego's Health and Human Services Agency and The San Diego Foundation's After-The-Fire Fund.

INFOLINE of San Diego County
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Disaster Services Directory

July 2004

This resource directory is produced by INFO LINE of San Diego County with help from the many groups and individuals currently active in fire recovery.

INFO LINE is a partnership of the County of San Diego, the First 5 Commission of San Diego, SDG&E, and United Way of San Diego County.

To order this directory or other resource publications, contact Customer Service at 858-300-1200.



PO Box 881307
San Diego, CA 92168-1307
www.informsandiego.org
info@infoline-sd.org



INFO LINE is San Diego's help connection.

Call for free, confidential, and tailored information about community services.

619-230-0997 Greater San Diego • 760-740-0997 North County Inland • 760-943-0997 North County Coastal
800-227-0997 Outlying Areas Only • 858-300-1311 TTY/TTD • 866-4FAMILIES Toll Free, Parenting Link
Se Habla Español

PREFACE

The Disaster Services Directory is the result of INFO LINE of San Diego County's database expansion to include disaster services that might benefit San Diego County in the event of a future disaster. Information has been collected for general disaster response and recovery services, focusing on nongovernmental agencies. While INFO LINE's database expansion for this project has targeted voluntary agencies, we have included a section for governmental services at the end of the guide (see page 30).

National and international organizations whose missions include disaster relief services play a significant role in local disaster relief. Some of the national organizations listed are members of San Diego and Imperial Counties Voluntary Organizations Active in Disaster (SDI VOAD), and can therefore be contacted locally. (See the following page for a list of SDI VOAD member and affiliate organizations.) Others are members of the national VOAD and while they do not have local representatives, they may be available to provide assistance in San Diego County. Also included here are local agencies that are willing to offer their existing services at a heightened capacity in the event of a major local disaster.

This publication follows on the heels of the Wildfire Recovery Services Directory, for which information was collected in Spring 2004, focusing specifically on programs serving victims of the October 2003 wildfires. This directory takes a step back and, instead of listing programs related to wildfire recovery, lists programs and services related to general disaster response and recovery. However, it would be incomplete without information about some of the local community recovery groups which formed in the wake of the October wildfires. Although these groups have missions specific to wildfire recovery, they are citizen-led initiatives that would prove to be invaluable resources were another disaster to occur. As a result, these wildfire recovery community groups are listed on page 29.

Many agencies in San Diego County are in the process of incorporating disaster relief services into their mission statements, in conjunction with the work of SDI VOAD. As a result, we expect to expand INFO LINE's database and revise this directory, as needed, to incorporate the disaster planning and preparedness efforts of local organizations with a focus on agency capacity during disaster relief. Our goal is to present an accurate picture of voluntary, nonprofit, and faith-based organizations in San Diego County that have the ability to provide disaster relief services. Organizations that are not listed here, and that may be able to provide disaster response and recovery services in the event of a future disaster, are encouraged to call INFO LINE at 858-300-1200.

SDI VOAD MEMBER AGENCIES

Full Members

Amateur Radio Emergency Service
American Red Cross,
San Diego/Imperial Counties
California Southern Baptist Disaster Relief
Catholic Charities
Christian Reformed World Relief Committee
Community Disaster Assistance Corporation
ElderHelp of San Diego
Episcopal Community Services
Horizon Christian Fellowship
INFO LINE of San Diego County
Jewish Family Service of San Diego
Lutheran Disaster Response
Mennonite Disaster Services
Neighborhood House Association,
San Diego Food Bank
Presbytery of San Diego
Salvation Army, Sierra del Mar Division
San Diego County Veterinary
Medical Association
San Diego Firestorm
Community Recovery Team
San Diego Workforce Partnership
Scientology Disaster Response
Seventh Day Adventist Church
Society of St Vincent de Paul,
San Diego Council
Tierra Del Sol Four Wheel Drive Club
United Methodist Church, San Diego Division
United Way of San Diego County
Volunteer San Diego

Affiliate Members

County of San Diego,
Aging and Independence Services
County of San Diego,
Department of Animal Control
County of San Diego,
Health and Human Services Agency,
Public Health Nursing Administration
County of San Diego,
Mental Health Department
County of San Diego,
Office of Emergency Services
East County Action Network
San Diego County Sheriff's Department
San Diego/Imperial County Libraries
Disaster Response Network
San Diego Police Department
Crisis Intervention

For additional information about SDI VOAD, see page 22.

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HOW TO USE THIS DIRECTORY

The Disaster Services Directory is organized by service category, followed by program details:

CATEGORY OF SERVICE

AGENCY NAME

Program Name

Program Description

Focus on disaster response and recovery

Program Hours/Days

Eligibility

Intake

Languages

(Other than English, languages that are routinely spoken by program staff or volunteers)

Fees

● SITE INFORMATION

Street address of site where program staff or volunteers may be reached

Phone number for this program

Site website

Site email

Areas Served

Looking for a **specific disaster service**?

Use the Table of Contents iii

Browse the Disaster Services Listings 1-28

Looking for **wildfire recovery centers**?

Use the Wildfire Recovery Community Groups listing 29

Looking for a **specific agency**?

Use the Agency Name Index 34-35

Looking for an **overview of services and agencies**?

Use the Service Quick Reference Index 36

Looking for **government services**?

Use the Government Agencies listing 30-33

Disaster Services Listings

EMERGENCY SUPPLIES

ADVENTIST COMMUNITY SERVICES

Seventh Day Adventist, Disaster Response

Program Description

Provides immediate disaster response. Works with FEMA and the American Red Cross to set up and operate warehouses for in-kind donations received for disaster victims. Also sorts and distributes in-kind donations. Approximately five local churches are registered with the American Red Cross as shelters. Can supply translators during a disaster.

Eligibility

Services limited to disaster areas.

Intake

Phone.

Languages

27 languages spoken in various churches, including Spanish.

Fees

No fees charged.

● **ADVENTIST COMMUNITY SERVICES**

12501 Old Columbia Pike
Silver Spring, MD 20904
(877) ACS-2702 Toll-Free*
www.adventist.communityservices.org

Areas Served United States

● **SOUTHEASTERN CALIFORNIA CONFERENCE OF SEVENTH DAY ADVENTIST**

PO Box 8050
11330 Pierce St
Riverside, CA 92515
(877) ACS-2702 Toll-Free*
*A local representative can be contacted through SDI VOAD.

Areas Served Southeastern California

AMERICAN RADIO RELAY LEAGUE

San Diego Section, Amateur Radio Emergency Service (ARES)

Program Description

Provides voluntary emergency communications during a disaster. Works with disaster responders to supply communication services where no established links exist or supplements existing communication systems if they are overloaded or

disabled during an emergency situation. Also provides emergency communications among or between private and public service organizations. Up to 80 volunteers are registered and trained for emergency response in San Diego County.

Eligibility

Volunteers must have a valid Amateur Radio license issued by the FCC to register with ARES.

Intake

Phone for information. During emergency, ARES works with local agencies.

Fees

No fees charged.

● **AMERICAN RADIO RELAY LEAGUE**

225 Main St
Newington, CT 06111-1494
(619) 332-3758 Service/Intake 24/7 Emergency Number, San Diego
(860) 594-0200 Service/Intake and Administration
*A local representative can be contacted through SDI VOAD.
www.arrl.org

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Disaster Response and Recovery

Program Description

Provides emergency assistance and long-term recovery services to people affected by disaster or threat of disaster. Immediate response services include food, clothing, shelter, limited supplemental medical aid, mental health services, and response to welfare inquiries. Also coordinates trained and untrained volunteers to provide assistance. Works with long-term recovery committees to coordinate disaster recovery efforts, including case management and referrals.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in. 24-hour/7-day Emergency Services.

Intake

Phone for 24-hour emergency service or walk-in during office hours.

Languages

Spanish

Fees

No fees charged.

● **AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER**

3650 Fifth Ave
San Diego, CA 92103-4273
(800) 951-5600 Emergency Services Military and Disaster, 24 Hours
(619) 542-7642 Service/Intake Disaster Services (during business hours)
www.sdarc.org

Areas Served San Diego/Imperial Counties

CHURCH OF CHRIST DISASTER RELIEF

Church of Christ Disaster Relief Efforts

Program Description

Provides immediate response to major disasters nationwide in partnership with local Church of Christ congregations. Supplies emergency food, water, hygiene products, infant supplies, and bedding to disaster victims. May provide new beds and appliances for low-income families or those without insurance. Goods and supplies are shipped to local churches in disaster-affected areas for distribution. The amount of assistance depends on the size of the disaster and the recommendations of local churches.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

● **CHURCH OF CHRIST DISASTER RELIEF**

(615) 377-6956 After Hours
(615) 833-0888 Service/Intake/Administration
(800) 541-2841 Toll-Free
www.disasterrelieffort.org
dsastrrlf@aol.com

Areas Served

United States

CHURCH OF THE NAZARENE FOUNDATION

Nazarene Disaster Response

Program Description

Provides a network of volunteers who assist with disaster response and short-term recovery through local Nazarene churches. Works with faith-based and governmental agencies to coordinate volunteer response to disasters depending on need. Distributes donated materials during response, including food and care kits, through local groups. Recovery services may include clean up and repair in disaster-affected areas.

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish translators available for disaster sites.

Fees

No fees charged.

● **CHURCH OF THE NAZARENE FOUNDATION**

6401 The Paseo
Kansas City, MO 64131-1213
(800) 233-8962 Service/Intake and Administration
(888) 256-5886 Toll-Free
www.nazarenedisasterresponse.org

Areas Served

United States

EPISCOPAL COMMUNITY SERVICES

Disaster Response Services

Program Description

Provides emergency assistance with food, clothing, and hygiene items for disaster victims who are low income, uninsured, or underinsured. Also provides chaplaincy services for individuals and groups. Financial assistance may be available depending on the disaster and available funding.

Program Hours/Days

8:30 am till 4:30 pm, Monday thru Friday

Eligibility

Limited to disaster victims.

Intake

Phone.

● **EPISCOPAL COMMUNITY SERVICES,
WORK CENTER**

2660 Hardy Dr
Lemon Grove, CA 91945-2936
(619) 463-2754 Service/Intake
www.ecscalifornia.org

Areas Served San Diego County

HORIZON CHRISTIAN FELLOWSHIP

Horizon Disaster Response

Program Description

Provides supporting resources during a disaster. Offers the use of church facilities, food, supplies, volunteers, and trainings. Several pastors are trained in Critical Incident Stress Management (CISM), a crisis response mental health training.

Intake

Phone.

Fees

No fees charged.

● **HORIZON CHRISTIAN FELLOWSHIP**

5331 Mount Alifan Dr
San Diego, CA 92111-2622
(858) 277-4991 Service/Intake/Administration
www.horizonsd.org

Areas Served San Diego County

INTERNATIONAL AID

Domestic Relief

Program Description

Provides immediate disaster response to victims of man-made and natural disasters worldwide in collaboration with local and national churches and agencies. Distributes medical supplies, medicines, food, blankets, and other tangible resources. Volunteer work crews may be available.

Intake

Phone.

Languages

Filipino

Fees

No fees charged.

● **INTERNATIONAL AID**

17011 West Hickory
Spring Lake, MI 49456-9712
(800) 968-7490 Toll-Free
www.internationalaid.org
ia@internationalaid.org

Areas Served

Worldwide

NEIGHBORHOOD HOUSE ASSOCIATION

San Diego Food Bank, Emergency Food Assistance

Program Description

Provides agencies and individuals with a supplemental box of food. Large quantities are distributed through partner organizations. Food is usually provided to the community through agencies, but individuals may also call for assistance.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SAN DIEGO FOOD BANK**

9850 Distribution Ave
San Diego, CA 92121-2320
(858) 527-1419 Service/Intake
www.sandiegofoodbank.org

Areas Served San Diego County

**SALVATION ARMY,
SIERRA DEL MAR DIVISION**

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SALVATION ARMY, SIERRA DEL MAR DIVISION**
2320 Fifth Ave
San Diego, CA 92101-1679
(619) 231-6000 Administration
(619) 446-0262 Service/Intake Emergency
Disaster Services
www.sandiego.salvationarmy.org
Areas Served
San Diego, San Bernardino, Riverside,
Imperial Counties

SAMARITAN'S PURSE***US Disaster Relief Unit*****Program Description**

Provides immediate response and short-term recovery services for victims of disasters such as hurricanes, tornados, floods, ice storms, and fires. Operates two tractor trailer units nationally with emergency supplies and equipment. Recruits volunteers and coordinates the work of volunteer teams. Volunteer assistance with response and recovery includes clean up and land restoration. Services may last a few days or a few months.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SAMARITAN'S PURSE**
801 Bamboo Rd
Boone, NC 28607
(828) 262-1980 Service/Intake/Administration
www.samaritanpurse.org
info@samaritan.org
Areas Served
Worldwide

SENIOR COMMUNITY CENTERS OF SAN DIEGO***Disaster Response Services*****Program Description**

Disaster response services include congregate meals at agency sites and transitional housing. May also provide post disaster mental health and case management services for victims of disaster.

Program Hours/Days

7:00 am till 2:00 pm, Monday thru Friday

8:00 am till 2:00 pm, Saturday and Sunday

Eligibility

Limited to senior ages 60 years and older.

Intake

Phone.

Languages

Spanish, Tagalog

Fees

No fees charged.

- **SENIOR COMMUNITY CENTERS OF SAN DIEGO**

928 Broadway

San Diego, CA 92101-5514

(619) 235-6572 Administration

(619) 235-6538 Service/Intake

www.servingseniors.org

servingseniors@servingseniors.org

Areas Served Downtown San Diego. Some programs also serve surrounding areas.

SOCIETY OF ST VINCENT DE PAUL, SAN DIEGO COUNCIL***Disaster Response and Recovery Assistance*****Program Description**

Provides short-term and long-term disaster relief assistance. Services include disbursement of food, clothing, and household goods from local thrift stores as well as financial assistance to disaster victims. Services are provided by volunteers in San Diego County.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

- **SOCIETY OF ST VINCENT DE PAUL, SAN DIEGO COUNCIL**

Valley Center, CA 92082

(760) 751-0637 Service/Intake

Areas Served San Diego County

MEDICAL CARE AND SUPPLIES

INTERNATIONAL AID

Domestic Relief

Program Description

Provides immediate disaster response to victims of man-made and natural disasters worldwide in collaboration with local and national churches and agencies. Distributes medical supplies, medicines, food, blankets, and other tangible resources.

Volunteer work crews may be available.

Intake

Phone.

Languages

Filipino

Fees

No fees charged.

● **INTERNATIONAL AID**

17011 West Hickory

Spring Lake, MI 49456-9712

(616) 846-7490 Service/Intake and
Administration

(800) 968-7490 Toll-Free

www.internationalaid.org

ia@internationalaid.org

Areas Served

Worldwide

INTERNATIONAL RELIEF TEAMS

Disaster Relief Services

Program Description

Offers immediate response and long-term relief for disaster victims by providing volunteers and financial assistance. Skilled and semi-skilled volunteers are available for construction projects, including home repair or rebuilding, as well as debris removal and erosion control. Also provides medical training, surgical and clinical services, HIV/AIDS education, and community health worker training. Constructs clinics/hospitals and clean water and sanitation facilities.

Program Hours/Days

8:00 am till 7:00 pm, Monday thru Friday/Office.

Volunteers are available 7 days a week.

Intake

Phone.

Fees

No fees charged for labor. Materials must be provided.

● **INTERNATIONAL RELIEF TEAMS**

3547 Camino del Rio So, Ste C

San Diego, CA 92108

(619) 284-7979 Service/Intake and
Administration

www.irteams.org

info@irteams.org

Areas Served

Worldwide

FINANCIAL ASSISTANCE

INTERNATIONAL RELIEF TEAMS

Disaster Relief Services

Program Description

Offers immediate response and long-term relief for disaster victims by providing volunteers and financial assistance. Skilled and semi-skilled volunteers are available for construction projects, including home repair or rebuilding, as well as debris removal and erosion control. Also provides medical training, surgical and clinical services, HIV/AIDS education, and community health worker training. Constructs clinics/hospitals and clean water and sanitation facilities.

Program Hours/Days

8:00 am till 7:00 pm, Monday thru Friday/Office.
Volunteers are available 7 days a week.

Intake

Phone.

Fees

No fees charged for labor. Materials must be provided.

● **INTERNATIONAL RELIEF TEAMS**

3547 Camino del Rio So, Ste C
San Diego, CA 92108
(619) 284-7979 Service/Intake and
Administration
www.irteams.org
info@irteams.org

Areas Served

Worldwide

JEWISH FAMILY SERVICE OF SAN DIEGO

Disaster Recovery, Community Case Management

Program Description

Provides case managers for crisis intervention and long-term assistance to work with disaster victims. Services include help with paperwork, housing, counseling, employment assistance, temporary shelter, food, and basic household needs. Also provides financial assistance and low- or no-cost counseling for disaster victims.

Program Hours/Days

8:30 am till 5:00 pm, Monday thru Thursday
8:30 am till 4:00 pm, Friday

Eligibility

Limited to disaster victims.

Intake

Phone. Ask for Intake worker.

Fees

No fees charged.

● **JEWISH FAMILY SERVICE OF SAN DIEGO**

3715 Sixth Ave
San Diego, CA 92103-4316
(619) 291-0473 Service/Intake and
Administration
(877) 537-1818 Toll-Free
www.jfssd.org
jfs@jfssd.org

Areas Served

San Diego County.

PRESBYTERY OF SAN DIEGO

Disaster Assistance Relief

Program Description

Provides financial, volunteer, and spiritual resources for victims of disaster. Volunteers are available to assist with property clean up and debris removal. Financial assistance is available for families whose needs are unmet elsewhere.

Eligibility

Financial assistance limited to disaster victims whose needs are unmet by other sources.

Intake

Submit requests in writing, attention: DART.

Fees

No fees charged.

● **PRESBYTERY OF SAN DIEGO**

3707 Udall St
San Diego, CA 92107
(619) 224-2490 Service/Intake
www.presbytersd.org

Areas Served

San Diego County

**SALVATION ARMY,
SIERRA DEL MAR DIVISION**

Disaster Response and Recovery Services
Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SALVATION ARMY,
SIERRA DEL MAR DIVISION**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

www.sandiego.salvationarmy.org

Areas Served

San Diego, San Bernardino, Riverside, Imperial
Counties

**SOCIETY OF ST VINCENT DE PAUL,
SAN DIEGO COUNCIL**

Disaster Response and Recovery
Assistance

Program Description

Provides short-term and long-term disaster relief assistance. Services include disbursement of food, clothing, and household goods from local thrift stores as well as financial assistance to disaster victims. Services are provided by volunteers in San Diego County.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

● **SOCIETY OF ST VINCENT DE PAUL,
SAN DIEGO COUNCIL**

Valley Center, CA 92082

(760) 751-0637 Service/Intake

Areas Served

San Diego County

**TAIWAN BUDDHIST TZU CHI
FOUNDATION, USA**

Disaster Response

Program Description

Provides disaster response services to help families immediately following a disaster. Family services include emergency cash gifts, home visits, and referrals to local programs. The amount of emergency cash gifts varies depending on the disaster.

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Mandarin Chinese and other dialects depending on location.

Fees

No fees charged.

● **SAN DIEGO SERVICE CENTER**

6727 Flanders Dr, #102

San Diego, CA 92121

(858) 546-0578 Service/Intake

Areas Served

San Diego County

● **TAIWAN BUDDHIST TZU CHI FOUNDATION, USA**

206 E Palm Ave
Monrovia, CA 91016
(626) 305-1188 Service/Intake and Administration
www.tzuchi.org
info@us.tzuchi.org

Areas Served
United States

**UNITED METHODIST CHURCH,
SAN DIEGO DISTRICT**

Disaster Response and Recovery
Program Description

Provides immediate disaster response and long-term disaster recovery services in San Diego County. Receives support for disaster services from the United Methodist Committee on Relief (UMCOR). Services may include casework, volunteers, and financial support.

Eligibility

Referrals from agencies and community groups only.

Intake

Phone.

Fees

No fees charged.

● **UNITED METHODIST CHURCH,
SAN DIEGO DISTRICT**

2231 Camino del Rio South, Ste 303
San Diego, CA 92108-3612
(619) 239-9980 Service/Intake and Administration

Areas Served

San Diego County

EMERGENCY HOUSING ASSISTANCE

ELDERHELP OF SAN DIEGO

Disaster Assistance for Seniors

Program Description

Disaster assistance includes long-term recovery for seniors focusing on case management and shared housing for 250 seniors. Case management services include assessment for medical, social, and legal needs; developing a care plan; connecting clients with resources within the community; and maintaining regular contact with seniors. Shared housing programs screen, register, and match home providers with people seeking affordable housing.

Program Hours/Days

8:00 am till 4:00 pm, Monday thru Thursday

8:00 am till 12:00 pm, Friday

Eligibility

Limited to seniors ages 55 years and older.

Intake

Phone.

- **ELDERHELP OF SAN DIEGO**

4069 Thirtieth St

San Diego, CA 92104-2601

(619) 284-9281 Service/Intake

Areas Served

San Diego County

SALVATION ARMY, SIERRA DEL MAR

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SALVATION ARMY, SIERRA DEL MAR**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency

Disaster Services

www.sandiego.salvationarmy.org

Areas Served: San Diego, San Bernardino, Riverside, Imperial Counties

SENIOR COMMUNITY CENTERS OF SAN DIEGO

Disaster Response Services

Program Description

Disaster response services include congregate meals at agency sites and transitional housing. May also provide post disaster mental health and case management services for victims of disaster.

Program Hours/Days

7:00 am till 2:00 pm, Monday thru Friday

8:00 am till 2:00 pm, Saturday and Sunday

Eligibility

Limited to senior ages 60 years and older.

Intake

Phone.

Languages

Spanish, Tagalog

Fees

No fees charged.

- **SENIOR COMMUNITY CENTERS OF SAN DIEGO**

928 Broadway

San Diego, CA 92101-5514

(619) 235-6538 Service/Intake

www.servingseniors.org

servingseniors@servingseniors.org

Areas Served

Downtown San Diego. Some programs also serve surrounding areas.

DISASTER DONATIONS COORDINATION

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Disaster Response and Recovery

Program Description

Provides emergency assistance and long-term recovery services to people affected by disaster or threat of disaster. Immediate response services include food, clothing, shelter, limited supplemental medical aid, mental health services, and response to welfare inquiries. Also coordinates trained and untrained volunteers to provide assistance. Works with long-term recovery committees to coordinate disaster recovery efforts, including case management and referrals.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in. 24-hour/7-day Emergency Services.

Intake

Phone for 24-hour emergency service or walk-in during office hours.

Languages

Spanish

Fees

No fees charged.

- **AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER**

3650 Fifth Ave

San Diego, CA 92103-4273

(800) 951-5600 Emergency Services Military and Disaster, 24 Hours

(619) 542-7642 Service/Intake Disaster Services
www.sdarc.org

Areas Served San Diego/Imperial Counties

SALVATION ARMY, SIERRA DEL MAR

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing

supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SALVATION ARMY, SIERRA DEL MAR**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

Areas Served San Diego, San Bernardino,
Riverside, Imperial Counties

SOCIETY OF ST VINCENT DE PAUL, SAN DIEGO COUNCIL

Disaster Response and Recovery Assistance

Program Description

Provides short-term and long-term disaster relief assistance. Services include disbursement of food, clothing, and household goods from local thrift stores as well as financial assistance to disaster victims. Services are provided by volunteers in San Diego County.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

- **SOCIETY OF ST VINCENT DE PAUL, SAN DIEGO COUNCIL**

Valley Center, CA 92082

(760) 751-0637 Service/Intake

Areas Served

San Diego County

VOLUNTEER MANAGEMENT

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Disaster Response and Recovery

Program Description

Provides emergency assistance and long-term recovery services to people affected by disaster or threat of disaster. Immediate response services include food, clothing, shelter, limited supplemental medical aid, mental health services, and response to welfare inquiries. Also coordinates trained and untrained volunteers to provide assistance. Works with long-term recovery committees to coordinate disaster recovery efforts, including case management and referrals.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in. 24-hour/7-day Emergency Services.

Intake

Phone for 24-hour emergency service or walk-in during office hours.

Languages

Spanish

Fees

No fees charged.

● **AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER**

3650 Fifth Ave

San Diego, CA 92103-4273

(800) 951-5600 Emergency Services Military and Disaster, 24 Hours

(619) 542-7642 Service/Intake Disaster Services (during business hours)

www.sdarc.org

Areas Served

San Diego and Imperial Counties

URBAN OPPORTUNITIES UNLIMITED

Faith-Based Disaster Recovery Outreach Program

Program Description

Connects churches and other faith-based organizations in San Diego County with opportunities to volunteer in disaster response and recovery efforts. Maintains a database of 2,000 local churches and communicates with local

disaster recovery groups to determine needs. Also coordinates the donation of goods such as gift baskets to disaster victims.

Intake

Phone.

Fees

No fees charged.

● **URBAN OPPORTUNITIES UNLIMITED**

4005 Camino del Rio South

San Diego, CA 92108

(619) 997-5332 Service/Intake and Administration

www.uouonline.org

info@uouonline.org

Areas Served

San Diego County

VOLUNTEER SAN DIEGO

Disaster Support Services

Program Description

As a member of SDI VOAD (San Diego and Imperial Counties Voluntary Organizations Active in Disaster), provides disaster response and recovery support focused on volunteer assistance. Mobilizes and engages unaffiliated volunteers to help with the disaster response and long-term recovery needs of the community.

Program Hours/Days

9:00 am till 4:30 pm, Monday through Friday Days and times for volunteer activities vary.

Intake

Phone or go online at www.volunteersandiego.com.

Fees

No fees charged.

● **VOLUNTEER SAN DIEGO**

4699 Murphy Canyon Rd

San Diego, CA 92123-5371

(858) 636-4131 Service/Intake and Administration

www.volunteersandiego.org

info@volunteersandiego.org

Areas Served

San Diego County

LANGUAGE TRANSLATION

ADVENTIST COMMUNITY SERVICES

Seventh Day Adventist, Disaster Response Program Description

Provides immediate disaster response. Works with FEMA and the American Red Cross to set up and operate warehouses for in-kind donations received for disaster victims. Also sorts and distributes in-kind donations. Approximately five local churches are registered with the American Red Cross as shelters. Can supply translators during a disaster.

Eligibility

Services limited to disaster areas.

Intake

Phone.

Languages

27 languages spoken in various churches, including Spanish.

Fees

No fees charged.

● ADVENTIST COMMUNITY SERVICES

12501 Old Columbia Pike

Silver Spring, MD 20904

(877) ACS-2702 Toll-Free*

www.adventist.communityservices.org

*A local representative can be contacted through SDI VOAD.

Areas Served

United States

● SOUTHEASTERN CALIFORNIA CONFERENCE OF SEVENTH DAY ADVENTIST

PO Box 8050

11330 Pierce St

Riverside, CA 92515

(877) ACS-2702 Toll-Free*

*A local representative can be contacted through SDI VOAD.

Areas Served

Southeastern California

MISSING PERSONS LOCATION ASSISTANCE

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Community Social Services

Program Description

Provides international family tracing and messaging services for people in the community who have been separated from their relatives as a result of war, natural disaster, or changing conditions over which the individual has no control.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in.
24-hour/7-day Emergency Services.

Intake

Phone or walk in.

Languages

Spanish

Fees

No fees charged for most services.

● **AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER**

3650 Fifth Ave

San Diego, CA 92103-4273

(800) 951-5600 Emergency Services Military
and Disaster, 24 Hours

www.sdarc.org

Areas Served

San Diego and Imperial Counties

SALVATION ARMY, SIERRA DEL MAR DIVISION

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SALVATION ARMY, SIERRA DEL MAR DIVISION**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

www.sandiego.salvationarmy.org

Areas Served

San Diego, San Bernardino, Riverside, Imperial
Counties

POST DISASTER CHILDCARE

CHURCH OF THE BRETHREN, GENERAL BOARD

Disaster Childcare

Program Description

Trains and deploys certified volunteers to provide a safe environment and a comforting presence for children impacted by traumatic events. Volunteers respond to disasters by setting up temporary childcare centers at available locations close to the disaster site, such as in a recovery or service center. Volunteers use therapeutic play activities from a kit that can calm children's fears and help them express their feelings.

Program Hours/Days

Childcare hours usually mirror the hours of the site where centers are created.

Eligibility

Potential childcare volunteers must have attended a 27-hour training, submitted two personal references, and cleared a criminal background check.

Intake

Phone.

Languages

Spanish volunteers are recruited when needed.

Fees

No fees charged.

- **CHURCH OF THE BRETHREN,
EMERGENCY RESPONSE SERVICE
MINISTRIES**

601 Main St
New Windsor, MD 21776
(800) 451-4407 Toll-Free Emergency
Response/Service Ministries
www.disasterchildcare.org
ersm_gb@brethren.org

Areas Served

United States

SALVATION ARMY, SIERRA DEL MAR DIVISION

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SALVATION ARMY,
SIERRA DEL MAR DIVISION**

2320 Fifth Ave
San Diego, CA 92101-1679
(619) 231-6000 Administration
(619) 446-0262 Service/Intake Emergency
Disaster Services
www.sandiego.salvationarmy.org

Areas Served

San Diego, San Bernardino, Riverside, Imperial
Counties

CASE MANAGEMENT

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Disaster Response and Recovery

Program Description

Provides emergency assistance and long-term recovery services to people affected by disaster or threat of disaster. Immediate response services include food, clothing, shelter, limited supplemental medical aid, mental health services, and response to welfare inquiries. Also coordinates trained and untrained volunteers to provide assistance. Works with long-term recovery committees to coordinate disaster recovery efforts, including case management and referrals.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in. 24-hour/7-day Emergency Services.

Intake

Phone for 24-hour emergency service or walk-in during office hours.

Languages

Spanish

Fees

No fees charged.

● **AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER**

3650 Fifth Ave

San Diego, CA 92103-4273

(800) 951-5600 Emergency Services Military and Disaster, 24 Hours

www.sdarc.org

Areas Served

San Diego and Imperial Counties

ELDERHELP OF SAN DIEGO

Disaster Assistance for Seniors

Program Description

Disaster assistance includes long-term recovery for seniors focusing on case management and shared housing for 250 seniors. Case management services include assessment for medical, social, and legal needs; developing a care plan; connecting clients with resources within the community; and maintaining regular contact with seniors. Shared housing programs screen, register, and match home providers with people seeking affordable housing.

Program Hours/Days

8:00 am till 4:00 pm, Monday thru Thursday

8:00 am till 12:00 pm, Friday

Eligibility

Limited to seniors ages 55 years and older.

Intake

Phone.

● **ELDERHELP OF SAN DIEGO**

4069 Thirtieth St

San Diego, CA 92104-2601

(619) 284-9281 Service/Intake and Administration

Areas Served

San Diego County

JEWISH FAMILY SERVICE OF SAN DIEGO

Disaster Recovery, Community Case Management

Program Description

Provides case managers for crisis intervention and long-term assistance to work with disaster victims. Services include help with paperwork, housing, counseling, employment assistance, temporary shelter, food, and basic household needs. Also provides financial assistance and low- or no-cost counseling for disaster victims.

Program Hours/Days

8:30 am till 5:00 pm, Monday thru Thursday

8:30 am till 4:00 pm, Friday

Eligibility

Limited to disaster victims.

Intake

Phone. Ask for Intake worker.

Fees

No fees charged.

● **JEWISH FAMILY SERVICE OF SAN DIEGO**

3715 Sixth Ave

San Diego, CA 92103-4316

(619) 291-0473 Service/Intake and Administration

(877) 537-1818 Toll-Free

www.jfssd.org

jfs@jfssd.org

Areas Served

San Diego County.

LUTHERAN DISASTER RESPONSE OF SOUTHERN CALIFORNIA

General Disaster Recovery

Program Description

Can provide assistance for disaster-related needs beginning 72 hours after a disaster and continuing through long-term recovery. Services include case management to help disaster victims become aware of options, connect to resources, and develop a recovery action plan. Some direct client assistance, such as financial assistance, may be available.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday and by appointment

Eligibility

Limited to disaster survivors.

Intake

Phone. Voice mail for after-hours emergencies.

Languages

Spanish

Fees

No fees charged.

● **LUTHERAN DISASTER RESPONSE OF SOUTHERN CALIFORNIA**

2153 B Arnold Wy

Alpine, CA 91901-2157

(619) 659-0018 Service/Intake and
Administration

www.ldr.org

Areas Served

Southern California

SALVATION ARMY, SIERRA DEL MAR DIVISION

Disaster Response and Recovery Services

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SALVATION ARMY, SIERRA DEL MAR DIVISION**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

www.sandiego.salvationarmy.org

Areas Served

San Diego, San Bernardino, Riverside, Imperial
Counties

MENTAL AND SPIRITUAL HEALTH

AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

Disaster Response and Recovery

Program Description

Provides emergency assistance and long-term recovery services to people affected by disaster or threat of disaster. Immediate response services include food, clothing, shelter limited supplemental medical aid, mental health services, and response to welfare inquiries. Also coordinates trained and untrained volunteers to provide assistance. Works with long-term recovery committees to coordinate disaster recovery efforts, including case management and referrals.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Walk-in. 24-hour/7-day Emergency Services.

Intake

Phone for 24-hour emergency service or walk-in during office hours.

Languages

Spanish

Fees

No fees charged.

● AMERICAN RED CROSS, SAN DIEGO AND IMPERIAL COUNTIES CHAPTER

3650 Fifth Ave

San Diego, CA 92103-4273

(800) 951-5600 Emergency Services Military and Disaster, 24 Hours

(619) 542-7642 Service/Intake Disaster Services (during business hours)

www.sdarc.org

Areas Served

San Diego and Imperial Counties

CHURCH OF SCIENTOLOGY OF SAN DIEGO

Scientology Disaster Response

Program Description

Provides volunteers who support the work of other first responders and assist disaster victims. Volunteers are trained in Scientology techniques to provide assistance for people experiencing stress, loss, or grief. Approximately 100 volunteers are available for immediate disaster response.

Intake

Phone.

Fees

No fees charged.

● CHURCH OF SCIENTOLOGY OF SAN DIEGO

1330 Fourth Ave

San Diego, CA 92105

(619) 239-2091 Service/Intake/Administration

www.scientology-sandiego.org

Areas Served

San Diego County

EPISCOPAL COMMUNITY SERVICES

Disaster Response Services

Program Description

Provides emergency assistance with food, clothing, and hygiene items for disaster victims who are low income, uninsured, or underinsured. Also provides chaplaincy services for individuals and groups. Financial assistance may be available depending on the disaster and available funding.

Program Hours/Days

8:30 am till 4:30 pm, Monday thru Friday

Eligibility

Limited to disaster victims.

Intake

Phone.

● EPISCOPAL COMMUNITY SERVICES, WORK CENTER

2660 Hardy Dr

Lemon Grove, CA 91945-2936

(619) 463-2754 Service/Intake

www.ecscalifornia.org

Areas Served

San Diego County

HOPE CRISIS RESPONSE NETWORK

Disaster Response and Recovery

Program Description

Provides immediate response and long-term recovery services for victims of disasters nationwide. Immediate response services focus on creating connections between communities affected by disaster and the faith-based, social service, and government agencies involved in disaster response. Facilitates training in stress management and crisis response. Also provides volunteers to assist with clean up and repair. Disaster recovery services focus on working with the affected community's long-term recovery group to create sustainable, community-led recovery work plans.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

- **HOPE CRISIS RESPONSE NETWORK**

131 West Tyler St
 Elkhart, IN 46516-3247
 (866) 458-3473 Toll-Free San Diego Firestorm
 Community Recovery Team
 (866) 909-4673 Toll-Free National Headquarters
 www.hcrn.info

Areas Served United States

HORIZON CHRISTIAN FELLOWSHIP***Horizon Disaster Response*****Program Description**

Provides supporting resources during a disaster. Offers the use of church facilities, food, supplies, volunteers, and trainings. Several pastors are trained in Critical Incident Stress Management (CISM), a crisis response mental health training.

Intake

Phone.

Fees

No fees charged.

- **HORIZON CHRISTIAN FELLOWSHIP**

5331 Mount Alifan Dr
 San Diego, CA 92111-2622
 (858) 277-4991 Service/Intake
 www.horizonsd.org

Areas Served San Diego County

JEWISH FAMILY SERVICE OF SAN DIEGO***Disaster Recovery, Community Case Management*****Program Description**

Provides case managers for crisis intervention and long-term assistance to work with disaster victims. Services include help with paperwork, housing, counseling, employment assistance, temporary shelter, food, and basic household needs. Also provides financial assistance and low- or no-cost counseling for disaster victims.

Program Hours/Days

8:30 am till 5:00 pm, Monday thru Thursday
8:30 am till 4:00 pm, Friday

Eligibility

Limited to disaster victims.

Intake

Phone. Ask for Intake worker.

Fees

No fees charged.

- **JEWISH FAMILY SERVICE OF SAN DIEGO**

3715 Sixth Ave
 San Diego, CA 92103-4316
 (619) 291-0473 Service/Intake and
 Administration
 (877) 537-1818 Toll-Free
 www.jfssd.org
 jfs@jfssd.org

Areas Served

San Diego County.

NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE***Hotline for Victims of Crime and Disaster*****Program Description**

Refers most victims/survivors to services near their homes, but also serves as primary counselor and advocate for many victims/survivors. In addition, provides information packets and audiocassette tapes to victims/survivors. Also sends trained multi-disciplinary teams of volunteers to the scenes of major crimes, disasters, and accidents. Typically the teams include mental health specialists, victim advocates, public safety professionals, and members of the clergy.

Program Hours/Days

24-hour hotline

Fees

No fees charged.

- **NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE**

1730 Park Road, NW
 Washington, DC 20010-2105
 (800) 879-6682 Hotline for Victims of Crime and
 Disaster

Areas Served United States

SALVATION ARMY, SIERRA DEL MAR DIVISION***Disaster Response and Recovery Services*****Program Description**

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports

faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SALVATION ARMY,
SIERRA DEL MAR DIVISION**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

www.sandiego.salvationarmy.org

Areas Served San Diego, San Bernardino,
Riverside, Imperial Counties

**SAN DIEGO PSYCHOLOGICAL
ASSOCIATION**

Disaster Response Committee

Program Description

Licensed psychologists who are trained in American Red Cross disaster response provide psychological services to people affected by disasters. Also offers disaster response and critical incident debriefing. Provides trainings for other mental health providers and for the community.

Program Hours/Days

8:00 am till 4:00 pm, Monday thru Friday/Office
24-hour/7-day Answering Service

Eligibility

Limited to people affected by disasters.

Intake

Phone. During immediate disaster response, intake may be through American Red Cross.

Languages

Spanish-speaking therapists available.

Fees

No fees charged for some services. Sliding scale fees available.

● **SAN DIEGO PSYCHOLOGICAL
ASSOCIATION**

2535 Camino del Rio South, Ste 220

San Diego, CA 92108-3756

(619) 297-4825 Service/Intake and
Administration

(619) 291-3451 Service/Intake San Diego Area
Referrals/24-Hour Answering Service

Areas Served San Diego County

**SENIOR COMMUNITY CENTERS
OF SAN DIEGO**

Disaster Response Services

Program Description

Disaster response services include congregate meals at agency sites and transitional housing. May also provide post disaster mental health and case management services for victims of disaster.

Program Hours/Days

7:00 am till 2:00 pm, Monday thru Friday

8:00 am till 2:00 pm, Saturday and Sunday

Eligibility

Limited to senior ages 60 years and older.

Intake

Phone.

Languages

Spanish, Tagalog

Fees

No fees charged.

● **SENIOR COMMUNITY CENTERS
OF SAN DIEGO**

928 Broadway

San Diego, CA 92101-5514

(619) 235-6572 Administration

(619) 235-6538 Service/Intake

www.servingseiors.org

servingseiors@servingseiors.org

Areas Served

Downtown San Diego. Some programs also
serve surrounding areas.

INFORMATION SERVICES

AMERICAN RADIO RELAY LEAGUE

San Diego Section, Amateur Radio Emergency Service (ARES)

Program Description

Provides voluntary emergency communications during a disaster. Works with disaster responders to supply communication services where no established links exist or supplements existing communication systems if they are overloaded or disabled during an emergency situation. Also provides emergency communications among or between private and public service organizations. Up to 80 volunteers are registered and trained for emergency response in San Diego County.

Eligibility

Volunteers must have a valid Amateur Radio license issued by the FCC to register with ARES.

Intake

Phone for information. During emergency, ARES works with local agencies.

Fees

No fees charged.

● **AMERICAN RADIO RELAY LEAGUE**

225 Main St
Newington, CT 06111-1494
(858) 354-0712 Information Only
(619) 332-3758 Service/Intake 24/7
Emergency Number, San Diego
(860) 594-0200 Service/Intake and
Administration

*A local representative can be contacted
through SDI VOAD.
www.arrl.org

COMMUNITY ASSISTING RECOVERY

CARe Workshops for Disaster Survivors

Program Description

Provides workshops that deal with disaster survivors' disaster recovery issues, including the construction of new dwellings. Topics include insurance coverage, scope of loss, and personal property inventory development. Instructors can answer questions regarding recovery issues more fully if participants bring their insurance policy, reconstruction and personal property

documentation, or other pertinent recovery information. Workshops are held at various community locations in areas affected by disaster.

Eligibility

Limited to disaster survivors.

Intake

Phone or go online for workshop schedule at www.carehelp.org.

Fees

No fees charged.

● **COMMUNITY ASSISTING RECOVERY**

(800) 748-9791 Toll-Free

www.carehelp.org

Areas Served

United States

COMMUNITY PARTNERS

2003 Fire Recovery Initiative

Program Description

Survivors from previous fires and pro bono professionals provide workshops about how to organize and sustain long-term, citizen-led, local community recovery and rebuilding efforts. Volunteers will also serve as a resource, providing information individually or in small groups for fire victims. The goal is to achieve a continued state of readiness to provide this sort of assistance to disaster victims in the future.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **COMMUNITY PARTNERS**

606 South Olive St, Ste 2400
Los Angeles, CA 90014
(213) 439-9640 Service/Intake and
Administration

www.communitypartners.org
info@communitypartners.org

Areas Served

Southern California

HOPE CRISIS RESPONSE NETWORK

Disaster Response and Recovery

Program Description

Provides immediate response and long-term recovery services for victims of disasters nationwide. Immediate response services focus on creating connections between communities affected by disaster and the faith-based, social service, and government agencies involved in disaster response. Facilitates training in stress management and crisis response. Also provides volunteers to assist with clean up and repair. Disaster recovery services focus on consulting with the affected community's long-term recovery group to create sustainable, community-led recovery work plans.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

● **HOPE CRISIS RESPONSE NETWORK**

131 West Tyler St

Elkhart, IN 46516-3247

(866) 458-3473 Toll-Free San Diego

Firestorm Community Recovery Team

(866) 909-4673 Toll-Free National

Headquarters

www.hcrn.info

Areas Served United States

INFO LINE OF SAN DIEGO COUNTY

Disaster Response and Recovery Information and Referral

Program Description

Provides information and referral to health and human services countywide through a phone center and online database. During times of disaster, offers information and referral specific to disaster response and recovery services. Information is made available to disaster victims and other service organizations over the phone, on the website, and in printed directories and other resource materials. Normal capacity is 50 calls per hour. Capacity could be expanded to 150 calls per hour in the event of a disaster through mutual aid agreements.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office
8:00 am till 6:00 pm, Monday thru Friday/Call
Center

9:00 am till 12:00 pm, Saturday, Sunday/Call
Center

Holiday hours vary (closed New Year's,
Thanksgiving, Christmas).

Service will operate 24/7 in 2005.

Intake

Phone or go online at www.informsandiego.org.

Languages

Spanish. Other languages available via a
telephone-based translation service.

Fees

No fees charged.

● **INFO LINE OF SAN DIEGO COUNTY**

(619) 230-0997 Service/Intake INFO LINE,
Greater San Diego

(760) 740-0997 Service/Intake INFO LINE,
North County Inland

(760) 943-0997 Service/Intake INFO LINE,
North County Coastal

(800) 227-0997 Service/Intake INFO LINE,
Outlying Areas Only

(858) 300-1311 TTY/TTD

www.informsandiego.org

info@info-line-sd.org

Areas Served San Diego County

OPERATION HOPE

HOPE Coalition America

Program Description

Offers disaster response and recovery services for victims of federally declared disasters by providing emergency economic counseling. Volunteer professionals provide emergency financial services information on topics such as budgeting, credit management, emergency mortgage assistance, and obtaining copies of destroyed financial documents. Services may be provided one-on-one at the local assistance centers immediately following a disaster or over the phone.

Program Hours/Days

8:30 am till 5:00 pm, Monday thru Friday/Office
and Phone Bank

Eligibility

Limited to individuals/businesses affected by a
presidentially declared disaster.

Intake

Phone.

Fees

No fees charged.

- **OPERATION HOPE,
HOPE COALITION OFFICE**
7151 W Manchester Ave, Second Floor
Los Angeles, CA 90045
(310) 342-5100 Service/Intake HOPE
Coalition
(888) 388-HOPE Toll-Free
www.hopecoalitionamerica.org
hopecoalition@operationhope.org
Areas Served
United States

SAN DIEGO AND IMPERIAL COUNTIES VOLUNTARY ORGANIZATIONS ACTIVE IN DISASTER

SDI VOAD

Program Description

Operates as a collaboration forum for voluntary organizations with specific missions and roles in the event of disaster. Fosters better service by its member organizations by adhering to four core values: cooperation, communication, coordination, and collaboration. Encourages coordination of preparedness activities that include planning among members, providing education to the public, facilitating coordinated response and recovery efforts, and creating interagency committees to help communities recovery from disaster. The organization maintains an open membership and is recognized by the national and state VOAD organizations.

Program Hours/Days

Meetings are held 10:00 am till 11:30 am, the third Tuesday of the month at the Clairemont Community Service Center.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SAN DIEGO AND IMPERIAL COUNTIES
VOLUNTARY ORGANIZATIONS
ACTIVE IN DISASTER**
2320 5th Ave
c/o Salvation Army Sierra del Mar
San Diego, CA 92101-1679
(619) 446-0262 Service/Intake,
Don Read, SDI VOAD Chair
(858) 300-1303 Service/Intake,
Sara Matta, SDI VOAD Vice Chair
www.sdivoad.org
Areas Served
San Diego and Imperial Counties

SAN DIEGO VOLUNTEER LAWYER PROGRAM

Disaster Recovery, Legal Services **Program Description**

Offers free legal advice to disaster victims on topics related to recovery, such as insurance coverage, hiring contractors, property law, consumer issues, personal injury, employment, and housing. Depending upon available resources, may provide periodic legal advice clinics throughout San Diego County to address all civil legal issues related to disaster relief. Individuals in need of more in-depth legal services, including ongoing representation, will be referred to appropriate legal resources. May also offer workshops to community groups on various disaster/legal related topics.

Program Hours/Days

9:00 am till 5:00 pm, Monday thru Friday/Office Clinics and workshops are scheduled as needed.

Eligibility

Limited to disaster victims. Clinics limited to disaster victims who pass the conflict of interest test (have never been an opposing party to a present or former client of the San Diego Volunteer Lawyer Program).

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

- **SAN DIEGO VOLUNTEER LAWYER
PROGRAM**
625 Broadway, Ste 925
San Diego, CA 92101-5499
(619) 235-5656 ext.113, Service/Intake
Disaster-related services
Areas Served
San Diego County

DEBRIS REMOVAL

CHURCH OF THE BRETHREN, GENERAL BOARD

Disaster Response Program

Program Description

Provides long-term disaster recovery services. Assistance includes debris clean up, and repair or rebuilding of homes for disaster survivors who do not have the resources to hire paid labor. Services may continue for days, weeks, or months depending on need.

Eligibility

Limited to homeowners who were impacted by disaster and who lack adequate resources.

Intake

Referrals by agencies only.

Fees

No fees charged.

- **CHURCH OF THE BRETHREN,
EMERGENCY RESPONSE SERVICE
MINISTRIES**

601 Main St
New Windsor, MD 21776
(800) 451-4407 Toll-Free Emergency
Response/Service Ministries
www.brethren.org
ersm_gb@brethren.org

Areas Served

United States

CHURCH OF THE NAZARENE FOUNDATION

Nazarene Disaster Response

Program Description

Provides a network of volunteers who assist with disaster response and short-term recovery through local Nazarene churches. Works with faith-based and governmental agencies to coordinate volunteer response to disasters depending on need. Distributes donated materials during response, including food and care kits, through local groups. Recovery services may include clean up and repair in disaster-affected areas.

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish translators available for disaster sites.

Fees

No fees charged.

- **CHURCH OF THE NAZARENE
FOUNDATION**

6401 The Paseo
Kansas City, MO 64131-1213
(800) 233-8962 Service/Intake and
Administration
(888) 256-5886 Toll-Free
www.nazarenedisasterresponse.org

Areas Served

United States

HOPE CRISIS RESPONSE NETWORK

Disaster Response and Recovery

Program Description

Provides immediate response and long-term recovery services for victims of disasters nationwide. Immediate response services focus on creating connections between communities affected by disaster and the faith-based, social service, and government agencies involved in disaster response. Facilitates training in stress management and crisis response. Also provides volunteers to assist with clean up and repair. Disaster recovery services focus on working with the affected community's long-term recovery group to create sustainable, community-led recovery work plans.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged.

- **HOPE CRISIS RESPONSE NETWORK**

131 West Tyler St
Elkhart, IN 46516-3247
(866) 458-3473 Toll-Free San Diego Firestorm
Community Recovery Team
(866) 909-4673 Toll-Free National
Headquarters
www.hcrn.info

Areas Served

United States

INTERNATIONAL RELIEF TEAMS

Disaster Relief Services

Program Description

Offers immediate response and long-term relief for disaster victims by providing volunteers and financial assistance. Skilled and semi-skilled volunteers are available for construction projects, including home repair or rebuilding, as well as debris removal and erosion control. Also provides medical training, surgical and clinical services, HIV/AIDS education, and community health worker training. Constructs clinics/hospitals and clean water and sanitation facilities.

Program Hours/Days

8:00 am till 7:00 pm, Monday thru Friday/Office. Volunteers are available 7 days a week.

Intake

Phone.

Fees

No fees charged for labor. Materials must be provided.

● INTERNATIONAL RELIEF TEAMS

3547 Camino del Rio So, Ste C
San Diego, CA 92108
(619) 284-7979 Service/Intake and
Administration

www.irteams.org
info@irteams.org

Areas Served

Worldwide

MENNONITE DISASTER SERVICE, BINATIONAL OFFICE

Mennonite Disaster Services

Program Description

Assists in long-term disaster recovery by providing. Volunteers provide skilled and unskilled labor to help victims of disaster. Focus is on clean up, repair, and rebuilding homes in disaster areas. Does not provide materials or financial support. Emphasis is placed on helping low-income families, single parents, and elderly or disabled individuals.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged for labor.

● MENNONITE DISASTER SERVICE, BINATIONAL OFFICE

1018 Main St
Akron, PA 17501
(717) 859-2210 Administration*
(800) 241-8111 Toll-Free Project Updates
www.mds.mennonite.net
binational@mds.mennonite.net
*A local representative can be contacted through SDI VOAD.

Areas Served

United States and Canada

PRESBYTERY OF SAN DIEGO

Disaster Assistance Relief

Program Description

Provides financial, volunteer, and spiritual resources for victims of disaster. Volunteers are available to assist with property clean up and debris removal. Financial assistance is available for families whose needs are unmet elsewhere.

Eligibility

Financial assistance limited to disaster victims whose needs are unmet by other sources.

Intake

Submit requests in writing, attention: DART.

Fees

No fees charged.

● PRESBYTERY OF SAN DIEGO

3707 Udall St
San Diego, CA 92107
(619) 224-2490 Service/Intake
www.presbytersd.org

Areas Served

San Diego County

SAMARITAN'S PURSE

US Disaster Relief Unit

Program Description

Provides immediate response and short-term recovery services for victims of disasters such as hurricanes, tornados, floods, ice storms, and fires. Operates two tractor trailer units nationally with emergency supplies and equipment. Recruits volunteers and coordinates the work of volunteer teams. Volunteer assistance with response and recovery includes clean up and land restoration. Services may last a few days or a few months.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● SAMARITAN'S PURSE

801 Bamboo Rd

Boone, NC 28607

(828) 262-1980 Service/Intake and
Administration

www.samaritanspurse.org

info@samaritan.org

Areas Served

Worldwide

**SAN DIEGO SOUTHERN BAPTIST
ASSOCIATION*****Southern Baptist Disaster Relief*****Program Description**

Provides disaster response and recovery services.
Volunteers assist with clean up and debris removal
as well as rebuilding efforts.

Program Hours/Days

7:30 am till 4:30 pm, Monday thru Thursday

7:30 am till 2:30 pm, Friday

Intake

Phone.

Fees

No fees charged.

**● SAN DIEGO SOUTHERN BAPTIST
ASSOCIATION**

4608 Gardena Ave

San Diego, CA 92110-3519

(619) 275-2550 Service/Intake and
Administration

www.sandiegobaptists.com

sdsba@sandiegobaptists.com

Areas Served

San Diego County

REBUILDING ASSISTANCE

CHRISTIAN AID MINISTRIES

Disaster Services

Program Description

Assists with long-term recovery efforts in disaster areas by helping to repair and rebuild homes affected by disasters. Services usually last for 3 to 6 months, but may continue for longer depending on need.

Eligibility

Limited to disaster victims who are underinsured or low income.

Intake

Phone.

Fees

No fees charged.

● CHRISTIAN AID MINISTRIES

PO Box 360
Berlin, OH 44610-0360
(330) 893-2428 Service/Intake and
Administration

Areas Served

United States

CHRISTIAN REFORMED WORLD RELIEF COMMITTEE

Disaster Response

Program Description

Works with faith organizations, community-based organizations, and grassroots community groups to provide immediate response and long-term disaster recovery assistance. Agency specializes in long-term recovery needs assessment. Volunteer assistance for construction is provided for individuals referred through recovery organizations.

Eligibility

Referrals from agencies and community groups only. Construction assistance limited to federally declared disaster areas.

Intake

Phone.

Fees

No fees for volunteer assistance. Materials must be provided.

● CHRISTIAN REFORMED WORLD RELIEF COMMITTEE

2850 Kalamazoo Ave SE
Grand Rapids, MI 49560-0600
(800) 848-5818 Toll-Free Headquarters
www.crwrc.org

*A local representative can be contacted through SDI VOAD.

Areas Served

Worldwide

CHURCH OF THE BRETHREN, GENERAL BOARD

Disaster Response Program

Program Description

Provides long-term disaster recovery services. Assistance includes debris clean up, and repair or rebuilding of homes for disaster survivors who do not have the resources to hire paid labor. Services may continue for days, weeks, or months depending on need.

Eligibility

Limited to homeowners who were impacted by disaster and who lack adequate resources.

Intake

Referrals by agencies only.

Fees

No fees charged.

● CHURCH OF THE BRETHREN, EMERGENCY RESPONSE SERVICE MINISTRIES

601 Main St
New Windsor, MD 21776
(800) 451-4407 Toll-Free Emergency
Response/Service Ministries
www.brethren.org
ersm_gb@brethren.org

Areas Served

United States

CHURCH OF THE NAZARENE FOUNDATION

Nazarene Disaster Response

Program Description

Provides a network of volunteers who assist with disaster response and short-term recovery through local Nazarene churches. Works with faith-based and governmental agencies to coordinate volunteer response to disasters depending on need. Distributes donated materials during response, including food and care kits, through local groups. Recovery services may include clean up and repair in disaster-affected areas.

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish translators available for disaster sites.

Fees

No fees charged.

● **CHURCH OF THE NAZARENE FOUNDATION**

6401 The Paseo

Kansas City, MO 64131-1213

(800) 233-8962 Service/Intake and Administration

(888) 256-5886 Toll-Free

www.nazarenedisasterresponse.org

Areas Served

United States

INTERNATIONAL RELIEF TEAMS

Disaster Relief Services

Program Description

Offers immediate response and long-term relief for disaster victims by providing volunteers and financial assistance. Skilled and semi-skilled volunteers are available for construction projects, including home repair or rebuilding, as well as debris removal and erosion control. Also provides medical training, surgical and clinical services, HIV/AIDS education, and community health worker training. Constructs clinics/hospitals and clean water and sanitation facilities.

Program Hours/Days

8:00 am till 7:00 pm, Monday thru Friday/Office. Volunteers are available 7 days a week.

Intake

Phone.

Fees

No fees charged for labor. Materials must be provided.

● **INTERNATIONAL RELIEF TEAMS**

3547 Camino del Rio So, Ste C

San Diego, CA 92108

(619) 284-7979 Service/Intake and Administration

www.irteams.org

info@irteams.org

Areas Served

Worldwide

MENNONITE DISASTER SERVICE, BINATIONAL OFFICE

Mennonite Disaster Services

Program Description

Assists in long-term disaster recovery. Volunteers provide skilled and unskilled labor to help victims of disaster. Focus is on clean up, repair, and rebuilding homes in disaster areas. Does not provide materials or financial support. Emphasis is placed on helping low-income families, single parents, and elderly or disabled individuals.

Eligibility

Limited to disaster victims.

Intake

Phone.

Fees

No fees charged for labor.

● **MENNONITE DISASTER SERVICE, BINATIONAL OFFICE**

1018 Main St

Akron, PA 17501

(717) 859-2210 Administration*

(800) 241-8111 Toll-Free Project Updates

www.mds.mennonite.net

*A local representative can be contacted through SDI VOAD.

Areas Served

United States and Canada

**SALVATION ARMY,
SIERRA DEL MAR DIVISION**

***Disaster Response and Recovery
Services***

Program Description

Provides disaster response teams to serve at disasters and civil disorders and long-term disaster recovery services. Response services include spiritual ministry, identification/ registration for locating victims, food services, shelter, financial assistance, donated goods, counseling, case management, and advocacy. May coordinate or assist with reconstruction efforts in major disasters, usually joining with unmet needs and long-term recovery committees to determine, prioritize, and meet the needs of disaster victims. Support services, such as childcare, may be available to assist families and individuals who are rebuilding. Also supports faith-based and community-based organizations who have volunteers involved in disaster recovery by donating financial resources and providing supplies, building materials, equipment, facilities, and warehouse capabilities.

Program Hours/Days

8:00 am till 5:00 pm, Monday thru Friday/Office

Eligibility

Limited to disaster victims.

Intake

Phone.

Languages

Spanish

Fees

No fees charged.

● **SALVATION ARMY,
SIERRA DEL MAR DIVISION**

2320 Fifth Ave

San Diego, CA 92101-1679

(619) 231-6000 Administration

(619) 446-0262 Service/Intake Emergency
Disaster Services

www.sandiego.salvationarmy.org

Areas Served

San Diego, San Bernardino, Riverside,
Imperial Counties

Wildfire Recovery Community Groups

San Diego Firestorm Community Recovery Team

760-765-0748

866-450-FIRE

www.firestormrecoveryteam.org

Serves as a partner organization consisting of several volunteer groups that formed in individual communities after the October wildfires. Organizes monthly meetings and shares information on long-term fire recovery. Coordinates emotional, physical, financial, and spiritual resources. Raises funds to help individuals and families recover from the fire.

Local Volunteer Groups

Crest Coordinating Committee for Fire Recovery

619-328-0900

Areas Served: Crest, Alpine

East County Fire Relief

619-561-3965

www.eastcountyfirerelief.org

robin@eastcountyfirerelief.org

Areas Served: Lakeside

Harbison Canyon Fire Recovery Center

challais@sbcglobal.net

619-722-6952

Areas Served: Harbison Canyon

Julian/Cuyamaca Resource Center

760-765-1216

www.julianweb.com

julianrelief@julianweb.com

Areas Served: Julian, Cuyamaca, and Wynola

Paradise Fire Relief Committee

760-751-8692

www.paradisefire.com

relief@paradisefire.com

Areas Served: Valley Center

Ramona Disaster Outreach

760-789-1158

bonnie313@sbcglobal.net

Areas Served: Ramona

Scripps Ranch Civic Association

858-243-1235 Project Phoenix

858-538-8200 Information Center

www.scrippsranch.org

Areas Served: Scripps Ranch

Tierrasanta Fire Recovery

858-571-6902 Volunteer Contact

tierrasantacommunity@yahoo.com

Areas Served: Tierrasanta

Valley Center Fire Recovery Center

760-749-7927

Areas Served: Valley Center

GOVERNMENT AGENCIES

Agriculture

United States Department of Agriculture (USDA), Farm Service Agency

760-347-3675 ext 2

disaster.usda.gov

Through a variety of programs, provides financial aid to farmers and ranchers who have suffered losses as a result of disaster.

Animal Safety

Department of Animal Services, County of San Diego

619-236-4250 Central

760-438-2312 North County

619-263-7741 South County

www.sddac.com

Lead animal agency for disasters in San Diego County. Coordinates other animal agencies to assist in evacuation, housing, care, and treatment for animals in need. Handles all species of animals; however, wildlife are only handled if they are injured or sick.

Burned Vehicle Removal

Department of Planning and Land Use, Code Enforcement, County of San Diego

619-441-4264 East and South County

760-940-2893 North County

www.co.san-diego.ca.us/dplu

Consumer Fraud

California State Office of Consumer Affairs

800-952-5210

www.dca.ca.gov

Contractors State License Board, County of San Diego

800-321-2752

www.cslb.ca.gov

Provides a website and automated phone response system that enable inquirers to check the status of a contractor's license or file a construction complaint.

Office of the District Attorney, County of San Diego

800-315-7672 Insurance Fraud Division

619-531-4070 Economic, Real Estate,

Consumer, and Public Assistance Fraud Unit

www.sandiegoda.com

Handles complaints from individuals and businesses involving consumer fraud.

Investigates, prosecutes, and makes referrals to other agencies.

Registry of Charitable Trusts, Office of the Attorney General, State of California

916-445-2021

www.ag.ca.gov/charities

Oversees charitable organizations (excluding churches, schools, hospitals). Processes complaints about charities. Provides a website that enables the viewer to determine if a charity or commercial fund-raiser working for a charity is registered and reporting its activities as required by law.

Debris Removal, Flood and Erosion Control

County of San Diego Recycling and Hazardous Waste Hotline

877-713-2784

www.ilacsd.org

Operated by I Love a Clean San Diego, helps in removing hazardous materials such as television sets, damaged propane tanks, etc.

**Department of Public Works,
County of San Diego**

888-846-0800

www.sdcounty.ca.gov/dpw

Provides information about flood and soil erosion control in San Diego County. May provide information about debris removal.

**United States Department of Agriculture
(USDA), Natural Resources Conservation
Service, San Diego County**

760-745-2061

www.nrcs.usda.gov

Provides erosion and sediment control assistance for property owners. Agency representatives will visit properties to assess damage or potential problems and determine the type of assistance necessary.

Document Replacement

**Recorder/Clerk Office,
County of San Diego**

619-237-0502

www.sdarcc.com

Birth, marriage, death certificate replacement.

Social Security Administration

800-772-1213

www.ssa.gov

Social Security card replacement.

US Veterans Affairs Department

800-827-1000

www.va.gov

Veteran records replacement.

Emergency Services

Federal Emergency Management Agency

800-621-FEMA

www.fema.gov/about/process

Provides disaster assistance in the form of grants and loans to states, communities, businesses, and individuals. Also provides a wide range of disaster services including the coordination of the federal response to disaster, providing disaster education, advising on building codes and flood plain management, etc.

Governor's Office of Emergency Services

916-845-8100 Disaster Assistance Division

www.oes.ca.gov

Coordinates state agency response to major disasters. Receives money from FEMA and distributes to county offices of emergency services.

**Office of Emergency Services,
County of San Diego**

858-565-3490

www.sdcounty.ca.gov/oes

Administers a regional program in cooperation with 18 incorporated cities within the county with a mission to coordinate the County's response to a disaster. Provides emergency and contingency planning, readiness training, and mutual aid procedures. Creates and maintains the Operational Area Emergency Plan that addresses emergency management functions. Also provides training, exercising, and education about that plan. Provides emergency information through the use of the Emergency Alert System (EAS) and the Life Saving Information For Emergencies Radio System (LIFE).

**San Diego Police Department,
Crisis Intervention**

619-531-1504

Provides immediate short-term emotional and logistical support to individuals who have experienced traumatic incidents. Interventionists respond shortly after public safety officials arrive on scene, and are activated as part of local, county, state, and federal agency response protocols.

Environmental Health

**Air Pollution Control District,
County of San Diego**

858-650-4777

www.sdapcd.co.san-diego.ca.us

Responsible for measuring and identifying air pollution in San Diego County. Responds to public inquiries about levels of air pollution. Website provides information about current air quality, air pollution data, and daily air pollution forecasts

**Department of Environmental Health,
County of San Diego**

800-253-9933

www.sdcdeh.org

Inspects and regulates activities in San Diego County that impact environmental health including food handling, subsurface sewage disposal, solid waste disposal, hazardous materials handling, hazardous waste disposal, public health nuisances, radiation-producing equipment and radioactive materials.

Financial Assistance

**United States Small Business
Administration**

800-488-5323

www.sba.gov/disasterarea4

Offers low-interest long-term loans to eligible victims of declared disasters. Types of loans include home and property disaster loans, economic injury disaster loans, military reservist economic injury disaster loans, and pre-disaster mitigation loans.

Also see “Emergency Services”

Fire Prevention

**City of San Diego’s Fire-Rescue
Department**

www.sandiego.gov/fireandems/

Provides emergency and non-emergency fire, medical, and lifeguard services.

Insurance

**Department of Insurance,
State of California**

800-927-HELP

www.insurance.ca.gov

Responsible for investigating, evaluating, and resolving consumer rate and underwriting complaints. Provides insurance information and consumer education and outreach.

Law Enforcement

Police Department, City of San Diego

619-531-2000

www.sannet.gov/police

Sheriff’s Department, County of San Diego

858-565-5200 Communications Center

www.sdsheriff.net

Mental Health

Access and Crisis Line

800-479-3339

Offers a toll-free 24-hour/7-day mental health and suicide prevention hotline. Provides access to County Mental Health services and information and referral to mental health services that are funded by the County of San Diego. United Behavioral Health provides this service on behalf of the County of San Diego Mental Health Services.

**Mental Health Services,
County of San Diego**

619-563-2700

Provides crisis counseling, information and referral, grief counseling, and anger management. Can deploy approximately 100 staff if necessary in response to a disaster.

Property Reassessment

Assessor’s Office, County of San Diego

858-505-6262

www.sdarcc.com

Provides reassessment of property damaged by misfortune or calamity. For property tax relief, reassessment of the property is necessary to reflect its damaged condition. The reduced value of the property will remain in effect until such time as the property is rebuilt or repaired.

Road Closures

California Department of Transportation (Caltrans)

800-427-ROAD

www.dot.ca.gov/hq/roadinfo

Provides information about road/lane closures, construction maintenance projects, and emergencies on California state highways.

Tax Questions

Franchise Tax Board, State of California

800-852-5711

www.ftb.ca.gov

Internal Revenue Service, US Department of the Treasury

800-829-1040

www.irs.gov

Unemployment Insurance

Employment Development Department (EDD), State of California

800-300-5616

www.edd.ca.gov

EDD services include, but are not limited to, unemployment insurance claims and job search workshops (short sessions to develop job-finding skills). Unemployment insurance benefits are not required for agency assistance. When a presidential disaster declaration occurs, Special Disaster Unemployment Assistance benefits become available to individuals who do not qualify for regular Unemployment Insurance benefits.

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Feedback Form

Disaster Services Directory, July 2004

Please circle your response and add comments when appropriate.
Fax to 858-300-1301, Attn: Shannon.

1. How would you rate this directory overall?

Poor Fair Good Excellent

Comments:

2. How would you rate the usefulness of this directory?

Poor Fair Good Excellent

Comments:

3. How would you rate the accuracy of this directory?

Poor Fair Good Excellent

Comments:

4. Do you have any suggestions for future editions of this directory or similar publications?

5. (OPTIONAL) Name and Organization:

Check here to receive disaster recovery updates and future editions of this directory (include name and contact information above) or email sanglea@infoline-sd.org for future information.



INFO LINE is San Diego's help connection. We empower San Diegans by providing accessible and accurate information about health and human care resources in our community. We offer four avenues to connect people with community resources.

-  **Phone Connection**
INFO LINE specialists are available 7 days a week to provide confidential and tailored information about community resources. Information specialists are bilingual (English/Spanish) and use a telephone-based translation service, for other languages.
-  **Print Connection**
INFO LINE publishes *Directions* as well as specialized directories, customized reports, booklets, and brochures. Call 858-300-1200 for information about these and other publications.
-  **Online Connection**
INFO LINE's website, www.informsandiego.org, offers round-the-clock access to a continuously updated database of more than 2,750 programs.
-  **Parenting Connection**
Parenting Link offers specialized information and referral for parents over the phone or via the website, www.informsandiegofamilies.org. Families and expectant parents can connect with parenting classes, childbirth education, and in-home support programs.

INFO LINE information and referral specialists are available 7 days a week.

8:00 am – 6:00 pm, Monday through Friday

9:00 am – 12:00 pm, Saturday and Sunday

Holiday hours vary. Closed Thanksgiving, Christmas, and New Year's Day.

619-230-0997 Greater San Diego

760-740-0997 North County Inland

760-943-0997 North County Coastal

800-227-0997 Outlying Areas Only

858-300-1311 TTY/TTD

619-297-9600 Parenting Link

866-432-6454 Toll Free, Parenting Link



211 will be the 3-digit number that connects people in need with community services that can help.

Coming in 2005