



FOR IMMEDIATE RELEASE  
Friday, Feb. 2, 2024

# City Secures New Local Assistance Center for Residents Impacted by Storm

## LOCAL ASSISTANCE CENTER OPENS SATURDAY IN MOUNTAIN VIEW TO PROVIDE ONE-STOP SUPPORT

SAN DIEGO – Tomorrow the City of San Diego will open a Local Assistance Center for residents impacted by flooding in the Southeast communities. The center will be located at the [Mountain View Community Recreation Center](#) and will be open 10 a.m. to 7 p.m. from Saturday, Feb. 3, through Friday, Feb. 9.

**“We are grateful to the County of San Diego and the state Office of Emergency Services for opening this needed resource in the community to help impacted residents,” Mayor Todd Gloria said. “State and local governments, in partnership with our community-based organizations, are banding together at this Local Assistance Center to offer the services that will help get people back on their feet.”**

A winter storm that hit San Diego on Monday, Jan. 22, caused devastating flooding in the neighborhoods of Mountain View, Southcrest, Encanto, San Ysidro and other areas. Starting tomorrow, the Local Assistance Center will provide services from the following agencies and organizations:

### City of San Diego:

- **City Clerk:** Providing information on the replacement of passport books/passport cards. Assistance in setting up appointments to the Clerk of the Board Passport Facility
- **Development Services Department:** Providing information and advice about what type of permits are needed to repair damage and provide individualized assistance with the applications and speedy processing of building and construction permits.
- **San Diego Housing Commission:** Resource information including short-term hotel stays related to the recent storms.
- **Council District Offices 4, 8 and 9:** Assistance to their respective constituents.

### County of San Diego:

- **Assessor’s Office:** Providing assistance with disaster claim forms for property damage of homes and businesses of more than \$10,000 and other property tax relief material.

### State of California:

- **Contractors State License Board:** Information about hiring a contractor for repairing or rebuilding, verifying a contractor's license, and tips to avoid being scammed.
- **California Department of Insurance:** Answering general and specific insurance questions, explaining the claims process, and facilitating the submission of complaints as needed due to claim delays or denials, and payment of additional living expenses.
- **Department of Motor Vehicles:** Responding to questions and providing the forms needed to assist individuals in replacing DMV documents such as driver's licenses, identification cards, vehicle registration certificates and certificates of title.
- **California Department of Tax and Fee Administration:** Disaster relief to taxpayers, fee payers, and business owners. Survivors may be eligible to receive free replacement copies of tax records and to receive a one-month extension on filing tax returns.
- **Employment Development Department:** Directing job seekers to local America's Job Center of California and business owners to their local Tax Office for additional assistance.
- **Franchise Tax Board:** Providing guidance in obtaining tax relief for disaster casualty losses.
- **National Flood Insurance:** Providing information on flood insurance, how to file a flood insurance claim, and steps to reduce future flood damage.

#### **Non-Governmental Organizations:**

- **2-1-1:** Connecting clients with various local resources. Guide clients through how to access the services they need, and schedule appointments if needed.
- **San Diego Gas & Electric:** Providing information on available support services, resources and programs available for customers. Answer questions regarding customer accounts including how to start/stop service and any billing inquiries.
- **San Diego Humane Society:** Providing limited supplies to pet owners and assisting with lost paperwork regarding licenses and vaccination records.
- **Voluntary Organizations Active in Disasters:** Nonprofits and faith-based organizations that work in disaster recovery and provide financial, in-kind and volunteer support.
- **Team Rubicon:** Providing home "muck-out" services and roof tarping services.
- **Feeding America:** Providing ready-to-eat food items, fresh produce and CalFresh resources.
- **American Red Cross:** Providing information about current Red Cross services including our emergency shelter services. Conducting- damage assessment in the community to assess the full extent of need.
- **All Hands All Hearts:** Removing water-damage furniture and building materials from homes, mold sanitation, and debris removal to the curb.

Language interpretation will be available at the Local Assistance Center, including American Sign Language interpreters on site.

The City's website, [sandiego.gov/storm](https://sandiego.gov/storm), is being updated consistently and includes storm preparedness tips, safety information, lists of road closures and flooded areas and locations for shelters and sandbags.

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