



Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES



FEMA

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News Release

Free Services Available to San Diego County Severe Storm and Flooding Survivors

SAN DIEGO – Mental health, language, and ASL services are available online and by phone to help survivors of the Jan. 21-23, 2024, San Diego County severe storm and flooding.

The US Department of Health and Human Services and FEMA have activated a [Disaster Distress Helpline](#) you can call or text 800-985-5990. This free support service is available all day every day for San Diego residents experiencing emotional distress or mental health problems caused or aggravated by the Jan. 21-23, 2024, San Diego County severe storm and flooding and its aftermath.

The helpline staff may provide confidential counseling and other needed support services, or immediately connect callers to trained professionals from the nearest participating mental health center.

When calling, Spanish-speakers can press “2” for bilingual support. Callers can connect with counselors in more than 100 other languages via third-party interpretation services by indicating their preferred language to the responding counselor.

Survivors may also call the San Diego Access and Crisis Line (ACL) at 1-888-724-7240 for emergency crisis support.

Multilingual and ASL Assistance

To apply for FEMA assistance, survivors who live in San Diego County can visit [DisasterAssistance.gov](#), use the FEMA [mobile app](#) or call the FEMA Helpline at 800-621-3362 7 a.m. to 10 p.m., PT. Multilingual operators are available when registering for assistance by phone. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA the number for that service.

For people who are Deaf or Hard of Hearing (DHH) and for whom American Sign Language (ASL) is your primary or preferred language, use your videophone-enabled device to call 1-800-985-5990 or click on “ASL Now” at <https://www.samhsa.gov/find-help/disaster-distress-helpline> to be connected with a DDH crisis worker fluent in ASL.

For the latest information on the Jan 21-23, 2024, San Diego County severe storm and flooding, visit www.fema.gov/disaster/4758.

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FEMA's mission is helping people before, during, and after disasters.

All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), sexual orientation, religion, national origin, age, disability, limited English proficiency, or economic status.

If you believe your civil rights are being violated, you can call the Civil Rights Resource line at 833-285-7448 (TTY 800-462-7585). Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service. Multilingual operators are available (press 2 for Spanish).