

# Keep In Touch With FEMA

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After you apply for disaster assistance you should stay in touch with FEMA to update application details with changes or missing information. After a disaster, you may have moved, or discovered additional damage. It is critical to keep FEMA advised of any changes to your situation. Missing or outdated materials could delay getting help.

Information that may need to be updated could include:

- Your current housing situation, phone number, **or** mailing address.
- Adding or removing the name of a person designated to speak for you.
- Adding or changing names of household members and number of people living in the home.
- Changes in your application for FEMA assistance.
- Correcting or verifying home and property damage.
- Updating your payment preference.

The easiest way to provide missing or new information is to create an account at [DisasterAssistance.gov](https://DisasterAssistance.gov). You can also download the [FEMA Mobile App](#) to your phone and keep track of information there.

If you don't have Internet access or need services not on the FEMA website, call the Helpline at 800-621-3362. Multilingual FEMA staff can take your call from 7 a.m. to 10 p.m. PT, daily. You can also get help in person at the Mountain View Community Center and Spring Valley Library Disaster Recovery Centers. Addresses and operating hours are listed below.

When contacting FEMA be sure to refer to the nine-digit application number you were issued when you applied. This number is included in all correspondence FEMA sends to you — it is very important to use this number.

**There is still time to apply**



Residents of San Diego County who suffered damage by the Jan. 21-23, 2024, severe storm and flooding who have not yet applied for FEMA assistance should do so by the **April 19, 2024, deadline**. There are multiple ways you can apply:

- **Go online** to [DisasterAssistance.gov](https://DisasterAssistance.gov),
- **Use** the [FEMA mobile app](#).
- **Call 800-621-3362** from 7 a.m. to 10 p.m. PT daily. If you use a relay service such as Video Relay Service (VRS), captioned telephone service or others, give FEMA your number for that service. For an accessible video on how to apply for assistance go to, [Three Ways to Apply for FEMA Disaster Assistance - YouTube](#).
  - 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.
  - Disaster survivors who are deaf, have a hearing loss, or have a speech disability and use a Text Telephone (TTY) may call 800-462-7585. Disaster survivors who use 711 or VRS (Video Relay Service), may call 800- 621-3362. Those who use a relay service such as a videophone, InnoCaption or CapTel should update FEMA with their specific number assigned to that service.
- **Visit** a Disaster Recovery Center. At a DRC, you can get help applying for federal assistance and SBA disaster assistance loans, updating applications and learning about other available resources including from the state and county. Immigration status checks are not available at the DRCs.

Both centers operate from 10 a.m. to 7 p.m. PT, Tuesday - Saturday.

### **Mountain View Community Center**

641 South Boundary Street

San Diego, CA 92113

### **Spring Valley Library**

836 Kempton Street



**FEMA**

Spring Valley, CA 91977

## Small Business Administration Assistance

Applicants may apply online and receive additional disaster assistance information at [SBA.gov/disaster](https://www.sba.gov/disaster). Applicants may also call SBA's Customer Service Center at (800) 659-2955 or email [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) for more information on SBA disaster assistance. For people who are deaf, hard of hearing, or have a speech disability, please dial 7-1-1 to access telecommunications relay services.

For the latest FEMA information on the Jan. 21-23, 2024, San Diego County severe storms and flooding, visit [www.fema.gov/disaster/4758](https://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.*

*Disaster Recovery Centers are protected areas designated to provide emergency response and relief for disaster survivors. U.S. Immigration and Customs Enforcement and U.S. Customs and Border Protection do not conduct enforcement operations at or near these locations, except in limited circumstances such as an imminent risk of death, violence, or physical harm. Additionally, FEMA will not proactively share the personal information of flood survivors with immigration or law enforcement agencies.*

*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).*



**FEMA**