



SAN BERNARDINO COUNTY OPERATIONAL AREA

Blue Cut Fire Incident Recovery Referral Services

Information Line 877-410-8829
Open 7:00 am – 5:00 pm daily

PRIVATE/NON-PROFIT/STATE AGENCIES

Allstate Insurance

- Provide on-site claim service with quick onsite payments for needed living expenses
 - Special Qualification Requirements – Payments and claims for policy holders

847-274-7875
2775 Sanders Road, Northbrook, IL 60062

Assured Relocation

- Temporary housing and furniture rental

310-349-7801 or 888-670-9700
Meg.lenihan@assuredrelocation.com

Catholic Charities

- Motel voucher up to 14 days; emergency food; clothing; gasoline cards; diapers
 - Special Qualifications Requirements
 - Be a victim
 - Motel Voucher - unable to return home due to disaster
 - Food was ruined because of disaster
 - Need for clothing
 - Able to get home for gasoline

760-242-2311 X8454
16051 Kasota Rd, Ste 700B, Apple Valley, CA 92307

Department of Motor Vehicles

- Replacement of Driver's Licenses, Registration Cards, ID Cards, Titles
- Make appointments to local DMV offices where full services are available
- Answer all DMV related questions and look into system for affected individuals

909-522-3161
1310 N Waterman Ave, San Bernardino, CA 92404



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Farmers Insurance

- Assist with filing claims and answer questions
- Issuing advance payments
- Arranging temporary living arrangements
 - Special Qualification Requirements – Farmers/Foremost Insurance Policy Holders

818-200-7667

Frontier Communications

- Expedited service for calling features and call forwarding for affected customers
- Provide information for telephone & internet service
- Possibly provide temporary service if possible

760-927-6559

Nationwide Insurance

- Nationwide customers can get information regarding policy coverage

951-218-1303

One Nationwide Gateway, Dept. 5577, Des Moines, IA 50391-5577
Peppet2@nationwide.com

Southern California Edison (SCE)

- Updated outage information
- Help with shut-offs and temporary address changes

626-238-5215

1515 Walnut Grove Ave, Rosemead, CA 91770

State Board of Equalization

- Request for exemption from the Fire Prevention Fee
- Request relief from penalty, collection cost, recovery fee, and/or interest for those with a seller's permit with the State of CA
- Copies of critically needed tax records on file with the BOE, may be eligible for a one month extension on filing tax returns

909-493-8183

10760 4th St, Ste 200, Rancho Cucamonga, CA 91730



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The Hartford Insurance

- Claim support – set up claims, answer questions on policy coverage
- Explain claim process, temporary housing, if covered by their policy

331-302-6354

4245 Meridian Parkway, Aurora, IL 60504

Victor Valley Transit Authority

- Evacuate/Emergency Transport for people and small animals
- Route information
- Senior & disabled transportation information
- Able to transport large groups

760-995-3460 / 909-208-0000

17150 Smoke Tree St., Hesperia, CA 92345



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SAN BERNARDINO COUNTY AGENCIES

Animal Care and Control

1-800-472-5609

Aging and Adult Services

- Housing information
- Resources for elderly and disabled adults
- Referrals to other agencies
- Transportation assistance/voucher-bus
- Utility assistance
 - Special Qualification Requirement – Elderly, disabled adults, low income

1-800-510-2020

Assessor – Recorder – Clerk

Assessor

- Offer Property Tax Relief for Property Owners – Loss of structures or Damage
 - Special Qualification Requirements - For property owners paying taxes on improvements, including dwellings, real property structures, etc.

760-995-8030

15900 Smoke Tree St., Hesperia, CA 92345

Recorder-Clerk

- Replace destroyed vital records (birth, marriage, death)
- Replace copies of recorded or filed documents
 - Special Qualification Requirements – Records must have been damaged or destroyed by the disaster. Does not matter if they are renters or homeowners.

760-995-8065

15900 Smoke Tree St, Ste 101, Hesperia, CA 92392



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Behavioral Health

- Resource information
- On-site therapist for counseling services
- Homeless & employment services
- Out-patient mental health and alcohol & drug services for adult and adolescents
- Individual and Group therapy
 - Special Qualification Requirements - Medi-Cal qualified (IEHP, Molina); sliding scale income

1-888-743-1478

Children & Family Services

- Services to families with open referrals or cases only
- Offer referrals to counseling, drug and alcohol treatment, parenting classes, anger management classes, domestic violence programs & housing assistance
 - Special Qualification Requirements – Must have an open case

760-243-6697

15020 Palmdale Rd, Victorville, CA 92392

Community Action Partnership (Partnering Entity)

- Temporary housing & shelter
- Temporary portable cooling & heating devices
- Temporary generators for electricity
- Clothing & food vouchers
- Hotel assistance
 - Special Qualification Requirements – Be able to prove you're a victim of the disaster

909-723-1621

696 S. Tippecanoe Ave., San Bernardino, CA 92405

In Home Supportive Services

- Getting IHSS providers/caregivers if needed through registry
- Applications for SEIU
- Wildfire Relief Fund applications for reimbursement for qualifying members only – They provide temporary housing assistance, residential repairs, replacement of household items



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- Special Qualification Requirements – Victims must be approved for In Home Supportive Services (IHSS) for Public Authority Registry Services (provider/caregiver); must be SEIU member to qualify for reimbursement

IHSS Public Authority of San Bernardino
1-866-985-6322
686 E Mill St, San Bernardino, CA 92415

Land Use Services

- Demolition permits
- Obtaining meter/gas reset permits
- Providing information on plan submittal requirements to rebuild
 - Special Qualification Requirements – Home owner, authorized representative or licensed contractor

909-387-4431
385 N. Arrowhead Ave, 1st Fl., San Bernardino, CA 92415

760-995-8140
15900 Smoke Tree St, Ste 131, Hesperia, CA 92345

Preschool Services Department

- Educational & fun activities for children as their parents are doing paperwork

909-383-2078
662 S Tippecanoe Ave, San Bernardino, CA 92415

Public Health

- Preparedness & Response - PODS with food & other necessities
- Environmental Health Services
- Clinic Services – Health check-ups, insurance, medication, chronic illness management, STD screening, immunizations, birth control and physicals
- WIC – Food, breastfeeding support
- Disease control & surveillance - HIV mobile testing van, home visits for pregnant moms who are substance using
- Lead prevention/Intervention

1-800-782-4264
351 North Mountain View Ave, San Bernardino, CA 92415



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Special Districts Water & Sanitation

- Status check for leaks, meter functionality, water quality & pressure
- Answer billing questions/account status
- Assist customers to locate their meter to shut off water/enable repair
- Provide water availability information for parcels in unincorporated areas

Customer Service

760-955-9885

12402 Industrial Blvd, D6, Victorville, CA 92393-5004

customerservice@sdd.sbcounty.gov

Countywaterwise.org

Transitional Assistance Department

- Cash aid
- Food stamps
- Medi-Cal
- General relief, employment services, child care
 - Special Qualification Requirements – Yes, except for disaster food stamps

760-552-6119

15010 Palmdale Rd, Victorville, CA 92392

Veteran's Affairs

- Compensation for service-connected disabilities
- Pension for veterans with non-service connected disabilities
- Education benefits and vocational rehabilitation
- SBC Veteran ID Cards
- VA Medical Center benefits
- Home loan benefit eligibility applications
- Obtaining government life insurance,
- Burial benefits, pension for non-service related deaths
- Military survivor benefit plan
- CA College fee waiver program; reduced fee park passes
 - Special Qualification Requirements – Veteran or family member of veteran

909-387-5516

175 W. 5th St, 2nd FL, San Bernardino, CA 92415



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Workforce Development Department

- Job search; career planning & employment; on the job training & schooling; Services for career assessments, computer & training workshops and a personal advisor/mentor; resource room for all job search needs, computers, faxing services & resume building

AJCC – America's Job Center of California
760-552-6550
17310 Bear Valley Rd

Workforce Development Board – Business Services

- On the job training
- Process improvement consulting
- Business consulting
- Staff recruitment
- Business workshops
- Labor market information
- Liaison to other departments & resources
- Rapid response service to assist those individuals losing their jobs by connecting them with resources to help as they transition to new careers

760-524-7746
17310 Bear Valley Rd, Ste 109 Victorville, CA 92395