RECORD REPLACEMENT ASSISTANCE

CALIFORNIA DEPARTMENT OF MOTOR VEHICLES:
The California Department of Motor Vehicles (DMV) can respond to questions and provide the forms needed to assist individuals in replacing DMV documents, such as driver licenses, identification cards, vehicle cards, certificates, and certificates of title, that were lost as a result of a disaster. Contact DMV at 1-800-777-0133 (TTY 1-800-735-2929 or 1-800-368-4327 for hearing or speech impaired), or visit the website the DMV website at http://www.dmv.ca.gov.

CALIFORNIA DEPARTMENT OF PUBLIC HEALTH – VITAL RECORDS:
The California Department of Public Health (CDPH) is working with those who have lost vital records as a result of the disaster. Birth, death, and marriage records should be requested from the county recorder’s office in the county where the event occurred. Visit http://www.cdph.ca.gov/Programs/CHSI/Pages/County-Registrars-and-Recorders.aspx for a list of county recorders or you may call 916-445-2684; TTY 7-1-1 or 1-800-735-2929

TAX ASSISTANCE

CALIFORNIA BOARD OF EQUALIZATION:
Emergency tax or fee relief is available from the California State Board of Equalization (BOE) for business owners or taxpayers directly affected by disasters. Relief may include the extension of tax return due dates, relief of penalty and interest, or replacement copies of records lost due to disasters. For questions or assistance regarding sales and use tax, or special taxes and fees, contact the BOE at 1-800-400-7115 (TTY: 1-800-735-2929) or visit the BOE website at www.boe.ca.gov

CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT – ASSISTANCE FOR EMPLOYERS:
CA employers who are directly affected by a state of emergency may request up to a 60-day extension to file their state payroll reports and to deposit state payroll taxes with the California Employment Development Department (EDD), without penalty or interest. For further information, visit the EDD’s Emergency and Disaster Assistance for Employers page at: http://www.edd.ca.gov/payroll_taxes/emergency_and_disaster_assistance_for_employers.htm, or call the EDD Taxpayer Assistance Center at 1-888-745-3886; TTY 1-800-547-9565.

FRANCHISE TAX BOARD:
The Franchise Tax Board (FTB) provides guidance in obtaining tax relief for disaster casualty losses. Contact FTB at 1-800-852-5711 (TTY for hearing or speech impaired: 1-800-822-6268) or visit the website at: www.ftb.ca.gov, search keyword “disaster losses”.

INTERNAL REVENUE SERVICE:
For information on Disaster Assistance and Emergency Relief for Individuals and Businesses, visit the IRS website at www.irs.gov, search keyword “Disaster” (Disaster Assistance) or contact the Internal Revenue Service (IRS) at 1-800-829-1040, (TTY: 1-800-829-4059).

VETERANS ASSISTANCE

CALIFORNIA COUNTY VETERANS SERVICE OFFICERS
The County Veterans Service Officers (CVSO) plays a critical role in the Veteran’s advocacy system and is often the initial contact in the community for Veterans’ services. The CVSO is committed to providing a vital and efficient system of local services and advocacy to Veterans, their dependents and survivors. To find the nearest CVSO call 844-737-8838 or visit the CVSO website at: www.ca-cvso.org/county-contacts

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS:
If you have a home loan with the California Department of Veterans Affairs (CalVet) and your home has suffered structural damage caused by a disaster, contact our CalVet Claims adjuster at 800-626-1613. This line is open 24 hours a day. For additional information visit our CalVet website at: www.CalVet.ca.gov

U.S. DEPARTMENT OF VETERANS AFFAIRS:
If you need information regarding VA health care, death benefits, pensions, disability claims, or other information related to VA, contact the Federal Department of Veterans Affairs (VA) at 1-800-827-1000 (TTY Telecommunications Device for the Deaf 1-800-829-4833), or visit their Inquiry Routing and Information System (IRIS) website at: https://iris.custhelp.com/app/answers/detail/a_id/1703

This publication distributed by:
California Governor’s Office of Emergency Services (Cal OES) www.caloes.ca.gov

(For individuals who are deaf, hard of hearing, or speech-disabled, please call the California Relay Service at 711 and ask to be put in touch with the California Governor’s Office of Emergency Services at 916-845-8400.)
EQUAL HOUSING PROTECTION
Homeowners, homebuyers and tenants have protection from housing discrimination under California Civil Rights laws through the Department of Fair Employment and Housing (DFEH). The law prohibits discrimination in all aspects of the housing business, including: Renting or leasing, sales, mortgage lending and insurance, advertising, and practices such as restrictive covenants, as well as permitting new construction. For additional information visit: https://www.dfeh.ca.gov/Housing/

HEALTH INFORMATION
For information on health concerns related to a disaster you can contact 916-650-6416 or visit the California Department of Public Health website at: http://www.bepreparedcalifornia.ca.gov

DISASTER PROGRAM ASSISTANCE
The following federal programs may be available for eligible individuals and/or businesses impacted by the 2017 Winter Storms. Visit the Cal OES website (www.caloes.ca.gov) and click on the Winter Storm Recovery Resources link to identify the specific disaster programs and associated application deadlines within each California County.

U.S. Small Business Administration (SBA) Disaster Loan Program
SBA offers homeowners disaster loans of up to $200,000 for primary residence repair/replacement. Homeowners and renters may borrow up to $40,000 to repair/replace personal property. Businesses of all sizes and private non-profit organizations (PNPs) may borrow up to $2 million to repair/replace damaged real estate, machinery and equipment, inventory and other business assets. SBA can lend additional funds to homeowners and businesses to help with the cost of improvements to protect, prevent or minimize the same type of disaster damage from occurring in the future. SBA also offers Economic Injury Disaster Loans (EIDLoans) to small businesses for working capital needs caused by a disaster. EIDL assistance is available regardless of whether the business suffered any property damage.

Applicants may apply online using SBA’s secure website at https://disasterloan.sba.gov/ela. Disaster loan information and applicant forms are available from SBA’s Customer Service Center by calling (800)659-2955 or by email at disastercustomerservice@sba.gov.

US Dept. of Agriculture (USDA) Farm Service Agency (FSA) Emergency Loan Program
USDA-FSA offers emergency loans to farmers and ranchers with family-sized farming operations to recover from physical and/or crop production losses due to a disaster. Farmers and ranchers can borrow up to 100% of actual production or physical losses, to a maximum amount of $500,000. Applicants should contact the USDA-FSA office listed in the local telephone directory under U.S. Government, Agriculture or go to the USDA website for additional information (https://www.fsa.usda.gov/FSAWebApp?area=home&subject=frm&topic=ella)

EMPLOYMENT ASSISTANCE

JOB SERVICES:
The California Employment Development Department (www.edd.ca.gov) and local partner agencies at all America’s Job Center of California SM locations throughout the state offer a wide variety of employment services, such as job search and referrals, and training. Job seekers and employers can connect with thousands of available job opportunities and qualified candidates through CalJobs SM, California’s online labor exchange system at www.caljobs.ca.gov. To find the nearest America’s Job Center of California SM, visit: www.americasjobcenter.ca.gov/

UNEMPLOYMENT BENEFITS:
Workers who lose their jobs due to no fault of their own, such as in the case of a disaster, may be eligible for Unemployment Insurance (UI) benefits. The quickest and easiest way to apply is online. If you already have a UI claim, the best way to reopen your claim is through UI Online. Visit the California Employment Development Department (EDD) website at: www.edd.ca.gov/Unemployment/ways_to_file.htm; UI claims also can be filed by telephone at 1-800-300-5616. (For Cantonese, call 1-800-547-3506; For Mandarin, call 1-866-303-0706; For Spanish, call 1-800-326-8937; For Vietnamese, call 1-800-547-2058; For TTY, call 1-800-915-9387).

GENERAL ASSISTANCE PROGRAMS
The following general assistance programs are administered within each California County and may provide assistance to eligible individuals affected by a disaster.

- CalFresh: visit www.calfresh.ca.gov or contact 1-877-847-3663(FOOD)
- CalWORKs: contact your local county welfare/social services department. To find your local office visit the website at: http://www.cwda.org/links/chsa.php
- CRISIS COUNSELING: contact your local county mental health department. To find your local office visit the website at: http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx
- WOMEN, INFANT, CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM: visit the website at http://m.wic.ca.gov and click on “Join WIC” or call 1-888-942-9675(1-888-WIC-WORKS).

INSURANCE & REBUILDING ASSISTANCE

CALIFORNIA DEPARTMENT OF INSURANCE:
The California Department of Insurance (CDI) provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, availability, etc. If you are experiencing difficulty with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the CDI’s Consumer Hotline at 1-800-927-4357(HELP), (TTY: 1-800-482-4833) for assistance. For additional information you may also wish to visit the CDI website at: www.insurance.ca.gov/01-consumers/101-help.

CONTRACTORS STATE LICENSE BOARD (CSLB):
The Contractors State License Board (CSLB) verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, disaster victims may call CSLB’s Disaster Hotline M-F from 8 a.m. - 5 p.m. at 1-800-962-1125, or the 24-hour automated telephone response system, 1-800-321-CSLB (2752). Licenses can also be checked online at: https://www2.cslb.ca.gov/onlineservices/checklicenseII/checklicense.asp. You can also view a video, “Rebuilding After a Natural Disaster” on the CSLB Web site.

HOUSING AND COMMUNITY DEVELOPMENT:
The California Department of Housing and Community Development (HCD) can assist with manufactured housing questions including repairs, installations and/or registration and titling. For information on obtaining construction permits for manufactured homes or parks contact the Sacramento Area Office at 916-927-2501. For information concerning Registration and Titling call 1-800-952-8356; TTY 1-800-735-2929 or visit the website at: www.hcd.ca.gov/manufacturedhousing. For other types of housing recovery funding opportunities, please contact your local housing or economic development department.