

Disaster Recovery Assistance and Services

This publication distributed by:
California Governor's Office of Emergency Services (Cal OES)

(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.)

caloes.ca.gov

Cal OES
GOVERNOR'S OFFICE
OF EMERGENCY SERVICES

Special Fee Waivers and Filing Extensions

As a result of a disaster, the Governor may issue an Executive Order that allows special fee waivers and filing extensions for replacing important government records (i.e., birth and death, certificates, identification cards, etc.).

For information specific to this disaster, you may wish to contact the following departments for additional information:

- Department of Motor Vehicles
- California Department of Public Health
- Franchise Tax Board, and/or the California Department of Tax and Fee Administration

Contact information for each of these departments is listed in this brochure.

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).

DFEH is responsible for enforcing state fair housing laws that make it illegal to discriminate because of the categories listed below under **"Who is Protected?"** The law applies to landlords, real estate agents, home sellers, builders, mortgage lenders, and others.

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.

WHO IS PROTECTED?

California law protects individuals from illegal discrimination by housing providers based on the following:

Age; Race, color; Ancestry, national origin, Religion: Disability, mental or physical: Sex, gender; Sexual orientation; Gender identity, gender expression; Genetic information; Marital status; Familial status; Source of income.



For additional information, visit:
https://www.dfeh.ca.gov/housing

California Department of Public Health

For information on public 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

MEDI-CAL INSURANCE PROGRAM:

Medi-Cal is a public health insurance program that provides Californians with access to affordable, integrated, high-quality health care, including medical, dental, mental health, substance use treatment services and long-term care.

Medi-Cal offers free or low-cost coverage to low-income Californians who meet eligibility requirements, including families with children, seniors, persons with disabilities, pregnant women, and low-income people with specific diseases, such as tuberculosis, breast cancer, or HIV/AIDS.

For more information, contact your county welfare/social services department.

To find your local office, visit the Department of Health Care Services website at:
http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx

Tax Assistance

CALIFORNIA DEPARTMENT OF TAX AND FEE ADMINISTRATION:

Emergency tax or fee relief is available from the California Department of Tax and Fee Administration (formerly the State Board of Equalization (BOE)) for business owners or feepayers 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 CDTFA at **1-800-400-7115 (TTY: 1-800-735-2929)** or visit the CDTFA website at **www.cdtfa.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: **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/TDD 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)**.

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 the 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

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.**

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.cacvso.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** (TDD 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

Emergency Assistance

THE AMERICAN RED CROSS

The American Red Cross (Red Cross) provides emergency food, shelter, and disaster health and mental health services to individuals and families that have been affected by a disaster. Contact the ARC at **1-800-RED-CROSS (733-2767)**.

If you have been affected by a disaster, "SAFE and WELL" provides a way for you to register yourself as "safe and well."

From a list of standard messages, you can select those that you want to communicate to your family members, letting them know of your well-being.

For more information, visit the website at: **http://www.redcross.org/safeandwell**

THE SALVATION ARMY

The Salvation Army provides a variety of services including help with food, household needs, clothing and personal needs.

For more information, call **1-800-SALARMY (725-2769)** or visit the website at: **www.disaster.salvationarmyusa.org**

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 resource, to help job seekers and employers navigate the state's workforce services at: **www.caljobs.ca.gov**.

To find the nearest **America's Job Center of California SM**, visit: **https://edd.ca.gov/office_locator**.

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. Eligibility for UI benefits requires that individuals be unemployed or working less than full time, be able to work, be seeking work, and be willing to accept a suitable job. 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: **https://edd.ca.gov/Unemployment/Filing_a_Claim.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 1-800-815-9387).

General Assistance Programs

CALFRESH PROGRAM

If you have been affected by a disaster and are in need of food assistance, you can apply for benefits through the CalFresh Program.

To find out how to apply for benefits in your county, please call the toll free number: **1-877-847-3663 (FOOD)** or apply online at: **www.benefitscal.org**

For more information on CalFresh, visit the website at: **www.calfresh.ca.gov**

CAL WORKS

CalWORKs provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. For more information contact your local county welfare/social services department.

To find your local office, visit the website at: **http://www.cwda.org/links/chsa.php**

For more information on this program, visit the cash aid website at: **http://www.cdss.ca.gov**

CRISIS COUNSELING

Short-term counseling may be available for emotional or mental health problems caused by the impacts of a disaster.

For more information, contact your **county mental health department**.

For a listing of these county departments, visit the website at: **http://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx**.

DISASTER CASE MANAGEMENT PROGRAM

Only available with a Federal Individual Assistance declaration.

The DCMP is a limited-term, holistic partnership between a case manager and an individual survivor or household to identify and address unmet needs caused by the declared disaster. Through this partnership, the case manager works with the survivor to develop a comprehensive recovery plan to assist the survivor with any un-resourced items, support, or assistance that has been assessed and verified as necessary for the survivor to recover from a disaster.

STATE SUPPLEMENTAL GRANT PROGRAM

Only available with a Federal Individual Assistance declaration.

California's SSGP, administered by CDSS, may provide grant funds to assist people who have suffered damage in a disaster area declared by the President when the federal assistance to Individuals and Household Program (IHP) is implemented. The SSGP is 100 percent State funded. The grant may assist with any eligible items not already addressed by the IHP. However, individuals must have applied to the Federal Emergency Management Agency (FEMA) and maximized the IHP award in order to be eligible for SSGP. State grants cover disaster-relief needs in the same categories as the IHP.

If you have reached the maximum IHP assistance, FEMA will automatically transmit your application information to SSGP. There is no separate application process for SSGP.

If you have any questions about the SSGP, you may contact SSGP at 1-800-759-6807, or for the speech- or hearing-impaired, the TTY number is 1-800-952-8349

SENIOR AND DISABLED ADULT SERVICES

The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with disabilities.

You can locate an AAA in your area by calling **1-800-510-2020** (available in English, Spanish and Mandarin); call **711** for TTY/TDD assistance; or visit the website at:
https://www.aging.ca.gov/Find_Services_in_My_County

SOCIAL SECURITY

For information on applying for social security benefits, survivor benefits, or if you need assistance in expediting the delivery of your check delayed by the disaster, contact the Social Security Administration (SSA) automated telephone services at **1-800-772-1213**, or to speak to a representative, call between 7 a.m. and 7 p.m. EST Monday through Friday (TTY/TDD for hearing or speech impaired: **1-800-325-0778**, between 7 a.m. and 7 p.m. EST Monday through Friday).

Information and services can also be found on the website at:
http://www.socialsecurity.gov/emergency

WOMEN, INFANTS, AND CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM:

WIC helps families get access to healthy foods and a lot more. WIC serves babies and children up to age 5, pregnant women, and new mothers. Parents, grandparents, foster parents, or guardians can enroll children up to their 5th birthday. Working families and migrant families can apply too. In addition to healthy foods, WIC provides nutrition tips, breastfeeding support, health care referrals, and community information.

You may qualify if you:

- Are pregnant, breastfeeding, just had a baby; or
- Had a recent pregnancy loss; or
- Have a child or care for a child under age 5; **and**
- Have low-to-medium income; or
- Receive Medi-Cal, CalWORKs (TANF), or CalFresh (SNAP) benefits, **and**
- Live in California

Visit **MyFamily.WIC.ca.gov**, or call **1-888-942-9675 (1-888-WIC-WORKS)** for more information.

Insurance and 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. The Insurance Commissioner wants to make sure that the claim process moves as smoothly and as quickly as possible and that any underinsurance issues are investigated.

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/checklicensell/checklicense.aspx

You can also view a video, "Rebuilding After a Natural Disaster" on the CSLB Web site.