

# DISASTER RECOVERY ASSISTANCE AND SERVICES



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**California Governor's Office of Emergency Services (Cal OES) [www.caloes.ca.gov](http://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.)*

### **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 fee waiver and filing extension information related to a specific disaster, contact the following state departments: 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 [DFEH website](https://www.dfeh.ca.gov/Housing/) at: <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](http://www.bepreparedcalifornia.ca.gov) website at: <http://www.bepreparedcalifornia.ca.gov>

### **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 [Red Cross website](http://www.redcross.org/safeandwell) 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 [Salvation Army website](http://www.disaster.salvationarmyusa.org) at: [www.disaster.salvationarmyusa.org](http://www.disaster.salvationarmyusa.org)

## **EMPLOYMENT ASSISTANCE**

### **JOB SERVICES:**

The California Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)) and local partner agencies at all America's Job Center of California<sup>SM</sup> 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<sup>SM</sup>, [California's online labor exchange system](http://www.caljobs.ca.gov) at [www.caljobs.ca.gov](http://www.caljobs.ca.gov). To find the nearest [America's Job Center of California<sup>SM</sup>](http://www.americasjobcenter.ca.gov/), visit: [www.americasjobcenter.ca.gov/](http://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. 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 \(EDD\)](http://www.edd.ca.gov/Unemployment/ways_to_file.htm) website at: [www.edd.ca.gov/Unemployment/ways\\_to\\_file.htm](http://www.edd.ca.gov/Unemployment/ways_to_file.htm). UI claims also can be filed by telephone at [1-800-300-5616](tel:1-800-300-5616). (For Cantonese, call 1-800-547-3506; For Mandarin, call [1-866-303-0706](tel:1-866-303-0706); For Spanish, call [1-800-326-8937](tel:1-800-326-8937); For Vietnamese, call [1-800-547-2058](tel:1-800-547-2058); For TTY, call [1-800-815-9387](tel: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/](http://www.benefitscal.org/) For more information on [CalFresh](http://www.calfresh.ca.gov), visit the website at: [www.calfresh.ca.gov](http://www.calfresh.ca.gov)

### **CALWORKS:**

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> or for more information on [CalWORKS](http://www.cdss.ca.gov/), 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](http://www.dhcs.ca.gov/individuals/Pages/MHPContaktList.aspx) at: <http://www.dhcs.ca.gov/individuals/Pages/MHPContaktList.aspx>.

### **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; TDD 1-800-735-2929 or visit the [AAA website](http://www.aging.ca.gov/ProgramsProviders/AAA/AAA_Listing.aspx) at: [http://www.aging.ca.gov/ProgramsProviders/AAA/AAA\\_Listing.aspx](http://www.aging.ca.gov/ProgramsProviders/AAA/AAA_Listing.aspx)

### **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 [SSA website](http://www.socialsecurity.gov/emergency) at: <http://www.socialsecurity.gov/emergency>

## **WOMEN, INFANTS, AND CHILDREN SUPPLEMENTAL NUTRITION PROGRAM:**

The Woman, Infants, and Children (WIC) program helps low-to-moderate-income pregnant women, new mothers and their babies and young children to eat well and stay healthy. WIC provides:

- Special checks to buy healthy foods such as milk, juice, eggs, cheese, fruits, vegetables, baby foods and whole grains;
- Information about nutrition and health;
- Breastfeeding support and referrals to health care and community services.
- For more information, call 1-888-942-9675 or visit the [WIC website](http://m.wic.ca.gov) at: at <http://m.wic.ca.gov> and click on “[Join WIC](#)” or call 1-888-942-9675(1-888-WIC-WORKS).

## **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](http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx) at: <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx>

## **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. 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](http://www.insurance.ca.gov/01-consumers/101-help) at: [www.insurance.ca.gov/01-consumers/101-help](http://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](https://www2.cslb.ca.gov/onlineservices/checklicensell/checklicense.aspx) 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](#).

### **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 Riverside Area Office at 951-782-4420 or the Sacramento Area Office at 916-255-2501. For information concerning Registration and Titling call 1-800-952-8356; TDD 1-800-735-2929 or visit the [HCD website](http://www.hcd.ca.gov/manufactured_housing) at: [www.hcd.ca.gov/manufactured\\_housing](http://www.hcd.ca.gov/manufactured_housing) For other types of housing recovery funding opportunities, please contact your local housing or economic development department.

## **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 [DMV website](http://www.dmv.ca.gov) 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. For more information visit the [CDPH website](http://www.cdph.ca.gov):

<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 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](http://www.cdtfa.ca.gov) at [www.cdtfa.ca.gov](http://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](http://www.edd.ca.gov/payroll_taxes/emergency_and_disaster_assistance_for_employers.htm) page at: [http://www.edd.ca.gov/payroll\\_taxes/emergency\\_and\\_disaster\\_assistance\\_for\\_employers.htm](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/TDD for hearing or speech impaired: 1-800-822-6268) or visit the [FTB website](http://www.ftb.ca.gov) at: [www.ftb.ca.gov](http://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](http://www.irs.gov) at [www.irs.gov](http://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 1-844-737-8838 or visit the [CVSO website](http://www.cacvso.org/county-contacts) at: [www.cacvso.org/county-contacts](http://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](http://www.CalVet.ca.gov) at: [www.CalVet.ca.gov](http://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](https://iris.custhelp.com/app/answers/detail/a_id/1703) at: [https://iris.custhelp.com/app/answers/detail/a\\_id/1703](https://iris.custhelp.com/app/answers/detail/a_id/1703)