

# ***Guide to Disaster Assistance Services for Californians***

**This guide provides detailed information about the types of federal, state and local disaster assistance services available in California. Although some of the resources are restricted to individuals or households with lawful immigration status, there are many services available to all Californians impacted by the wildfires.**

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**Shelters and housing assistance**

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**Food and other basics**

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**Health, public health, and counseling**

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**Replacing documents, rebuilding property and insurance**

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**Employment and job services**

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## SHELTER AND HOUSING ASSISTANCE

### EMERGENCY SHELTER

For immediate evacuation center and emergency shelter information you can go to the California Office of Emergency Services website <http://wildfirerecovery.org/current-incidents/>

### TRANSITIONAL SHELTER ASSISTANCE

The Transitional Shelter Assistance (TSA) Program provides short-term lodging assistance for evacuees who are not able to return home for an extended or indeterminate period of time following a disaster.

The Federal Emergency Management Agency (FEMA) may provide TSA to eligible disaster survivors who have a continuing need for shelter after the congregate shelters have closed because they are unable to return to their homes for an extended period of time. This initiative is intended to provide short-term lodging for eligible disaster survivors whose communities are either uninhabitable or inaccessible due to disaster-related damages.

Under TSA, disaster survivors may be eligible to stay in hotel or motel lodging for a limited period of time and have the cost of the room and taxes covered by FEMA. However, FEMA does not cover the cost of incidental room charges or amenities, such as telephone, room service, food, etc.

For more information on the TSA program you can go to the FEMA website at: <https://www.fema.gov/transitional-shelter-assistance>

Individuals and households who are ineligible for TSA will be referred to local agencies or voluntary organizations for possible assistance.

### CALWORKs HOMELESS ASSISTANCE PROGRAM

The CalWORKs Homeless Assistance Program is available to homeless families who are eligible for or receiving CalWORKs benefits. The program can provide financial assistance to pay for up to 16 days in a motel. To find out how to apply for assistance, contact your [local county welfare/social services department](#).

### CALWORKs HOUSING SUPPORT PROGRAM

Most counties operate a CalWORKs Housing Support Program, which can offer homeless CalWORKs recipients a range of financial assistance including moving expenses, security and utility deposits, and rental subsidies. It also provides rental housing search assistance. To find out how to apply for the program, contact your county [Housing Support Program](#).

### INDIVIDUAL AND HOUSEHOLDS PROGRAMS

The Individuals and Households Program (IHP) is a joint Federal and State program. You or someone who lives with you must be a U.S. citizen or “qualified immigrant” to apply.



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Under IHP, the Federal Emergency Management Agency (FEMA) may provide awards in the form of rent, home repair or replacement, transportation repair or replacement, funeral expenses, personal property, medical, dental or other miscellaneous expenses. FEMA disaster assistance covers basic needs, but does not normally compensate disaster victims for their entire loss. Each situation is unique and is handled on a case-by-case basis. Anyone who suffers damage in a Presidentially-declared disaster can register for assistance by calling the FEMA registration line, 1-800-621-3362. For TTY, the number is 1-800-462-7585.

For general information or to make changes to an existing application, the FEMA disaster information Helpline number is 1-800-621-3362 or TTY 1-800-462-7585.

### **STATE SUPPLEMENTAL GRANT PROGRAM**

California's State Supplemental Grant Program (SSGP), administered by California's Department of Social Services, Disaster Services Bureau, may provide grant funds to assist people who have suffered damage in a disaster area declared by the President when the federal assistance to 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 FEMA and maximized the IHP award 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 to SSGP. There is no separate application process for SSGP. If you have questions about the State Supplemental Grant Program, you may contact SSGP at 1-800-759-6807, or for the deaf or hard of hearing, the TTY number is 1-800-952-8349.

Click on the following links for more detailed information about the SSGP. [State Supplemental Grant Program \(SSGP\) Information Sheet \(Spanish Version\)](#) [State Supplemental Grant Program \(SSGP\) Information Sheet](#)

## **FOOD AND OTHER BASICS**

### **DISASTER CALFRESH**

Disaster CalFresh can help meet the temporary nutritional needs of disaster victims of modest incomes, regardless of immigration status, following a natural disaster such as a flood, fire, or earthquake. Disaster CalFresh provides a month's worth of food benefits on an Electronic Benefit Transfer (EBT) card, which can be used to purchase food at authorized grocery stores and farmer's markets. For more information on Disaster CalFresh, visit the website at:

<http://www.cdss.ca.gov/inforesources/CalFresh/Disaster-CalFresh>

### **CALFRESH**

CalFresh provides ongoing food assistance to people with low-incomes through monthly benefits on an Electronic Benefit Transfer (EBT) card which can be used to purchase food at authorized grocery stores and farmer's markets. 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, visit the website at: [www.calfresh.ca.gov](http://www.calfresh.ca.gov)



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## **FOOD BANKS**

Food Banks throughout California can provide relief to families affected by the wildfires by providing them with emergency food assistance at no cost. Locate a food bank in your area by going to [www.cdss.ca.gov/Food-Banks](http://www.cdss.ca.gov/Food-Banks).

## **WOMEN, INFANTS, AND CHILDREN (WIC) SUPPLEMENTAL NUTRITION PROGRAM**

The WIC program is available to pregnant women and young children regardless of immigration status. The 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 website at: <https://www.cdph.ca.gov/Programs/CFH/DWICSN/Pages/Program-Landing1.aspx> and click on “Find a Local WIC Agency” under Program Information.

## **CALWORKS**

CalWORKs provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. If you are a “non-eligible immigrant” and not seeking CalWORKs benefits for yourself, you should be able to get assistance for your children if they are U.S. citizens or eligible immigrants. For more information about this program, visit the cash aid website at: <http://www.cdss.ca.gov/CalWORKs> or apply online at: [www.benefitscal.org/](http://www.benefitscal.org/). You may also contact your local county welfare/social services department: <http://www.cwda.org/links/chsa.php>

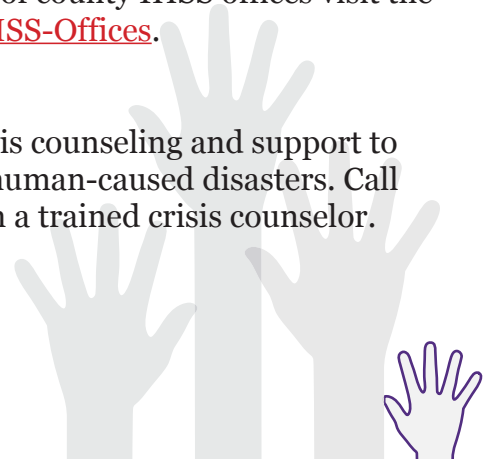
## **HEALTH, PUBLIC HEALTH, AND COUNSELING**

### **IN-HOME SUPPORTIVE SERVICES**

Recipients of In-Home Supportive Services (IHSS) may receive services from their provider (or from another enrolled provider) even if evacuated from their primary residence. Recipients and providers of In-Home Supportive Services with questions regarding services impacted by a disaster should contact your county IHSS worker. For a list of county IHSS offices visit the website at: <http://www.cdss.ca.gov/inforesources/County-IHSS-Offices>.

### **CRISIS COUNSELING**

Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.



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## **PUBLIC HEALTH INFORMATION**

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

### **HEALTH CARE AND COVERAGE (MEDI-CAL):**

Medi-Cal is a public health insurance program that provides comprehensive medical, dental and vision care coverage to low-income individuals, 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. You can apply in person at your Local County Office: <http://dhcs.ca.gov/COL> Apply by phone at (800) 300-1506 or Apply online: <http://www.coveredca.com> or <http://www.benefitscal.com/>

### **LOST PRESCRIPTIONS, MEDICAL ID CARD, OUT OF PLAN COVERAGE**

The California Department of Managed Health Care can assist individuals who are experiencing problems obtaining health care services by speeding up approvals for care, replacement of lost prescription and ID cards, or quick arrangement of health care at other facilities if a hospital or doctor's office is not available due to a disaster. Members should first contact their health plans, but if they have problems obtaining services or assistance from a plan, they can also contact the Department of Managed Health Care's Help Center at 1-888-HMO-2219, or at [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov).

### **SERVICES FOR SENIORS**

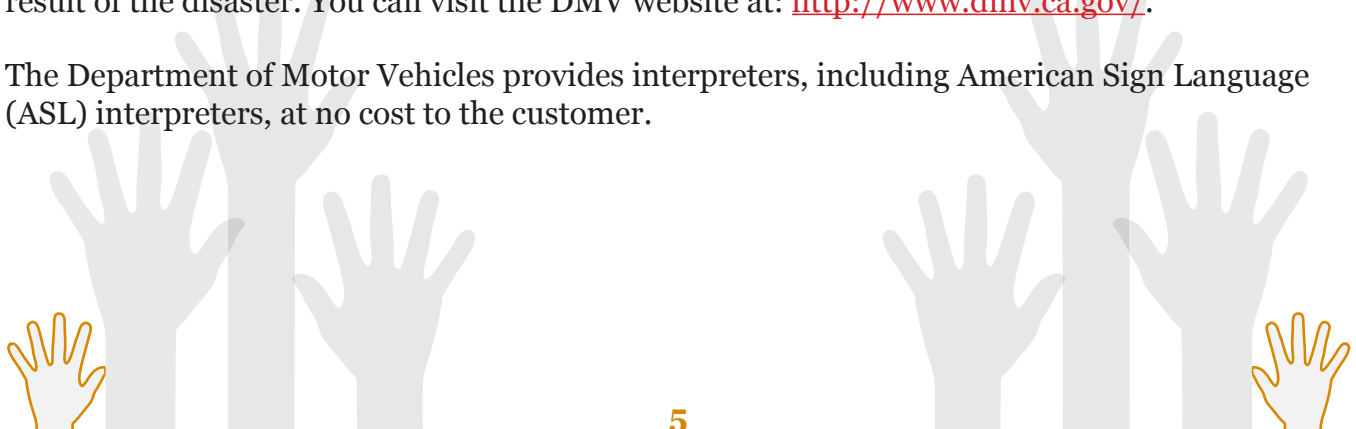
The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with disabilities. You can locate an AAA in your area by calling 1-800-510-2020; TTY 1-800-735-2929 or visit the website at: [http://www.aging.ca.gov/ProgramsProviders/AAA/AAA\\_listing.asp](http://www.aging.ca.gov/ProgramsProviders/AAA/AAA_listing.asp)

## **REPLACING DOCUMENTS AND INSURANCE**

### **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 registration certificates and certificates of title, that were lost as a result of the disaster. You can visit the DMV website at: <http://www.dmv.ca.gov/>.

The Department of Motor Vehicles provides interpreters, including American Sign Language (ASL) interpreters, at no cost to the customer.



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If you need an interpreter, please let one of our staff know and an appointment will be scheduled for when a foreign language or an ASL interpreter is available. Appointments may also be scheduled during regular business hours by calling 1-800-777-0133 and indicating foreign language assistance is needed. For the California Relay Telephone Service from TTY phones, call 1-800-735-2929 or, from voice phones, call 1-800-735-2922 for assistance in contacting DMV and making arrangements for an ASL interpreter.

Interpreters cannot be used to administer a commercial driver license (CDL) knowledge test.

### **BIRTH, DEATH, MARRIAGE, AND OTHER 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 <https://www.cdph.ca.gov/Programs/CHSI/Pages/Obtaining-Vital-Records-From-County-Offices.aspx> for a list of county recorders). Or you may call 916-445-2684; call 711 for Telecommunications Relay Services, or 1-800-735-2929 or visit:

<https://www.cdph.ca.gov/Programs/CHSI/Pages/Vital-Records.aspx>.

### **INSURANCE & REBUILDING INFORMATION**

The California Department of Insurance provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, 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 Department's Consumer Hotline at 1-800-927-HELP (4357); TTY 1-800-482-4833 for assistance. For additional information you may also wish to visit the Department's website at: [www.insurance.ca.gov](http://www.insurance.ca.gov).

### **CONTRACTORS STATE LICENSE BOARD**

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.aspx>. You can also view a video, "Rebuilding After a Natural Disaster" on the CSLB website at:

[http://www.cslb.ca.gov/Media\\_Room/Disaster\\_Help\\_Center/](http://www.cslb.ca.gov/Media_Room/Disaster_Help_Center/)

### **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; TTY 1-800-735-2929 or visit the website at: [www.hcd.ca.gov/codes/](http://www.hcd.ca.gov/codes/).



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## EMPLOYMENT AND JOB SERVICES

### EMPLOYMENT SERVICES

The Employment Development Department ([www.edd.ca.gov](http://www.edd.ca.gov)) and local partner agencies at all America's Job Center of California 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 CalJobssm, California's online labor exchange system at [www.caljobs.ca.gov](http://www.caljobs.ca.gov).

### DISASTER UNEMPLOYMENT ASSISTANCE:

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. Visit Employment Development Department (EDD) website at: [www.edd.ca.gov](http://www.edd.ca.gov). Click on the "Unemployment" link, then on "Apply for UI" (eApply4UI) at the top right of the page. 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, TTY 1-800-815-9387. For more information, you can go to the webpage at:

[http://www.edd.ca.gov/unemployment/Disaster\\_Unemployment\\_Assistance.htm](http://www.edd.ca.gov/unemployment/Disaster_Unemployment_Assistance.htm).

### PROTECTING WORKERS EXPOSED TO SMOKE FROM WILDFIRES

Smoke from wildfires contains chemicals, gases, and fine particles that can harm health. The greatest hazard comes from breathing fine particles, which can reduce lung function, worsen asthma and other existing heart and lung conditions, and cause coughing, wheezing, and difficulty breathing. To protect workers exposed to wildfire smoke, employers must take measures as part of their Injury and Illness Prevention Program. For more information, you can go to the webpage at:

<http://www.dir.ca.gov/dosh/Worker-Health-and-Safety-in-Wildfire-Regions.html>.



## **Our Mission**

*The California Department of Social Services serves, aides and protects needy and vulnerable children and adults in ways that strengthen and preserve families, encourage personal responsibility and foster independence.*



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**California Health and Human Services Agency**  
**Department of Social Services**  
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