Introduction

The far-reaching devastation caused by natural disasters such as the recent California wildfires have deeply impacted the daily lives of so many. Damaged homes, lost income, and emotional trauma are only some of the realities of life after a disaster. Fortunately, every day there are more helping hands to get people back on their feet.

Note: This guide is a supplement to Navigating the Road to Housing Recovery, 6th Edition, a holistic guide to help consumers start down the long process to normalcy and stability following a disaster. This supplemental includes a detailed accounting of resources for those affected by recent wildfires in Butte County, CA. The full guide may be found online along with a Spanish translation.

Navigating the Road to Recovery is a wide-ranging guide to resources and steps to take for people affected by hurricanes and natural disasters. NeighborWorks America worked with the Federal Deposit Insurance Corporation (FDIC) to provide this guide to help disaster survivors after natural disasters.

NeighborWorks America and its Network organizations offer a variety of resources and services for consumers and community development agencies affected by disasters. For more information on NeighborWorks’ disaster preparedness and recovery efforts, please visit us online at www.neighborworks.org/disasterrecovery.

This packet/webpage provides updated recovery information so that survivors of the recent wildfires in California may easily find the resources they need. Along with the Navigating the Road to Recovery guide, this update assists disaster survivors with the following things:

- California-specific disaster recovery information, including key government, insurance, and volunteer services available in affected counties
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- California resources for those with a clear housing recovery goal, such as home repairs
- Local guidance and resources for those still deciding on their housing recovery goal, including identifying short or long-term housing alternatives

In conjunction with the *Navigating the Road to Housing Recovery, 6th Edition* consumer guide, this supplemental empowers individuals to begin down the path to housing recovery and stability.

**Wildfires in California**

California Wildfires (DR-4407)

Incident Period: November 08, 2018 - November 25, 2018
Major Disaster Declaration declared on November 12, 2018

The table above details the presidentially-declared disaster zones in California impacted by wildfire. This disaster guide supplemental will provide information on critical local resources. The supplemental will touch on these critical areas of disaster recovery:

- Housing Resources
- Tax Relief, Insurance & Assistance Programs, and Legal Services
- Medical Services
- Nutritional Support
- Emotional Support Services
- Records Reconstruction
I. Housing Resources

Finding Affordable Rental Units in California

The US Department of Housing and Urban Development

HUD helps apartment owners offer reduced rents to low-income tenants. To apply clients should contact or visit the management office of each apartment building that interests them. To search for a subsidized apartment go to https://apps.hud.gov/apps/section8/step2.cfm?state=CA%2CCalifornia

The Housing Authority of the County of Butte (HACB)

HACB is a non-profit public agency incorporated in 1946. The mission of HACB is to assist low and moderate income residents of Butte County to secure and maintain high quality affordable housing. Subsidized housing is provided to families, seniors and disabled individuals whose income is between 50% and 80% of median area income.

Telephone: (530) 895-4474
TDD: (800) 735-2929
Main Office: 2039 Forest Ave. Chico
Website: http://www.butte-housing.com/

Websites Listing Apartment Rentals in California

Social Serve
This is a searchable website for rental housing in California. Socialserve.com provides a fully-staffed, toll-free English/Spanish call center that helps landlords list and helps tenants search for properties while monitoring the availability and accuracy of listings.
Website: https://www.socialserve.com/tenant/CA/index.html?type=rental

Rentals.com
A national database of rental properties. Search for rentals in your area.
Website: https://www.rentals.com/California/

California Apartment Association
Resources from the California Apartment Association to help community members deal with the impact from the wildfires. Specific information on price gouging and other helpful topics for renters and landlords can be found on their website.
Website: https://caanet.org/caa-wildfire-resource-center/
Resources for the homeless

If a client is homeless (or at risk of becoming homeless) you may find information on shelters and other resources at https://resources.hud.gov/ and click on Find Homeless Resources Near Me or go to https://www.hud.gov/states/california/homeless

Housing Counseling

HUD Housing Counseling Agencies

The easiest place to start is the website of the U.S. Department of Housing and Urban Development (HUD), which is https://apps.hud.gov/offices/hsg/sfh/hcc/hcs.cfm

- Once on the page click on the state of California or find it listed in the dropdown menu and it will bring up a list of all the HUD-approved housing counseling agencies in the state, including a brief description of the services these agencies provide and their contact information.
- Or call 800-569-4287 for HUD’s interactive system.

National Industry Standards for Homeownership Education and Counseling

Adoption of the National Industry Standards for Homeownership Education and Counseling shows that an organization is dedicated to providing a high level of quality and professionalism that current and future homeowners can recognize and expect. High standards encourage excellence and help guide professional conduct and decision-making in the field. Find an organization near you that has adopted these standards at http://www.homeownershipstandards.org

The NeighborWorks® Network

NeighborWorks® America supports over 235 independent, community-based nonprofit organizations across the country known as the NeighborWorks® Network. These nonprofits provide valuable housing-related services in more than 4,500 communities in America. They are staffed by counselors who serve as advocates to families who already own their homes or who are interested in pursuing home ownership. Services include pre-purchase counseling, financial fitness classes, default and foreclosure prevention counseling, affordable financing and a host of other products and services. To locate the NeighborWorks® Network member nearest you, go to http://www.neighborworks.org/Our-Network/Network-Directory. You can search by your zip code or search the state of California.
Housing Finance and Mortgage Lenders

California Housing Finance Agency (CalHFA)

For more than 40 years, the California Housing Finance Agency (CalHFA) has supported the needs of renters and homebuyers by providing financing and programs so more low-to-moderate income Californians have a place to call home. Established in 1975, CalHFA was chartered as the state’s affordable housing lender. The Agency’s Multifamily Division finances affordable rental housing through partnerships with jurisdictions, developers and more, while its Single Family Division provides first mortgage loans and down payment assistance to first-time homebuyers. CalHFA is a completely self-supporting state agency, and its bonds are repaid by revenues generated through mortgage loans, not taxpayer dollars.

Contact Information
Sacramento Headquarters
500 Capitol Mall, Ste. 1400
Sacramento, CA 95814

Mailing Address
P.O. Box 4034
Sacramento, CA 95812-4034

Telephone Number: 877-9CalHFA (877-922-5432)

Website: http://www.calhfa.ca.gov/

CalHFA will waive its first-time homebuyer requirement as detailed in its Program Bulletin 2018-10 on any of its Single Family loan programs for borrowers impacted by a disaster in California that has been declared a Major Disaster by FEMA.

Those borrowers whose owner-occupied home was destroyed or declared uninhabitable may apply for CalHFA first mortgage programs, including the MyHome Assistance Program, School Teacher and Employee Assistance Program or Zero Interest Program (ZIP) per program handbook guidelines for up to three (3) years after the disaster declaration date.
Fannie Mae

Clients impacted by the California wildfires whose mortgage is owned by Fannie Mae are eligible for mortgage assistance. Under Fannie Mae’s guidelines for single-family mortgages:

- Homeowners impacted by the California wildfires are eligible to stop making mortgage payments for up to 12 months, during which time they:
  - will not incur late fees during this temporary payment break
  - will not have delinquencies reported to the credit bureaus
- Servicers are authorized to suspend or reduce a homeowner’s mortgage payments immediately for up to 90 days without any contact with the homeowner if the servicer believes the homeowner has been affected by a disaster. Payment forbearance of up to 12 months is available in many circumstances.
- Servicers must suspend foreclosure and other legal proceedings if the servicer believes the homeowner has been impacted by a disaster.

Additionally, Fannie Mae has expanded support to disaster survivors through Fannie Mae’s Disaster Response Network. The network is a comprehensive case-management service for disaster-affected homeowners whose mortgage loans are backed by the company. The program provides homeowners broader personalized support to address safety and basic needs, property repairs, employment, and financial recovery—all of which affect a borrower’s ability to meet their mortgage obligations.

The Disaster Response Network is operated by Clearpoint Credit Counseling Solutions through their Project Porchlight program. Utilizing a call-center model, staffed exclusively by HUD-certified counselors within the United States, the Disaster Response network will help homeowners navigate the challenging and unfamiliar post-disaster recovery process and will include:

- A comprehensive case assessment and action plan designed to meet the homeowner's needs.
- Assistance in filing FEMA, insurance, and Small Business Administration (SBA) claims as well as providing additional referrals and resources for disaster recovery and resiliency.
- Tri-party calls with assistance providers and homeowners, plus ongoing counselor-homeowner check-ins to help ensure a successful recovery.
- A web-based platform designed to educate borrowers, provide resources and updates, and create a supportive online community of neighbors facing similar challenges.

Homeowners with a Fannie Mae-owned loan whose property is in a FEMA-declared zone are eligible for free assistance from the Disaster Response Network. If the home was not damaged, but the borrower's employment/income was negatively affected, they are still eligible for the program.

Homeowners may access the program in one of the following ways:

- Mortgage servicers or Fannie Mae’s Mortgage Help Network may refer disaster-affected Fannie Mae homeowners to the Disaster Response Network.
- Homeowners can see if Fannie Mae owns their loan and request help by visiting the Loan Lookup Tool at KnowYourOptions.com/loanlookup or by calling us directly at 1-800-2FANNIE (1-800-232-6643).
Freddie Mac Disaster Assistance
- Freddie Mac disaster relief policies authorize mortgage servicers to help affected borrowers in presidentially declared Major Disaster Areas where federal Individual Assistance programs have been extended. A list of these areas can be found at http://www.fema.gov/disasters.
- Freddie Mac mortgage relief options for affected borrowers in these areas include:
  o Suspending foreclosures by providing forbearance for up to 12 months;
  o Waiving assessments of penalties or late fees against borrowers with disaster-damaged homes; and
  o Not reporting forbearance or delinquencies caused by the disaster to the nation’s credit bureaus.
- Freddie Mac is reminding Single-Family servicers to consider borrowers who are impacted by the fires, but who live and work outside of an eligible disaster area, for Freddie Mac's standard relief policies, which include forbearance and mortgage modifications.
- Affected borrowers should immediately contact their mortgage servicer -- the company to which they send their monthly mortgage payment.
- See http://www.freddiemac.com/singlefamily/service for a description of Freddie Mac disaster relief policies.

Freddie Mac makes home possible for millions of families and individuals by providing mortgage capital to lenders. Since our creation by Congress in 1970, we've made housing more accessible and affordable for homebuyers and renters in communities nationwide. We are building a better housing finance system for homebuyers, renters, lenders and taxpayers. Learn more at FreddieMac.com, Twitter @FreddieMac and Freddie Mac's blog.

Federal Housing Administration

HUD No. 18-135 FOR RELEASE
HUD Office of Public Affairs Tuesday
(202) 708-068

HUD ANNOUNCES DISASTER ASSISTANCE FOR CALIFORNIA FIRE VICTIMS

WASHINGTON – The U.S. Department of Housing and Urban Development (HUD) today announced it will speed federal disaster assistance to the State of California and provide support to homeowners and low-income renters forced from their homes in areas affected by wildfires. Yesterday, President Trump issued a major disaster declaration for Butte, Los Angeles, and Ventura counties.

The President’s declaration allows HUD to offer foreclosure relief and other assistance to certain families living in these counties. HUD is:
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- **Providing immediate foreclosure relief** – HUD’s automatic 90-day moratorium on foreclosures of Federal Housing Administration (FHA)-insured home mortgages commenced for the California counties covered under yesterday’s Presidential declaration on the date of the declaration. For assistance, call your loan servicer or FHA’s Resource Center at 1-800-304-9320;

- **Making mortgage insurance available** – HUD’s Section 203(h) program provides FHA insurance to disaster victims whose homes were destroyed or damaged to such an extent that reconstruction or replacement is necessary and are facing the daunting task of rebuilding or buying another home. Borrowers from participating FHA-approved lenders are eligible for 100 percent financing, including closing costs;

- **Making insurance available for both mortgages and home rehabilitation** – HUD’s Section 203(k) loan program enables those who have lost their homes to finance the purchase or refinance of a house along with its repair through a single mortgage. It also allows homeowners who have damaged houses to finance the rehabilitation of their existing single-family home; and

- **Making information on housing providers and HUD programs available** – The Department will share information with the Federal Emergency Management Agency (FEMA) and the State on housing providers that may have available units in the impacted counties. This includes Public Housing Agencies and Multi-Family owners. The Department will also connect FEMA and the State to subject matter experts to provide information on HUD programs and providers.

Read about these and other HUD programs designed to assist disaster victims at [https://www.hud.gov/info/disasterresources](https://www.hud.gov/info/disasterresources)

**Veterans Administration**

**CalVet**

If a client has a CalVet Home Loan with CalVet fire and hazard insurance and were evacuated or experienced property damage due to fire and/or smoke, please contact York Field Services 24-hour hotline at (800) 626-1613 to begin the claim process. For additional information, call 1-866-421-6978, or go to [https://www.calvet.ca.gov/Documents/Wildfires%20Insurance%20Flyer.pdf](https://www.calvet.ca.gov/Documents/Wildfires%20Insurance%20Flyer.pdf)

For assistance with billing, please call our customer/account services team at 1-866-653-2504.

**U.S Department of Veterans Affairs**

The Veterans Benefits Administration (VBA) may be able to assist eligible veterans with accelerated claims processing, temporary housing and suspended debt payments. Veterans who are experiencing chronic homelessness or homelessness due to the fire can find information about housing assistance for veterans at [https://www.va.gov/homeless/housing.asp](https://www.va.gov/homeless/housing.asp)

If the clients has a VA Home Loan, contact the VA Loan Servicing division at 877-827-3702.

For more information about federal assistance for veterans, refer to:

- VBA Benefits Call Center: 1-800-827-1000
- Veterans Crisis Line: 1-800-273-8255
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Butte County Veterans Service Office
**Hours:** Appointments only M-F 8:30am to 11:30am M and W 12:30pm to 3:30pm Walk-Ins T and Th 12:30pm to 3:30pm
**Office:** [2445 Carmichael Dr., Chico, CA, 95928](https://www.google.com/maps/place/2445+Carmichael+Dr,+Chico,+CA+95928)
**Main:** (530) 891-2759
**Fax:** (530) 895-650

USDA Rural Development Disaster Assistance

[https://www.rd.usda.gov/files/CA-DisasterResourcesStatewide.pdf](https://www.rd.usda.gov/files/CA-DisasterResourcesStatewide.pdf)
II. Tax Relief, Insurance & Assistance Programs, and Legal Aid

Property Taxes

Owners, who suffer damage to their property as the result of a calamity or disaster (such as accident, fire, earthquake, or flood) may be eligible for certain, limited forms of property tax relief under Revenue and Taxation Code Section 170 (R&T 170).

The courts have defined "disaster, misfortune, or calamity" as an event out of the ordinary; an unforeseeable, sudden, or unusual occurrence, in contrast to gradual deterioration or worsening condition over time. Damage to a building or land that occurs gradually due to ordinary natural forces is not caused by a calamity.

Filing for Calamity Relief

1. The application must be made by the person who, on January 1, was the owner of the taxable property which suffered damage, or by a person who acquired the property after January 1 and is responsible for the taxes for the next fiscal year commencing July 1.
2. You must have suffered at least $10,000 damage to taxable property. This amount is measured by the current market value of the destroyed or damaged property, not necessarily replacement cost.
3. The damage must have occurred by misfortune or calamity, without fault of the owner. (Demolition does not qualify.)
4. A completed calamity relief application must be filed with the Assessor within 12 months of the date of the misfortune or calamity.
   It is preferable, however, that the application be filed with the Assessor within 60 days of the date of the calamity or misfortune in order to allow adequate time for analysis and processing. If you are unsure of the amount of damage but believe it will exceed $10,000, the application should still be filed with the Assessor.

Access the application form at https://www.buttecounty.net/Portals/3/CalamityApplicationForm.pdf

To file an application, or for more information, contact the Butte County Assessor's Office.

Phone or Email
530.552-3800
AssessorsOffice@ButteCounty.net
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In Person or By Mail
25 County Center Drive, Suite 100
Oroville, CA 95965

Finding a Home Inspector

https://www.creia.org/find-an-inspector

California Real Estate Inspection Association

Inspector Search

If you are buying, selling, building, remodeling, upgrading or repairing a property; CREIA members provide a variety of impartial inspection services for almost every need and purpose, from a generalist inspection of an entire property to an in-depth inspection of a specific system or component. Click here for Inspection FAQs.

Unsurpassed testing; Unmatched training and education requirements; Industry leading performance Standards of Practice and Code of Ethics – That's why California Law specifically mentions CREIA as an industry benchmark.

What is a Home Maintenance Inspection? Click here to read more!
Insurance

California Department of Insurance

http://www.insurance.ca.gov/

Wildfire resources and insurance information
http://www.insurance.ca.gov/01-consumers/140-catastrophes/WildfireResources.cfm

How to File a Complaint
http://www.insurance.ca.gov/01-consumers/101-help/index.cfm
Unemployment Assistance

Disaster Unemployment Assistance (DUA)

State of California Employment Development Department

Disaster Unemployment Assistance (DUA)

The California Employment Development Department (EDD) provides services to individuals and businesses affected by disasters in California.

If you are unemployed due to a disaster or emergency, you may be eligible for Unemployment Insurance (UI), Disability Insurance, or Paid Family Leave benefits. When authorized by the President, Disaster Unemployment Assistance (DUA) may also be available for workers and self-employed who do not qualify for regular UI benefits.

For individuals filing for Unemployment Insurance and Disaster Unemployment Assistance benefits, Bank of America may be able to assist in expediting your first payment. To find out more, visit the Expedited Payment Assistance page at https://www.edd.ca.gov/About_EDD/expedited-assistance.htm

To see how the EDD is available to help victims in applying for DUA benefits and other services at local assistance centers, watch this The Employment Development Department Assists Wildfire Victims video at https://www.youtube.com/watch?v=JZAxgUi6VQ&feature=youtu.be

California Disaster Unemployment Assistance Line:  
- English 1-800-300-5616
- Spanish 1-800-326-8937
- Cantonese 1-800-547-3506
- Mandarin 1-866-303-0706
- Vietnamese 1-800-547-2058
- TTY (non-voice) 1-800-815-9387

Website: https://www.edd.ca.gov/unemployment/disaster_unemployment_assistance.htm

Low-Cost and No-Cost Legal and Tax Assistance

State Bar of California and the Young Lawyers Division of the American Bar Association

The State Bar of California and the Young Lawyers Division of the American Bar Association is warning the public to watch out for and report potential fraud in response to the recent fires across the state. As a result of California's ongoing fires, many people may wish to seek legal advice for various reasons, including insurance disputes, seeking Federal Emergency Management Agency (FEMA) assistance,
A legal hotline is now available for survivors of the wildfires in California. Disaster survivors facing legal issues in Butte County who are unable to afford a lawyer may call the hotline at 800-345-9491. Hours are 8:30 a.m. to 5:30 p.m., Monday-Friday.

The type of legal assistance available includes:

- Assistance with securing FEMA and other government benefits available to disaster survivors;
- Assistance with life, medical and property insurance claims;
- Help with home repair contracts and contractors;
- Replacement of wills and other important legal documents destroyed in the disaster;
- Assisting in consumer protection matters, remedies and procedures;
- Counseling on mortgage and foreclosure problems;
- Counseling on landlord-tenant problems.

Important things to know when seeking legal aid after a disaster. California law prohibits lawyers or others acting on behalf of a lawyer from:

- Soliciting clients at an accident scene, at a hospital, or on the way to a hospital
- Soliciting clients who, due to their physical, emotional or mental state, may not be able to have reasonable judgment about the hiring of an attorney
- Seeking clients by mail unless the letter and envelope are clearly labeled as an advertisement
- Promising a particular outcome from the legal representation

In the wake of the fires, there is also the risk of victims being approached in person, by mail, email or other means, by people posing as attorneys. Consumers must carefully check that people offering legal services are legitimate and licensed to provide such services.
Before hiring an attorney, Californians should look up an attorney by name or State Bar number on the State Bar website for the status of an attorney's license to practice law and whether they have any record of discipline.

Legal resources for people impacted by the California fires can be found at http://www.calbar.ca.gov/Public/Need-Legal-Help/Free-Legal-Help/Legal-Help-After-Disaster

Information on what to know when you hire an attorney can be found at http://www.calbar.ca.gov/Public/Free-Legal-Information/Legal-Guides/Finding-the-Right-Lawyer

File a complaint for the unauthorized practice of law at http://www.calbar.ca.gov/Public/Complaints-Claims/Unauthorized-Practice-of-Law-Complaint

File an attorney misconduct complaint at http://www.calbar.ca.gov/Public/Complaints-Claims/How-to-File-a-Complaint

Legal aid organizations in California can be found at http://www.calbar.ca.gov/Access-to-Justice/Legal-Aid-Grants/Grant-Recipients

The State Bar, which regulates the practice of law in California, cannot represent clients or refer them to a particular attorney. But in order to ensure public access to legal services, the State Bar of California has contacted local county bar associations to coordinate legal services for victims of California’s recent fires. If you need a lawyer, contact the local bar association lawyer referral service in your area, or call the State Bar of California at 415-538-2250 or send an email to LRS@calbar.ca.gov to obtain the names of certified lawyer referral services.

http://www.calbar.ca.gov/Public/Need-Legal-Help/Free-Legal-Help/Fraud-Alert

Law Help CA

Lawhelpca.org is your source for free and reliable resources about your legal rights, the law, courts, and legal forms. This site also includes information about organizations that provide free or low cost legal help to low and moderate income Californians.

The website has helpful links to disaster relief and recovery information.

Website: http://www.lawhelpca.org/disaster-relief-information
Legal Aid Association of California

The Legal Aid Association of California (LAAC) is the statewide membership organization for the almost 100 nonprofits funded through IOLTA (Interest on Lawyer Trust Account) grants by the State Bar of California. Capitalizing on its structure as a membership organization, LAAC naturally takes on the role of advocating on behalf of this group of nonprofits. LAAC facilitates communication and coordination between programs, trains in core substantive areas, analyzes best practices, and assesses and improves the effectiveness of the delivery of legal aid in California, including working strategically to support rural and small programs and meet the needs of under-served populations.

If you are an attorney looking for pro bono opportunities at a legal aid organization, please visit [www.CaliforniaProBono.org](http://www.CaliforniaProBono.org).

California Courts

California’s court system is the largest in the nation and serves a population of more than 39 million people—about 11 percent of the total U.S. population.

The vast majority of cases in the California courts begin in one of the 58 superior, or trial, courts, which reside in each of the state’s 58 counties. With approximately 500 court buildings throughout the state, these courts hear both civil and criminal cases as well as family, probate, mental health, juvenile, and traffic cases. The California Courts website provides a Self Help Center at [http://www.courts.ca.gov/selfhelp-start.htm](http://www.courts.ca.gov/selfhelp-start.htm) as well as information on where to get legal assistance in California.

Website: [http://www.courts.ca.gov/1001.htm](http://www.courts.ca.gov/1001.htm)
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IRS Tax Relief

III. Medical Services

**Emergency Prescription Assistance**

Uninsured survivors of the Camp and Woolsey Fires living in Butte, Los Angeles or Ventura County, are eligible for free prescription refills, vaccines and medical supplies.

- Funded by the Federal Emergency Management Agency, an Emergency Prescription Assistance Program (EPAP), has been launched by the U.S. Department of Health & Human Services (HHS).
- A contractor administers this program on behalf of HHS and will immediately begin taking claims for prescription drugs, vaccines, specific medical supplies and limited durable medical equipment like wheelchairs and oxygen concentrators.
- The program pays for a 30-day supply of prescription medications for **people without health insurance** who are affected by disasters. Most pharmacies Butte, Los Angeles and Ventura counties participate in EPAP. You must provide proof of a new or existing prescription.
- If you need replacement durable medical equipment, medical supplies, or vaccinations that do not usually require a prescription, ask your healthcare provider to contact the pharmacy. All prescriptions processed through EPAP are **free of charge**.
- To find a participating pharmacy online, visit [https://go.usa.gov/xPUGC](https://go.usa.gov/xPUGC). Call the pharmacy listed for your ZIP code to confirm it is open.
- If you have questions about EPAP, call 855-793-7470 or visit [https://www.phe.gov/Preparedness/planning/epap/Pages/](https://www.phe.gov/Preparedness/planning/epap/Pages/)

**Paradise Medical Group** will provide in-person care and prescription refills
227 Cohasset Rd., Chico

**Adventist Health Feather River** has re-opened clinics in Paradise, Chico & Corning. Home health, hospice, home oxygen back online. Primary care, OB/GYN, midwifery, oncology, physical therapy, specialty care. Chemo, oncology are in Marysville. Corning offering dental care, as well. Prescriptions: take to local pharmacy & get emergency refills, or call hotline.
Hotline: 530-872-2000
[adventisthealthfeatherriver.org](http://adventisthealthfeatherriver.org)

**Passages Adult Resource Center** - evacuated older adults trying to navigate filling/replacing prescriptions
530-898-5923
Ampla Health Mobile health unit at Silver Dollar Fairgrounds - offers immediate medical care and pediatric services. New patients and walk-ins welcome! Accepts most insurance health plans, including Medicare and Medi-Cal. Sliding scale fee for those without insurance
Telephone: 530-788-2748
Address: 2357 Fair St., Chico,
8:30am – 4:30pm M - F

Enloe Medical Center’s help Butte Co. has set up a clinic for minor medical care. The clinic will be open Sunday from 9 a.m. to 5 p.m., at Mission Ranch Primary Care. The clinic is for evacuees, especially those needing medical refills.
Address: 114 Mission Ranch Blvd #10, Chico

Shalom Free Clinic is open Suns from 1-4 p.m. to provide non-emergency medical care. Alternative healthcare also provided Wednesday evenings from 5-7pm, including energy balancing, Reiki, & other healing techniques. Light refreshments served each Sun. afternoon during clinic hours.
Address: 1010 Mangrove, Suite D, Chico

Butte Co. Health Dept - Free Flu shots
Telephone: 530-891-2871
Address: 6950 Oleander Ave., Chico

Women’s Health Specialists is providing free rides to and from medical appointments.. Free and low-cost care for all genders.
Telephone: 530-891-1911
Address: 1469 Humboldt Rd. Ste. 200, Chico

Project Hope Butte Co. is assisting breast cancer patients in chemo w/transportation, financial assistance with medical bills, travel and medication.
Telephone: 530-433-4131

California State Board of Pharmacy - reminds all that, under the state of emergency declared by the Governor in Butte County, there are laws that can help evacuees refill lost prescriptions. For more information go to https://www.phe.gov/Preparedness/planning/epap/Pages/default.aspx

Ultra Prosthetics and Orthotics will fly patients into Carson City, NV, and pay for travel and lodging while making the patient a new prosthetic. If the patient is unable to travel the company will travel to them.
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Call 800-858-7276 twenty four hours a day seven days a week for questions or if the client is in need of any prosthetic care or supplies
Email office@ultraprosthetics.com

Yellow Door will provide services for kids on the autism spectrum.
Call/text at 530/518-2495.

VSP partners with Lens Crafters’ nonprofit, OneSight to provide gift vouchers for wildfire survivors. The LC location closest to where they are staying can have Lions Club or Red Cross assist with referrals to get them in for exams and glasses at no charge to them. VSP also has emergency vouchers.

Red Cross will replace your prescription glasses that burned in the fire.
Call 916-993-7070 and nurse Rita or Misty will call you back. She will then mail you a certificate for $482 for glasses (no contacts). It can be used for exam and frames anywhere.

Chico Eye Center is doing free eye exams for survivors
Telephone: (530) 895-1727

Shield Healthcare is replacing medical supplies even if the client is not a Shield customers.
Telephone - (800) 675-8842

Free Chiropractic Care by Dr. Scott Zawada D.C. in Roseville. ID required
Telephone: (916) 773-0999
Address: 1441 Secret Ravine Pkwy Ste 140, Roseville
Email: zchiro773@gmail.com
IV. Nutritional Support

Disaster CalFresh

Disaster CalFresh (D-CalFresh), federally known as the Disaster Supplemental Nutrition Assistance Program (D-SNAP), is a way to meet the temporary nutritional needs of disaster victims within a 30-day period, following a natural disaster such as a flood, fire, earthquake or any other natural disaster. D-CalFresh provides a month's worth of benefits on an Electronic Benefit Transfer (EBT) card which can be used to purchase food at authorized retail stores. D-CalFresh is only available when all of the following elements occur:

- A Presidential Declaration for Individual Assistance has been declared in the affected area;
- Commercial channels of food distribution have been disrupted and those commercial channels have been restored; and
- The State of California has been approved to operate a D-CalFresh program.

The 58 County Welfare Departments (CWDs) administer CalFresh and in the event of a disaster administers D-CalFresh.

http://www.cdss.ca.gov/Disastercalfresh

http://www.cdss.ca.gov/Disastercalfresh
California Association of Food Banks (CAFB)

CAFB is a membership organization of 41 food banks from throughout the state with a shared mission to end hunger in California and a firm commitment to providing cutting-edge leadership in the anti-hunger community.

Our major programs include Farm to Family, which works with growers and packers to provide fresh produce to food banks; statewide programs for food stamp outreach and enrollment; robust state and federal advocacy efforts; produce education; and member services that offer assistance with special projects as well as technical support.

CAFB is governed by a Board of Directors elected from among its membership. Our Board Members come from food banks throughout the state, representing the broad diversity of our membership.

To find a food bank near you go to http://www.cafoodbanks.org/find-food-bank
Feeding America

Feeding America is the nation’s largest domestic hunger-relief organization—a powerful and efficient network of 200 food banks across the country. As food insecurity rates hold steady at the highest levels ever, the Feeding America network of food banks has risen to meet the need. We feed 46 million people at risk of hunger, including 12 million children and 7 million seniors.

To find a food bank near you go to https://www.feedingamerica.org/find-your-local-foodbank
Salvation Army recovery operations open now at Chico Corps Family Service & Education site. Early recovery casework for help with immediate needs for food assistance and other services including auto repair, furniture, medical support, rent, rental deposit and tools. Help is provided by appointment only.

Telephone: 833-372-2267  
Email: saccampfirerelief@gmail.com  
Address: 1280 E. 9th St., Chico

Magalia Pines Baptist Church Recovery Center - Come by for hot meals daily (breakfast and lunch), food/product and other services including fire wood, clean-up kits, clothes, small appliances, counseling/support, shower/laundry services, household/personal items and animal food. Open 8:00am- 4:00pm daily. If someone has a special need please email them on their FB page at https://www.facebook.com/magaliapinesbaptist/  

Telephone: 530-873-9448  
Address: 14098 Skyway, Magalia,

Nor Cal Lions Club has opened a free store for survivors next to the Ross in the Raley’s shopping center. Essentials (from water to food, clothing, baby items, undergarments, shoes, toiletries, etc.). All items are NEW. Must show proof of ID/residence from evacuation zone. Open M-Sa, 11am-5:30pm  
Address: Next to Ross at 2485 Notre Dame Blvd, Chico, CA 95928

St. Vincent de Paul – ongoing food distribution. Will also assist with clothing, utility bills and rent. M-TH, 9:15am-11:15am  
Telephone: 530-671-5154  
Address: 222 Clark Avenue, Yuba City

Yuba-Sutter Gleaners Food Bank is open M-F 8am-1pm.  

Telephone 530-673-3834  
Address: 460 A Street, Yuba City
V. Emotional Support Services

Substance Abuse and Mental Health Services Administration (SAMHSA)
Disaster Distress Hotline

SAMHSA’s 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. This toll-free, multilingual, and confidential crisis support service is available to all residents in the United States and its territories. Stress, anxiety, and other depression-like symptoms are common reactions after a disaster.

The Disaster Distress Helpline is staffed by trained counselors from a network of crisis call centers located across the United States. These counselors provide:

- Crisis counseling for people in emotional distress related to any natural or human-caused disaster
- Information on how to recognize distress and its effects on individuals and families
- Tips for healthy coping
- Referrals to local crisis call centers for additional follow-up care and support

When someone calls or text, crisis counselors will listen to what’s on the client’s mind with patience and without judgment. There is no need to give any identifying information when contacting the Disaster Distress Helpline. The counselor may ask for some basic information at the end of the call, but these questions are optional and are intended to help SAMHSA keep track of the types of calls it receives.

**Telephone:** 1-800-985-5990  
**Text** TalkWithUs to 66746  
**Website:** [https://www.samhsa.gov/find-help/disaster-distress-helpline](https://www.samhsa.gov/find-help/disaster-distress-helpline)

SAMHSA also has an interpretation service that connects callers with counselors in more than 150 languages. Call 1-800-985-5990 and press 2. For texting support in Spanish:

- People in the United States should text Hablanos to 66746.

**English speakers in U.S. territories** text TalkWithUs to 1-212-461-4635.  
Texting is subscription based and only involves a few steps:

1. Enroll in the service by texting TalkWithUs or Hablanos exactly as written. It’s important to do this before sending your first text message because otherwise the enrollment may fail, and you will not be able to speak with a counselor, or you may accidentally subscribe to another service.
2. Look for confirmation that your subscription was successful. You will receive a Success! message if it was.
3. To unsubscribe, text Stop or Unsubscribe to 66746 at any time. For help, text Help to 66746.

Standard text and data message rates will apply when texting from mobile phones. International text and data rates may apply from within U.S. territories and free association nations. SAMHSA will not sell your phone numbers to other parties.

Grief Counseling from Baruch Behkar. Barch will travel to the clients home if they are unable to get to his office. Family and individual counseling available for grief, crisis, trauma for both children and adults.

Telephone: (451) 780-3087

Veterans Administration
The VA has established a Women Veterans hotline 855-VA-WOMEN (829-6636) to receive and respond to questions from women veterans, their families, caregivers about available VA services and resources. If the client is a veteran and experiencing PTSD symptoms, please contact the 24-hour Veterans Crisis Line 800-273-8255, press 1, or text 838255 for immediate help!

Professional Life Coach. Several Life Coaches willing to donate services.
Note: Life coaches can help you solve immediate, practical problems, but are NOT psychotherapists. For help with sadness, grief, irritability, despair, fear, panic, depression, anxiety, insomnia, please see the “Mental Health” section, below--lots of help there!

Contact Kathy at 916-626-1945

Better Help - Free online counseling for Camp Fire survivors by licensed psychotherapists for 3 months. Go to https://www.betterhelp.com/calfirerelief/?fbclid=IwAR1TN2jJP-F0oRY19MG5q-k_nQukyHkchlx2WgAY

Stonewall Alliance LGBTQI+ support groups for survivors of the fire.
Telephone: 530-893-3336
Website: http://www.stonewallchico.org/

National Child Traumatic Stress Network can provide resources or child mental health.
Website: https://www.nctsn.org/what-is-child-trauma/trauma-types/disasters/wildfire-resources
Mental health support is being provided at Silver Dollar Fairgrounds, by Butte County, supported by licensed California Psychological Association volunteer psychologists, and licensed social workers! You don’t have to be staying there to get support!

The Alex Project is aimed at suicide prevention. They are equipped to address all post-disaster mental health issues, for all ages! Text HOME to 741741. They will respond 24/7/365. They're located in Chico, North Valley Community Foundation.

2-1-1 Search

Operated throughout the country by the United Way, 2-1-1 is a free information and referral service using rich data and access to live, trained specialists, via phone or web, to connect you to services in your community 24-hours a day, 7 days-a-week.
VI. Records Reconstruction

Birth, death, marriage, and divorce records for State of California

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.

Telephone Number: (916) 445-2684; TTY 7-1-1 or 1-800-735-2929.

Website: [http://www.cdph.ca.gov/Programs/CHSI/Pages/County-Registrars-and-Recorders.aspx](http://www.cdph.ca.gov/Programs/CHSI/Pages/County-Registrars-and-Recorders.aspx) for a list of county recorders.
Adoption Records

*California Department of Social Services*

Website: [http://www.cdss.ca.gov/Adoption-Services/Adoptee-Information/Adoption-Records](http://www.cdss.ca.gov/Adoption-Services/Adoptee-Information/Adoption-Records)

Drivers Licenses

Fire victims who need to replace lost or damaged DMV-related documents can do so free of charge at a local DMV field office.

*California Department of Motor Vehicles*

Website: [https://www.dmv.ca.gov/portal/dmv/detail/dl/dl_info#duplicateID_DL](https://www.dmv.ca.gov/portal/dmv/detail/dl/dl_info#duplicateID_DL)
Vehicle Title

Website: [https://www.dmv.ca.gov/portal/dmv/detail/vr/vr_info](https://www.dmv.ca.gov/portal/dmv/detail/vr/vr_info)