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Cal OES News Desk: 916-800-3943
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News Release

Disaster Recovery Center to Open in Chico

SACRAMENTO, Calif. – A Disaster Recovery Center (DRC), jointly operated by the California Governor’s Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA), will open in Chico on **Friday, November 16**.

The DRC offers information concerning resources available to homeowners, renters and business owners who sustained damage as a result of the ongoing Camp Fire.

The Chico DRC will be located at:

**Former Sears Store, Chico Mall
1982 East 20th Street
Chico, CA 95928**

**Hours of Operation:
Monday through Sunday
9 a.m. to 7 p.m.
(Closed Thanksgiving Day)**

Survivors are encouraged to file insurance claims for damages to their cars, homes and businesses. Survivors who have unmet emergency needs may apply for aid online at DisasterAssistance.gov or by phone at **800-621-3362** or (TTY) **800-462-7585**. Applicants who use 711 or Video Relay Service may call **800-621-3362**. The toll-free numbers are open 7 a.m. to 10 p.m. local time, seven days a week. Multi-lingual operators are available.

DRCs are accessible for individuals with disabilities and access and functional needs. They have on-site communication accessibility tools, including amplified listening devices, Video Relay Interpreting and Cap Tel phones. ASL interpreters are available on request.

Applicants may apply to the SBA online at <https://disasterloan.sba.gov/ela>. Applicants may also call SBA’s Customer Service Center at (800) 659-2955 or email disastercustomerservice@sba.gov for more information on SBA disaster assistance. Individuals who are deaf or hard of hearing may call (800) 877-8339.

Applicants for disaster assistance should have the following information at hand:

- Social Security number.
- Address of the damaged primary residence.
- Description of the damage.

- Information about insurance coverage.
- A current contact telephone number.
- An address where they can receive mail.
- Bank account and routing numbers for direct deposit of funds.

California residents in Butte, Los Angeles and Ventura counties can find the closest DRC by going online at [fema.gov/drc](https://www.fema.gov/drc) or texting 43362 with the message DRC and their ZIP Code. Standard message and data rates apply.

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All FEMA disaster assistance will be provided without discrimination on the grounds of race, color, sex (including sexual harassment), religion, national origin, age, disability, limited English proficiency, economic status, or retaliation. If you believe your civil rights are being violated, call 800-621-3362 or 800-462-7585(TTY/TDD).

FEMA's mission: Helping people before, during, and after disasters.

The U.S. Small Business Administration (SBA) is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses efforts and cover the cost of replacing lost or disaster-damaged personal property. These disaster loans cover losses not fully compensated by insurance or other recoveries and do not duplicate benefits of other agencies or organizations. For more information, applicants may contact SBA's Disaster Assistance Customer Service Center by calling 800-659-2955, emailing disastercustomerservice@sba.gov, or visiting SBA's website at [SBA.gov/disaster](https://www.sba.gov/disaster) Deaf and hard-of-hearing individuals may call 800-877-8339.