

DISASTER ASSISTANCE SERVICES FOR IMMIGRANTS

This guide provides detailed information about various types of local, state, and federal, disaster assistance services available for immigrants.



Disaster Assistance Services for Immigrants

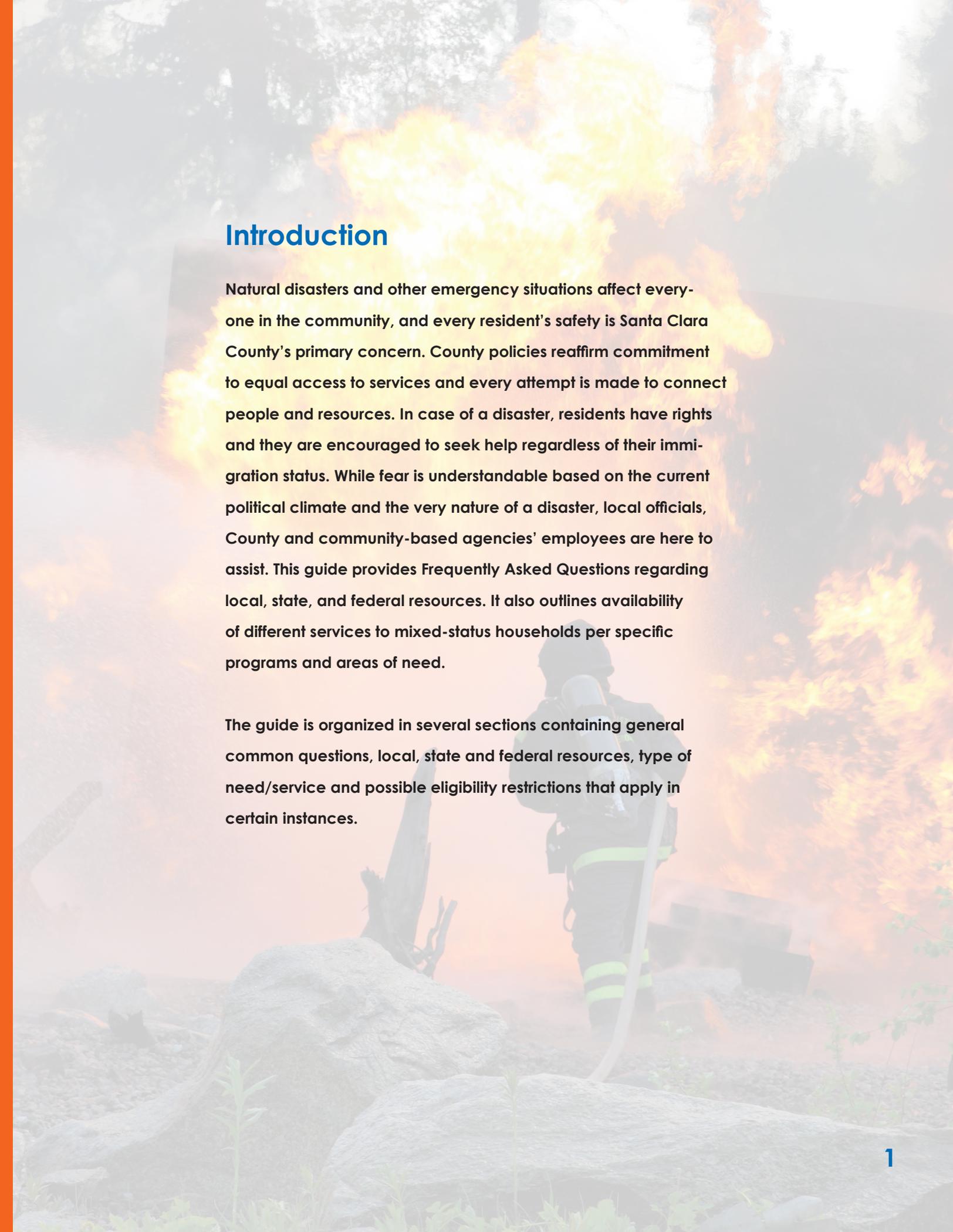
This guide provides detailed information about various types of local, state, and federal, disaster assistance services available for immigrants.

Although some of the federal and state resources are restricted to individuals or households with lawful immigration status, there are many services available to all. Local and community-based resources are available to all county residents and we encourage everyone to seek help. This guide is prepared based on documents published by the California Department of Social Services, Immigrant Legal Resource Center, National Immigration Law Center, and other collaborating agencies. For a full list of contributors see the inside back cover.

Some topics that will be covered:

- FAQ regarding resources before, during, and after disaster
- Immigration status and accessibility of services
- Shelters and housing assistance
- Food and other basics
- Health, public health, and counseling
- Replacing documents, rebuilding property and insurance
- Employment services

**PRODUCED BY:
THE OFFICE OF IMMIGRANT RELATIONS
IN COLLABORATION WITH
THE OFFICE OF EMERGENCY SERVICES**

A firefighter in full gear stands in front of a large fire, with a large rock in the foreground.

Introduction

Natural disasters and other emergency situations affect everyone in the community, and every resident's safety is Santa Clara County's primary concern. County policies reaffirm commitment to equal access to services and every attempt is made to connect people and resources. In case of a disaster, residents have rights and they are encouraged to seek help regardless of their immigration status. While fear is understandable based on the current political climate and the very nature of a disaster, local officials, County and community-based agencies' employees are here to assist. This guide provides Frequently Asked Questions regarding local, state, and federal resources. It also outlines availability of different services to mixed-status households per specific programs and areas of need.

The guide is organized in several sections containing general common questions, local, state and federal resources, type of need/service and possible eligibility restrictions that apply in certain instances.

FAQ

Below are the most common frequently asked questions (FAQ) regarding accessibility of disaster resources. Some additional FAQ are included in specific sections.

1. WHICH DISASTER SERVICES ARE “UNRESTRICTED” - AVAILABLE TO ALL DISASTER VICTIMS REGARDLESS OF THEIR IMMIGRATION STATUS?

All victims of disaster should be able to get services provided by community, nonprofit, or other “nongovernmental” organizations. “All victims” category includes undocumented immigrants. Examples of such organizations include the American Red Cross and other nonprofit agencies that help disaster victims and religious groups.

Check out the local section of this guide for a list of community-based agencies. State and local government agencies also help victims of disaster. Usually, the non-cash emergency aid they provide immediately after a disaster is available to all disaster victims no matter what their immigration status is.

Disaster Supplemental Nutrition Assistance Program (D-SNAP)

Gives food assistance to low-income households with food loss or damage caused by a natural disaster. It is available regardless of immigration status.

For more information: D-SNAP Program Overview: <https://www.disasterassistance.gov/get-assistance/forms-of-assistance/5769> D-SNAP Guidance: https://fns-prod.azureedge.net/sites/default/files/D-SNAP_handbook_0.pdf

State Emergency Services Act

California's AB 2327 (among other things) requires public employees to aid to survivors of disaster without eliciting any information or documentation not strictly necessary to determine eligibility.

2. IF I AM UNDOCUMENTED, AM I ELIGIBLE FOR ANY DISASTER ASSISTANCE RELATED TO RECENT FIRES, MUDSLIDES, FLOODING, OR OTHER DISASTERS?

Yes, even if you are undocumented, there are many resources and services that you can access. You may be eligible under many different programs run by State and local agencies for various types of cash assistance and other type of help. Call the local Red Cross office or any other local agency listed below.

3. I AM UNDOCUMENTED BUT OTHER MEMBERS OF MY FAMILY ARE CITIZENS OR ELIGIBLE IMMIGRANTS. CAN I GET CALFRESH AND CALWORKS FOR THEM?

Yes. Even though you cannot get assistance for yourself, you should be able to get CalFresh and CalWORKs for your children if they are U.S. citizens or eligible immigrants. Even if you or your family members can't get CalFresh, you can still get school lunch and breakfast, Disaster CalFresh, WIC, and go to community food banks and other food programs. You can apply on behalf of your minor child (under 18 years of age) for FEMA cash assistance (Individuals and Households Program Assistance) if you live together. You will not have to provide any information on your immigration status or sign any documents regarding your status.

4. DO I NEED A SOCIAL SECURITY NUMBER TO REGISTER FOR FEMA CASH ASSISTANCE (INDIVIDUALS AND HOUSEHOLDS PROGRAM ASSISTANCE)?

If you are applying on your minor child's behalf, you should provide his/her Social Security Number. What should I do if I am applying on behalf of someone in my household who is a U.S. citizen or qualified alien? Make it clear that you are seeking services only for your children, not for yourself. Do not provide any information about your own immigration status. Information about your status is unnecessary, since you are not seeking services for yourself. Do not provide any false information.

5. WHAT ARE FEMA'S CITIZENSHIP/IMMIGRATION REQUIREMENTS?

You must be a U.S. Citizen, Non-Citizen National, or a "Qualified Alien" in order to be eligible for FEMA cash assistance: Individuals and Households Program Assistance and Disaster Unemployment Assistance.

A "Qualified Alien" includes anyone with legal permanent residence ("green card"). You will be asked to sign a Declaration and Release (FEMA Form 90-69 B) that you are a U.S. Citizen, Non-Citizen National, or a "Qualified Alien."

6. I AM AN IMMIGRANT WITH A VALID VISA, BUT SINCE I AM NOT A PERMANENT RESIDENT I AM AFRAID THAT I WILL BE DEPORTED IF I APPROACH ANY LOCAL, STATE, OR FEDERAL OFFICIALS AND ASK FOR HELP. CAN THE GOVERNMENT ALSO TAKE ANY OF MY APPLICATIONS FOR AID AGAINST ME IF I LATER MEET OTHER CRITERIA FOR A GREEN CARD? WILL ACCEPTING DISASTER SERVICES PREVENT ME FROM BEING ABLE TO GET A "GREEN CARD" OR U.S. CITIZENSHIP?

Emergency disaster relief is exempted by the U.S. Citizenship and Immigration Services (USCIS) from public charge consideration. Getting disaster services from the government does not make an immigrant ineligible for lawful permanent residence (getting a "green card") or citizenship. Receiving disaster assistance does not make an immigrant a "public charge."

More information is available at <https://www.uscis.gov/greencard/public-charge>

7. WHO IS AN "ELIGIBLE IMMIGRANT?"

An eligible immigrant is anyone who falls into any of the below categories:

- Legal permanent residents (green card holders);
- Asylees and refugees;
- Individuals who have been granted humanitarian parole for a period of one year;

- Individuals whose deportation has been withheld due to status as a political refugee;

- Cuban or Haitian entrants; or

- Victims of domestic violence who currently have a pending petition for relief

8. I AM UNDOCUMENTED. WILL I BE REPORTED TO THE IMMIGRATION AUTHORITIES IF I APPLY FOR CALFRESH (FOOD STAMPS) FOR MY CHILDREN?

If you are not seeking public assistance benefits for yourself, you do not need to give information about your immigration status. You should tell your eligibility worker that you are not trying to get benefits for yourself. Eligibility workers should not ask you any further questions about your immigration status once you tell them that you are not applying for yourself. Do not present false information or identification. You will need to give information about your earnings or any property you may have, like a car.

9. I AM UNDOCUMENTED. WILL I BE REPORTED TO THE IMMIGRATION AUTHORITIES IF I VISIT AN EMERGENCY SHELTER?

U.S. Immigration and Customs Enforcement (ICE) and U.S. Customs and Border Protection (CBP) have stated that they are not conducting immigration enforcement at disaster relief sites such as shelters or food banks. The Federal Government strongly encourages all persons to follow the guidance of local officials and seek help and shelter regardless of their immigration status. The list of shelters includes many churches and schools that are usually seen as trusted providers.

10. WHAT IF I HAVE LOST MY IDENTIFICATION OR OTHER DOCUMENTS AND HAVE TROUBLE PROVING LAWFUL STATUS OR IDENTITY?

It is common and understandable for people to lose documents when disasters strike. Fire, water, and wind can destroy documents. People evacuated quickly from a danger zone may not have time to gather their documents.

Agencies that provide disaster services understand this. Often, they will relax normal appli-

ation requirements about proving citizenship, immigration status, or identity. Immigrants who apply or ask for help after a disaster should describe their situation. If they lost or left their documents behind when the disaster hit, they should explain this to any agency official who asks for their documents.

Loss of documents may affect a person's ability to receive financial assistance and other recovery-related benefits in a timely manner. Individuals who have lost important documents or whose documents were damaged should apply for replacement documents.

You can apply for replacement of various documents at the County's Recorder Office, at school, university, DMV (regular or AB 60 driver's license) and other agencies, depending on the document you need for yourself or your family members. You can also ask any of the disaster aid organizations to help you with their guidance regarding this issue.

11. I DO NOT SPEAK ENGLISH WELL. WHAT CAN I DO?

Free translation and interpreter services should be provided to you, including a worker who speaks your language. If a worker cannot speak your language, you should be provided an interpreter or the use of the "language line" interpreter services at no cost to you. Do not be afraid to ask for an interpreter.

12. WHAT AGENCIES ARE CREATING SPECIAL FUNDS FOR UNDOCUMENTED IMMIGRANTS WHEN DISASTERS HAPPEN?

Check out Funds and Services on the Ground Compiled by Grantmakers Concerned with Immigrants and Refugees (GCIR)

Links to funds available and organizations in the region to support <https://www.gcir.org/initiatives/natural-disaster-response>

LOCAL SANTA CLARA COUNTY DISASTER RESOURCES

The following are local resources for emergency preparedness and disaster aid provided by local non-profit organizations and other agencies. Most are available to anyone and do offer various levels of language capacity.

IMMIGRANTINFO.ORG DISASTER PAGES

The Emergency/Disaster Section of [immigrantinfo.org](http://www.immigrantinfo.org) contains local, state and federal resource links to multi-language, multi-cultural information about health, safety, and emergency preparation and response. <http://www.immigrantinfo.org/immigrant-info/emergency-disaster/>

ALERTSCC

AlertSCC is a free, confidential wfor anyone who lives or works in Santa Clara County to get emergency warnings sent directly to their cell phone, mobile device, email, or landline. AlertSCC can reach you wherever you are to provide information and instructions in a variety of emergency situations Post- disaster information about shelters, transportation, or supplies. Instructions how to sign up is provided in: English | Spanish | Vietnamese | Chinese | However, alerts are sent only in English.

AMERICAN RED CROSS - SILICON VALLEY CHAPTER (ARC-SV)

Classes in disaster preparedness and response, health and safety, first aid, and childcare. Emergency assistance for victims of home fires and natural disasters. Fire prevention and community education programs.

International Services - Family Reunification. San Jose office serves Santa Clara County. 2731 N. 1st St., San Jose, CA 95134 800-733-2767

CATHOLIC CHARITIES DISASTER RECOVERY SERVICES

Disaster Relief and Recovery Services Program
Serving People of All Cultures and Beliefs
408-755-5114
disasterrelief@catholiccharitiesscc.org

Locations

Paseo Senter Apartments
1908 Senter Road, Suite #50, San Jose, CA 95112

Catholic Charities of Santa Clara County
Main Office
2625 Zanker Road, San Jose, CA 95134



ASSISTANCE BASED ON AREA OF NEED

DISASTER CASE MANAGEMENT

American Red Cross

Short-term disaster relief services 408-577-2054

Catholic Charities of Santa Clara County

Mid to Long-term assistance, advocacy and guidance in accessing resources 408-755-5114

International Children Assistance Network (ICAN)

408-508-8788 or 408-532-7755

SHELTERS & HOUSING ASSISTANCE

Most shelters are managed by local communities, the American Red Cross, and other voluntary agencies. American Red Cross' humanitarian mission is to feed, shelter, and provide other forms of support without regard to race, religion, or immigration status. They are created in emergency situations. During the 2017 flooding in San Jose, for example, the George Shirakawa Community Center was open at 2072 Lucretia Ave., as an emergency one-stop center where affected residents could receive a variety of services.

1. Can I access housing assistance/emergency shelters without fear of being questioned and detained?

The Red Cross will not ask people to show any form of identification to stay in their shelters. To receive some Red Cross services, such as meeting with a caseworker to facilitate disaster recovery, they will need to verify a person's pre-disaster address. For people who don't have government-issued identification, the Red Cross can usually do this through alternative means, such as a copy of a utility bill.

FEMA has repeatedly stated that ICE agents would not conduct enforcement activities in emergency shelters.

2. What local agencies should I contact if I need housing assistance?

American Red Cross - Silicon Valley Chapter (ARC-SV)

San Jose office serves Santa Clara County.
2731 N. 1st St., San Jose, CA 95134
800-733-2767

Emergency Shelters

In addition to local agencies, emergency shelters are also listed on the California Office of Emergency Services website <http://www.caloes.ca.gov/cal-oes-divisions/access-functional-needs/sheltering>

Housing Search and Rental Assistance

Catholic Charities of Santa Clara County

Main phone: 408-794-1100

Catholic Charities Disaster Recovery Services
Disaster Relief and Recovery Services Program
Serving People of All Cultures and Beliefs
408-755-5114
disasterrelief@catholiccharitiesscc.org

Paseo Senter Apartments
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Catholic Charities of Santa Clara County
Main Office
2625 Zanker Road, San Jose, CA 95134

LAW FOUNDATION OF SILICON VALLEY (LFSV)

Fair Housing Law Project (FHLP)

FHLP Provides free legal services to clients who are displaced, denied access, otherwise targeted, discriminated against, or unfairly denied repairs by landlords during the times of disaster.

Law Foundation of Silicon Valley

152 North 3rd Street, 3rd Floor
San Jose, CA 95112
FHLP Phone Intake Line: 408-280-2452

FOOD & OTHER BASICS

1. If I am undocumented. Should I seek any food assistance from the government during or after a disaster?

2. If I am not a U. S. citizen, will getting food assistance compromise my chances of becoming naturalized?

According to U. S. CIS, nutrition programs, including Food Stamps, the Special Supplemental Nutrition Program for Women, Infants and Children (WIC), the National School Lunch and School Breakfast Program, and other supplementary and emergency food assistance programs are not considered “public charge” and using any of these programs should NOT affect your immigration status in any way.

Approach any local agencies that provide food assistance or call the hotlines listed below. In addition to Second Harvest Food Bank, local religious or other community based agencies might also distribute food in times of disaster.

3. What local agencies provide food during emergencies?

Second Harvest Food Bank

408-266-8866
Monday - Friday, 8:00 am - 5:00 pm.
<https://www.shfb.org/getfood>

Curtner Center
750 Curtner Avenue, San Jose CA 95125
408-266-8866
Monday - Friday, 8:00 a.m. to 5:00 p.m.

Cypress Center
4001 North 1st Street, San Jose CA 95134
408-266-8866
Monday - Friday, 8:00 a.m. to 5:00 p.m.

Sacred Heart Community Service: Food and Clothing Program

<http://sacredheartcs.org/programs/food-clothing/>
408-278-2160

Drop By Sacred Heart Community Service
1381 South First St., San José, CA 95110

Sunnyvale Community Services

Created to prevent and address homelessness and hunger.

Emergency Services for Sunnyvale Residents
725 Kifer Road, Sunnyvale, CA 94086
info@svcommunityservices.org
408-738-4321
Monday - Friday
9:00 - 11:30 AM | 1:00 - 4:00 PM

West Valley Community Services

The West Valley Community Services Food Pantry provides a wide selection of food to families facing a hunger crisis.
10104 Vista Dr., Cupertino, CA 95014
408-255-8033

St. Joseph Family Center

The mission of St. Joseph Family Center is to alleviate hunger and homelessness in South Santa Clara County by providing food, housing and employment related services.

St. Joseph's Family Center provides food assistance to low-income residents by providing supplemental food baskets Tuesday thru Friday. Free fresh produce is distributed to low-income individuals and families Mondays from 9:00am – 12:00pm.

7950 Church Street, Suite A Gilroy, CA 95020
408-842-6662 x25

4. How can I receive disaster CalFresh?

Santa Clara County Social Services Agency

If possible, visit Santa Clara County Social Services Agency to enroll in CalFresh and/or other public benefits.

24-Hr Automated InfoLine: 1-877-96-BENEFITS
or 1-877-962-3633

Applications may be submitted to the county either in person, through an authorized representative by fax, mail, or by phone. Applications are available at your local Social Services Agency Intake Office or online.



Application Assistance Centers:

San Jose
1919 Senter Road
San Jose, CA 95112
408-271-5600

South County
379 Tomkins Court
Gilroy, CA 95020 ()
408-846-3900

North County
1330 W. Middlefield Road
Mountain View, CA 94043
408-278-2400

CalFresh (Food Stamps) general hotline
877-962-3633 • Food hotline 800-984-3663

Disaster CalFresh

ALL INDIVIDUALS AND FAMILIES MAY APPLY

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.

Women, Infants, and Children (WIC) Supplemental Nutrition Program

The WIC program is available to all 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; and
- Breastfeeding support and referrals to health care and community services.

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/. You may also contact your local county welfare/social services department at: <http://www.cwda.org/links/chsa.php>



EMPLOYMENT & JOB SERVICES

1. What are the local CBOs that help with job related services and financial assistance I may need after a disaster?

Below is the list of organizations and their phone numbers. You may want to contact either their staff or a local office of the Employment Development Department. Most immigrants feel better when interacting with community based agencies located in their own neighborhoods. As already described in the housing section, these agencies often ask for alternative documents/ways to prove your identity and your residence.

EMPLOYMENT

Work2Future

408-794-1100 / 408-794-1125
1601 Foxworthy Avenue San Jose, CA 95118

Tzu Chi Foundation

408-457-6969
2355 Oakland Rd, San Jose, CA 95131

Vietnamese Voluntary Foundation (VIVO) – health & human services

2264 Quimby Rd, San Jose, CA 95122
408-532-7755

Employment Development Department

800-300-5616

FINANCIAL ASSISTANCE DURING DISASTERS

Catholic Charities of Santa Clara County

408-755-5114

Paseo Senter Apartments

1908 Senter Road, Suite #50, San Jose, CA 95112

Catholic Charities of Santa Clara County Main Office

2625 Zanker Road, San Jose, CA 95134

International Children Assistance Network (ICAN)

408-508-8788
532 Valley Way, Milpitas, CA 95035
info@ican2.org
Services for Vietnamese families and communities

Sacred Heart Community Service

408-278-2160 1381
South First Street, San José, CA 95110

Salvation Army San Jose

408-298-7600 359
N. 4th St, San Jose, CA 95112

Tzu Chi Foundation -

Financial assistance for families

408-457-6969
2355 Oakland Rd, San Jose, CA 95131

BUSINESS OWNER ASSISTANCE

Board of Equalization

408-277-1231

Work 2 Future

408-794-1100 / 408-794-1125
1601 Foxworthy Ave, San Jose, CA 95118

2. What are the local CBOs that help with job related services I may need after a disaster?

Work 2 Future

408-794-1100 / 408-794-1125
1601 Foxworthy Ave, San Jose, CA 95118

Tzu Chi Foundation

408-457-6969
2355 Oakland Rd, San Jose, CA 95131

Vietnamese Voluntary Foundation (VIVO) – health & human services

2264 Quimby Rd, San Jose, CA 95122
408-532-7755

EMPLOYMENT SERVICES

The Employment Development Department (EDD) and local partner agencies at 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 con-

nect with thousands of available job opportunities and qualified candidates through CalJobs, California's online labor exchange system at www.caljobs.ca.gov.

UNEMPLOYMENT INSURANCE

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 have work authorization, 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 at the Employment Development Department (EDD) website at: 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.

Cantonese: 1-800-547- 3506

Mandarin: 1-866-303-0706

Spanish: 1-800-326-8937

Vietnamese: 1-800-547-2058

TTY: 1-800-815-9387

DISASTER UNEMPLOYMENT ASSISTANCE

Disaster Unemployment Assistance (DUA) is a federal program that provides financial assistance and employment services to jobless workers and the self-employed when they are unemployed as a direct result of a major natural disaster.

1. Can immigrants access this kind of Unemployment Assistance?

Yes. During the 2017 wildfires this federal program was created and immigrants, farmworkers, and self-employed qualify for it.

Disaster Unemployment Assistance (DUA) that can provide some financial support to those impacted. When a major disaster has been declared by the President, DUA is generally available to any unemployed worker or self-employed individual who lived, worked, or was

scheduled to work in the disaster area at the time of the disaster; and due to the disaster:

- no longer has a job or a place to work; or
- cannot reach the place of work; or
- cannot work due to damage to the place of work; or
- cannot work because of an injury caused by the disaster.

Proof of employment is needed, but a variety of documents can be used as proof of employment. See the links included below for more information. Generally speaking, if you are an immigrant, but have had a work authorization, you should not be afraid of asking for this kind of assistance. However, you might want to check with local agencies listed in this booklet.

For more information on the program see California's Employment Development Department (EDD) DUA Fact Sheet available at:

English: http://www.edd.ca.gov/pdf_pub_ctr/de8714y.pdf

Spanish: http://www.edd.ca.gov/pdf_pub_ctr/de8714ys.pdf

To find more information on DUA and how to file for both employment insurance and DUA visit EDD website at: http://www.edd.ca.gov/About_EDD/Disaster_Related_Services.htm

HEALTH, PUBLIC HEALTH, AND COUNSELING

MENTAL HEALTH & SPIRITUAL

1. If I am distressed, depressed, or traumatized by the disaster, where should I look for help?

You might want to contact a few local organizations, County or national crisis centers. Their phone numbers are listed below.

2. If I am undocumented, can I access any of such help without revealing my immigration status?

All local and County agencies as well as local hotline staff will not ask about your immigration status.

Bill Wilson Center

408-243-0222

3490 The Alameda, Santa Clara, CA 95050

Buddhist Tzu Chi Foundation

408-457-6969

2355 Oakland Rd, San Jose, CA 95131

Catholic Charities of Santa Clara County

408-794-1100

2625 Zanker Rd, San Jose, CA 95134

CRISIS COUNSELING

County Crisis and Suicide Hotline

1-855-278-4204

Toll free; 24 hrs/7 days a week

Disaster Distress Helpline

Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor.

Provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.

IN-HOME SUPPORTIVE SERVICES

1. Do immigrants qualify for In-home Supportive Services?

Permanent residents or green card holders generally qualify for this type of service if they meet other eligibility requirements.

To apply for IHSS, call the Santa Clara County Social Services at 408-792- 1600 between 8am and 5pm, Monday through Friday.

The In-Home Supportive Services program is a federal, state, and locally funded program to provide help to those eligible aged, blind,



and disabled individuals who, without this care, would be unable to remain safely in their own homes. IHSS provides services according to the IHSS recipient's ability to perform daily activities, and can include feeding, bathing, dressing, housekeeping, laundry, shopping, meal preparation and clean up, respiration, bowel & bladder care, moving in and out of bed, rubbing the skin (to prevent skin breakdown), accompaniment to medical appointments, paramedical services, and protective supervision.

IHSS recipients are responsible for locating their own home care providers, for hiring and supervising their providers, and for firing the provider if the services are not performed according to the client's specifications. Additionally, the IHSS Public Authority maintains a registry of individuals available to work as home care providers.

2. Who Qualifies for IHSS?

To be eligible for IHSS, an applicant must be 65 or older, blind, or disabled. An applicant must also meet all of the following conditions:

- Be a California resident
- Live in their own home, or other dwelling in which they choose to reside (residents of acute care hospitals, skilled nursing facilities, and intermediate care facilities are not eligible)

- Have a Medi-Cal eligibility determination. If you are not currently receiving Medi-Cal, please contact our Agency's Application Assistance Center via telephone at 1-877-962-3633 or via our website at www.MybenefitsCalWIN.org for further details about Medi-Cal eligibility.

- Submit a completed Health Care Certification form [SOC 873] completed by a Licensed Health Care Professional Existing 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>.

PUBLIC HEALTH INFORMATION

1. What would be the best way to receive reliable information about health concerns during a disaster?

There are many ways to receive information about public health concerns during a disaster. You may want to contact the Santa Clara County Public Health department at 408-792-5202.

Or check out health and safety alerts: <https://www.sccgov.org/sites/phd/pages/health-safety-alerts.aspx>

A local CADRE network might also be disseminating information through local ethnic media. A community supported radio is also available in English (and some Spanish language programs) at 94.1 FM — it had a live coverage on the ground during the N. California wild fires last fall.

California Department of Public Health

For information on public health concerns during a disaster.

916-650-6416

<http://www.bepreparedcalifornia.ca.gov>

HEALTH CARE & 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 must be a citizen or an eligible immigrant to receive this assistance, but emergency services are available to everyone. For information about eligibility or any other questions contact Santa Clara County Social Services Department. <https://www.sccgov.org/sites/ssa/debs/hc/Pages/medical.aspx>



SPECIAL POPULATION NEEDS

Services for Seniors

1. I am an immigrant and a senior. What are the services available to me during major disasters? Does my immigration status determine access?

Immigrant seniors might experience additional stress and difficulties in accessing services during the time of disaster. One of the important local resources is Sourcewise, former Council on Aging.

Sourcewise

408-350-3200, option 1
community@mysourcewise.com

Resource Connection

For services available in Santa Clara County.
www.mysourcewise.com

To access a more complete list of local agencies that work with seniors, including Catholic Charities, Korean American Senior Citizens League, India Community Center, Asian Americans for Community Involvement, Vietnamese Voluntary Foundation, Yu-Ai-Kai, Portuguese Organization for Social Services and Opportunities (POSSO), and others please click here.

Most of these agencies provide services to immigrants during “regular times,” but also step up during the times of disasters. Disaster related services are available regardless of immigration status, but check out with a particular agency and specific program.

Additionally, the County of Santa Clara has The Social Services Agency's Department of Aging and Adult Services (DAAS) that promotes a safe and independent lifestyle for seniors, dependent adults and the disabled through the delivery of protective services, quality nutrition and supportive in-home services. DAAS also evaluates community needs, develops programs and services, and advises on matters of policy that concern the welfare of seniors and persons with disabilities. Their informational resources are available in Spanish, Vietnamese and Chinese languages.

Social Services Agency

Department of Aging and Adult Services (DAAS)
333 W. Julian Street, San Jose, CA 95110
408-755-7600

DAMAGED/TOWED CARS & CAR DONATIONS

Damaged/Towed Cars

408-277-4263

Catholic Charities of Santa Clara County

Car Donations
408-755-5114

Goodwill
Car Donations
408-468-6220

CLOTHING, HYGIENE & HOUSEHOLD ITEMS

San Jose City Team
408-232-5600

Goodwill Referrals by American Red Cross
408-468-6220

Sacred Heart Community Service
408-278-2160

Salvation Army San Jose
408-298-7600 or Gilroy 408-848-5373

LEGAL ASSISTANCE

Law Foundation of Silicon Valley
Legal services to tenants including whether they are required to pay rent during disasters and the process for returning to their homes.
408-293-4790

Senior Adults Legal Assistance (SALA)
SALA doesn't specialize in legal matters specifically related to disaster relief, but for seniors who might have other legal needs that get triggered during the times of a disaster, immigrant seniors might benefit from contacting this agency.

Central Office
1425 Koll Circle, Suite 109 San Jose, CA 95112
Phone 408 295-5991

North County
650 969-8656 - Toll Free

South County
408 847-7252

HOMEOWNERS CLEANUP & REPAIRS

1. If I am concerned for my health because of hazardous waste being created during the disaster, who can I contact? What personal information will they collect on me?

Local agencies, including Santa Clara County Hazardous Waste Disposal will not ask for your

immigration status during the times of disaster. You can contact any of the resources listed below.

Santa Clara County Hazardous Waste Disposal
408-299-7300

Silicon Valley Toxics Coalition
Electronic waste (e-waste).
408-287-6707

California Department of Insurance
800-927-4357

City of San Jose Building Department
408-535-7770

TAXES

Board of Equalization
408-277-1231

Franchise Tax Board
800-852-5711

Property Assessment Relief
408-299-5500

REPLACING DOCUMENTS & INSURANCE

1. If I lose my documents during a disaster, what can I do? Is it safe to visit government offices if I can't prove my identity or immigration status?

Any of the local agencies listed above that provide a comprehensive case work might be able to assist while you go through the process of document replacement. If you feel uncomfortable to engage in this process on your own, contact any of the local agencies doing the disaster relief work and ask for help. You can get your "regular" driver license replaced or AB 60 license at any of the California Department of Motor Vehicles (DMV) offices. California DMV has stated that they do not share personal data with Immigration and Customs Enforcement (ICE), unless they present a judicial warrant looking for a specific individual in relation to a criminal case. You can schedule appointments online to save time. More information about DMV and vital records is provided below.

Department of Motor Vehicles

<http://www.dmv.ca.gov/>

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.

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

If you need an interpreter, please let DMV 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 TTYphones, 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

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.

Santa Clara County Clerk-Recorder's Office

Provides an opportunity to request vital records (birth, marriage, and death certificates) online or you can request them in person.

70 West Hedding Street, East Wing, 1st Floor
San Jose, CA 95110
408-299-5688
ClerkRecorder@rec.sccgov.org

STATE & FEDERAL ASSISTANCE

1. Are any state and federal disaster relief programs available to immigrants?

State and federal programs connected to disaster relief are available to eligible immigrants. Local agencies engaged in disaster relief can help you to navigate these systems and clarify eligibility requirements. For some of the programs, if you have U.S. born children, you might be able to access services and funding for them.

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 difficulties with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the Department's Consumer Hotline for assistance.

California Department of Insurance Consumer Hotline

1-800-927-HELP (4357)

TTY: 1-800-482-4833

www.insurance.ca.gov.

If you feel uneasy about calling on your own, your case worker might be able to assist you.

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/CheckLicense/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/

INDIVIDUAL & HOUSEHOLD 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 "eligible immigrant" in order for your household to apply. Under IHP, 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 the deaf or hard of hearing, the number is 1-800-462-7585. If you feel uneasy about calling on your own, your case worker might be able to assist you. 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. The same FEMA eligibility criteria of being a U.S. citizen or "eligible immigrant" apply. State grants cover disaster-relief needs in the same categories as the IHP. If you have questions about eligibility or whether it is safe for you to apply to FEMA, please contact local disaster aid agencies listed above. 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](#)

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 following a disaster. You must be a citizen or an eligible immigrant to receive this assistance. If your minor children are U. S. citizens, you may want to apply for them. Consult with local agencies if you have questions or concerns.



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 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.



HOUSING & COMMUNITY DEVELOPMENT

The California Department of Housing and Community Development (HCD) can assist with 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: <http://www.hcd.ca.gov/manufactured-mobile-home/registration-titling/index.shtml>.

ADDITIONAL QUESTIONS

If you have questions about your eligibility based on your immigration status or need legal help to navigate the disaster relief application process, you may be eligible for free legal services. To learn more, contact the following organizations directly.

California State Bar

Legal services for disaster relief.
<http://www.calbar.ca.gov/Public/Need-Legal-Help/Free-Legal-Help/Legal-Help-After-Disaster>

Catholic Charities of Santa Clara County

Disaster Relief and Recovery Services Program
Serving People of All Cultures and Beliefs
408-755-5114
disasterrelief@catholiccharitiesscc.org

Fair Housing Law Project (FHLP)

FHLP Provides free legal services to clients who are displaced, denied access, otherwise targeted, discriminated against, or unfairly denied repairs by landlords during the times of disaster.

Law Foundation of Silicon Valley

152 North 3rd Street, 3rd Floor
San Jose, CA 95112
FHLP Phone Intake Line: 408-280-2452

Contributing Organizations



American Red Cross



Catholic Charities of Santa Clara County



ImmigrantInfo.org





OFFICE OF IMMIGRANT RELATIONS
408-299-6414 • immigrant.relations@ceo.sccgov.org

OFFICE OF EMERGENCY SERVICES