

Recovery Center Transitions in Santa Rosa

Release Date: November 11, 2017

SACRAMENTO, Calif. – A Disaster Recovery Center (DRC), jointly operated by the State of California’s Office of Emergency Services (Cal OES) and the Federal Emergency Management Agency (FEMA), has opened in Santa Rosa to offer residents affected by the devastating October 2017 wildfires a one-stop-shop for disaster assistance. The DRC is a continuation of the locally led assistance center that opened in the early days of the fire response.

The center is in the Press Democrat Building at 427 Mendocino Ave., Santa Rosa, CA 95410, and will be open from 9 a.m. to 7 p.m. seven days a week.

Representatives from FEMA, Cal OES, the U.S. Small Business Administration and other agencies will staff the center. Residents of any of the designated counties – Butte, Lake, Mendocino, Napa, Nevada, Orange, Sonoma and Yuba – can seek help at the Santa Rosa DRC.

Before visiting a DRC, survivors are encouraged to apply 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. seven days a week.

Applicants 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.

Residents of the designated counties can find the closest DRC by going online at 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 is to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards.

