

COVID-19 Resources

COVID-19 Government Assistance FAQ



Question: Which agencies may provide assistance?

Answer: [Federal Emergency Management Agency](#) (FEMA), California Office of Emergency Services (CalOES), and potentially the county in which the member agency is located.

Under the [Stafford Act](#), FEMA is permitted to provide public assistance to state government agencies, local governments, federally recognized Indian tribes, and private non-profit organizations when the President of the United States declares a disaster, or an emergency declaration triggers financial and physical assistance. This occurred on March 13, 2020, as a result of the COVID-19 pandemic. FEMA has accordingly updated the types of assistance that may be available.

In addition, CalOES may also provide assistance.

The following are resources and guidance for members who may want to apply for assistance as it becomes available.

- FEMA [Eligible Emergency Protective Measures](#)
- FEMA [Public Assistance Program and Policy Guide](#)
- FEMA [Public Assistance Fact Sheet](#)
- Cal OES [California Disaster Assistance Act](#)

Question: What is the deadline to file for FEMA assistance?

Answer: There is no current deadline, as FEMA has lifted the standard 30-day deadline.

Question: Who do I contact?

Answer: Each agency has its own contact information.

- FEMA
 - Online at <https://www.disasterassistance.gov/get-assistance/other-recovery-help>
 - Call: (800) 621-FEMA (3362) [TTY users can call 800-462-7585]
 - Note that FEMA does not provide financial assistance directly, but rather through a local office. Use the link above to find the local office for your agency.
- Cal OES
 - Online via the [Public Assistance Division](#)
 - Call: (916) 845-8510
- County
 - Contact the [County](#) OES in which your agency is located. Smaller agencies may need to work directly with County OES offices to be eligible for FEMA funds.

Question: What if we are required to clean facilities prior to allowing the public and employees back?

Answer: If that happens, FEMA reimbursement may be available. To collect FEMA reimbursement funds, record tracking and bid processes must be followed. It is recommended that members prepare now to provide the required documentation:

- Keep careful records of salaries of maintenance, support staff, and any other personnel that need to continue to provide services while your agency is closed down or operating at reduced levels. Create timekeeping and account codes unique to COVID-19.
- Track increased operational costs and unexpected expenses associated with a closure or reduced operating level (cleaning, disinfecting, overtime, use of outside contractors, etc.).
- While it is not clear at this time that the aforementioned will be reimbursable expenses, comprehensive records will make it easier to prove reimbursable expenses.

Question: Will there be assistance for economic losses (lost revenue)?

Answer: Historically, these programs have not provided this type of assistance.

Question: What does FEMA need from us with respect to our property coverage or insurance?

Answer: FEMA may request copies of your Memorandum of Property Coverage or property insurance policy. Memoranda of coverage are available for download on the California JPIA [website](#).

Because property coverage is unlikely, FEMA will need a coverage denial letter. This can be obtained once a property claim is filed and a denial letter is received.