

# Chico and Paradise Disaster Recovery Centers to Close March 1

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**Release Date: February 25, 2019**

SACRAMENTO, Calif. – The Disaster Recovery Centers (DRCs) presently operated by the State of California and the Federal Emergency Management Agency (FEMA) in Chico and Paradise will cease operating at the close of business Friday, March 1.

The Chico DRC is located at the Chico Mall in the Former Sears Building at 1982 E. 20th St., Chico, CA 95928 and is currently open Monday through Friday from 9 a.m. to 6 p.m. This center will make the transition to a U.S. Small Business Administration (SBA) Disaster Loan Outreach Center (DLOC), and will re-open as a DLOC Tuesday, March 5 at the same location. The new hours of operation for the DLOC will be Tuesday through Saturday from 9 a.m. to 6 p.m.

The Paradise center is located at the Creative Learning Center at 1080 Ewald Ct., Paradise, CA 95969 and is currently open Monday through Friday from 10 a.m. to 5 p.m. This center will cease operations permanently at 5 p.m. Friday, March 1.

SBA customer service representatives will be at the DLOC in Chico, CA to meet with business owners and residents to answer their questions, explain SBA's disaster loan program, and close their approved disaster loans.

The SBA Disaster Customer Service Center's toll-free number is 800-659-2955. Help is also available by sending an e-mail to [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov) or by visiting [www.sba.gov](http://www.sba.gov). Survivors may apply online at SBA's secure website: [disasterloan.sba.gov/ela/](http://disasterloan.sba.gov/ela/).

Those impacted by the fires can get assistance by calling the FEMA Helpline at 800-621-3362 (TTY 800-462-7585). Multi-lingual operators are available. The toll-free numbers are open daily 7 a.m. to 10 p.m. (PST)

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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 SBA is the federal government's primary source of money for the long-term rebuilding of disaster-damaged private property. SBA helps businesses of all sizes, private nonprofit organizations, homeowners and renters fund repairs or rebuilding 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](mailto:disastercustomerservice@sba.gov), or visiting SBA's website at [www.sba.gov/disaster](http://www.sba.gov/disaster). Deaf and hard-of-hearing individuals may call 800-877-8339.



**FEMA**

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