

SMALL BUSINESS RESOURCES

www.RivcoBizHelp.org

SMALL BUSINESS ASSISTANCE EFFORTS

- Developed a web page that is a repository for business assistance programs
www.RivCoBizHelp.org
- Currently disseminating information to all Economic Development partners and businesses about assistance programs available from private, County, State, and Federal resources.
- Participating in twice-weekly calls with Emergency Management Department that is specifically for business stakeholders. Helping coordinate the content presented during these phone calls.
- Assisting business customers that contact the Economic Development team. Most are in need of assistance applying for SBA loans or identifying other sources of financing.
- Coordinating triage response with our local Small Business Development Centers. Two general SBDC's located in Riverside County – Coachella Valley SBDC (eastern county) and Inland Empire SBDC (western county)
- Exploring with partners the creation of a local loan fund to assist small businesses. Preliminary discussions are taking place and will be reaching out to large lending institutions to explore partnerships.
- Creating small business assistance videos to share online with our small businesses. Facilitates mass distribution and consistent with social distancing protocols.
 - Topics will include managing cash flow and expenses
 - SBA Economic Injury Disaster Loan Program

SMALL BUSINESS ASSISTANCE

- **SBA COVID-19 RESOURCE GUIDE**: A document detailing valuable resources, including a step by step guide for applying for the EIDL loans, and the most useful bits of information for small business owners and employees about how to deal with COVID-19 provided by the Small Business Administration (SBA). To view the resource guide, go to <http://psce.pw/QNYNM>.
- **SBA GUIDANCE FOR BUSINESSES AND EMPLOYERS**: The SBA has put together a set of guidelines for Businesses and Employers to use during the COVID-19 crisis. For more information on these guidelines, go to <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>
- **FEDERAL CORONAVIRUS TAX RELIEF**: The IRS has extended the federal income tax deadline for all taxpayers to July 15, 2020. People can also defer income tax payments to July 15, 2020 as well. Taxpayers do not have to fill out additional paperwork to qualify for these extensions and will not face penalties or interest for deferring payment to July 15, 2020. The IRS has also established a special section on their website that has more information about COVID-19 tax relief and instructions for how to file given the shelter in place orders in certain states. For more information on these subjects, go to <https://www.irs.gov/coronavirus>
- **GO-BIZ COVID-19 RESPONSE**: The Governor's Office of Business and Economic Development has compiled helpful information for employers, employees and all Californians as it relates to the Coronavirus (COVID-19) outbreak. For more information, go to <https://business.ca.gov/coronavirus-2019/>

- **CALIFORNIA TAX RELIEF FOR THOSE EFFECTED BY THE CORONAVIRUS:** The State Tax Franchise Board has issued extensions on tax deadlines and payments from March 15, 2020 to July 15, 2020. Partnerships, LLCs, and individuals now have filing deadlines of July 15, 2020. Quarterly estimated tax payments for businesses have also been moved to July 15, 2020. For more information, go to <http://psce.pw/NZS7Y>
- **CITY OF RIVERSIDE PUBLIC UTILITIES:** No utility shut offs will be undertaken at least until the end of April. For more information, go to <https://www.riversideca.gov/press/information-regarding-covid-19-coronavirus>
- **ANZA ELECTRIC:** Temporarily suspended disconnection of service for non-payment of accounts for both electric service and Connect Anza internet services. Waived fees normally associated with disconnection.
- **EASTERN MUNICIPAL WATER DISTRICT:** They are helping with customer bills if they have been affected by COVID-19 and need assistance. Please contact their billing department at customerservice@emwd.org or call 800-426-3693.
- **WESTERN MUNICIPAL WATER DISTRICT:** Beginning immediately, Western will be suspending water shutoffs due to non-payment, and the imposition of late payment penalty fees for all residential customers continuing through Tuesday, June 30, 2020.
- **SOUTHERN CALIFORNIA GAS COMPANY:** SoCal Gas is committed to providing safe and reliable service and will not have any service disruptions or disconnections at this time. To learn more, go to <https://www.socalgas.com/coronavirus>
- **SOUTHERN CALIFORNIA EDISON:** Southern California Edison announced that it is suspending service disconnections for nonpayment and waiving late fees, effective immediately, for residential and business customers impacted by the COVID-19 emergency. For more information, go to <https://www.sce.com/safety/coronavirus>
- **VERIZON:** Verizon will help customers and small businesses disrupted by impact of coronavirus by waiving late fees and suspending disconnections for nonpayment in affected areas. For more information, go to <https://www.verizon.com/about/news/verizon-help-customers-and-small-businesses>
- **T-MOBILE:** All current T-Mobile customers on plans that have data are provided with unlimited smartphone data while on the T-Mobile network for the next 60 days. For more information, go to <https://www.t-mobile.com/brand/ceo-update-covid-19>
- **AT&T:** From waiving late fees for any residential or small business customer to keeping public Wi-Fi hotspots open for any American who needs them. AT&T is here to help. For more details, go to <https://about.att.com/pages/COVID-19.html>
- **INLAND EMPIRE SMALL BUSINESS DEVELOPMENT CENTER:** Free assistance for business planning, marketing, funding or management. For more information, go to <https://inlandempiresbdc.org/>
- **COACHELLA VALLEY SMALL BUSINESS DEVELOPMENT CENTER:** Free assistance for business planning, marketing, funding or management. For more information, go to <https://coachellavalleysbdc.org/>

FINANCING

- **SBA DISASTER LOAN**: U.S. Small Business Administration (SBA) issued a disaster declaration officially designating Riverside County eligible for the Economic Injury Disaster Loan program.
 - Working capital loans
 - Can be used to pay for operations such as fixed debts, payroll, accounts payable, and other bills that could not be paid due to COVID-19
 - Cannot be used to refinance existing loans
 - Interest rates of 3.75% for small businesses and 2.75% for non-profits
 - Structured as long-term repayment loans with a maximum repayment period of 30 years
 - Applicants must have:
 - Acceptable Credit History
 - Ability to Repay the Loan
 - Collateral
 - Applicant may apply online at <https://disasterloan.sba.gov/ela/Information/Index>
 - The paper application form can be found at <https://disasterloan.sba.gov/ela/Information/PaperForms>
 - The deadline to apply for an Economic Injury Disaster Loan is December 16, 2020
- **CALIFORNIA SMALL BUSINESS LOAN GUARANTEE PROGRAM & DISASTER RELIEF LOAN GUARANTEE PROGRAM**: The State's Small Business Finance Center (SBFC) partners with Financial Development Corporations to provide loan guarantees and direct loans for small businesses that experience capital access barriers.
 - Available for small businesses located in California with 1 to 750 employees or eligible non-profits
 - Guarantee Terms:
 - Loans up to \$20 million
 - Max guarantee \$1 million
 - Guaranteed up to 7 years; term can be longer
 - Guarantees up to 80% – 95% of loan
 - Loan interest rates negotiated between lender and borrower
 - Qualifications based on lender criteria
 - Funds can be used for start-up costs, new construction, inventory, working capital, export financing, franchise fees, business expansion, lines of credit, gap financing, agriculture, and disaster relief
 - Qualifying small business owners may apply for a loan guarantee or get additional information by contacting one of the participating Financial Development Corporations (FDCs).
 - For more information, go to <https://www.ibank.ca.gov/small-business-finance-center/>
- **JUMP START LOAN PROGRAM**: The Jump Start Loan Program (Jump Start) helps small businesses start, grow, and thrive. Jump Start provides microloans, technical assistance and financial literacy training.
 - Available to small businesses or individual(s) becoming a small business, located in California
 - Borrowers must be a low wealth entrepreneur with a business located in a declared disaster area or must be a low wealth entrepreneur located in a low-wealth community within both a county with a per capita income equal to or less than 115-percent of the

statewide average and a city or unincorporated area with an unemployment rate equal to or greater than the statewide average.

- Borrowers annual income must be equal to or less than the statewide average
- Loan proceeds must be used in California
- Loan Terms:
 - Loan amounts range from \$500 to \$10,000
 - Term up to 5-years, fully amortized
- Funds must be used for start-up costs, property, buildings, machinery, equipment, inventory, or tenant improvements
- Qualifying small business owners may apply for a Jump Start loan or get additional information by contacting one of the Jump Start Financial Development Corporations (FDCs).
- For more information, go to <https://www.ibank.ca.gov/small-business-finance-center/>
- **FACEBOOK SMALL BUSINESS GRANTS PROGRAM:** They know that your business may be experiencing disruptions resulting from the global outbreak of COVID-19. They are offering \$100M in cash grants and ad credits to help small businesses. For more information, go to <https://www.facebook.com/business/grants>
- **PACIFIC COMMUNITY VENTURES SMALL BUSINESS LOAN PROGRAM:** Pacific Community Ventures is a non-profit that specializes in helping small businesses who have trouble qualifying for loans gain access to capital. For more information on the program, go to <https://www.pacificcommunityventures.org/small-business-loans/small-business-loan-criteria/>
- **LENDISTRY LOAN PROGRAMS:** Lendistry offers several different types of loans including lines of credit. For more information on their different loans and terms, go to <https://lendistry.com/>
- **KIVA:** Kiva is a non-profit that expands access to capital for entrepreneurs around the world. They have crowdfunding and loan options. Entrepreneurs can raise up to \$15,000 with no interest and now, entrepreneurs in the U.S. can qualify for a six-month grace period on repayment. For more information, visit <https://www.kiva.org/borrow>
- **ACCION SMALL BUSINESS LOANS:** ACCION is a nationwide network of lenders. ACCION provides small businesses with loans from \$300 to \$100,000, as well as providing free business counseling and other services. For more information about the Southern California branch, go to <https://us.accion.org/region/southern-california/>
- **OPPORTUNITY FUND:** They are a national non-profit business lender. Opportunity Fund is committed to supporting existing and new small business customers who are financially struggling amidst the COVID-19 outbreak. For more information, go to <https://www.opportunityfund.org/assistance-for-small-business-owners-affected-by-covid-19/>
- **AMPAC MICRO AND REFINANCE LOANS:** They offer several different loans to small businesses and are offering micro and refinance loans to small businesses affected by COVID-19. For more information, go to <https://ampac.com/>
- **EX/IM BANK:** The Export-Import Bank of the United States (EXIM) is announcing relief provisions for exporters and financial institutions located throughout the United States that may have been affected by COVID-19. EXIM is offering the relief measures outlined below, including waivers, deadline extensions, streamlined processing, and flexibility, to our customers for an initial period of 30 days (with the possibility of a further extension of the period, at EXIM's discretion). EXIM relief measures are as follows:
 - Working Capital Guarantee Program

- Waiver of program requirements with which parties cannot reasonably comply under the circumstances, such as field exams, borrowing base certificates, financial statement reporting, and other reporting requirements;
 - Waiver of defaults for nonpayment of interest up to 30 days;
 - Waiver of provisions relating both to defaults and to replenishment of collateral for over-advances resulting from losses of inventory and/or sales;
 - Automatic extensions of up to 30 days for all claim-filing deadlines that arise from the date of this notification (with further extensions considered at EXIM’s discretion);
 - Flexibility regarding the documentation necessary to file a claim.
 - Multi-Buyer and Single-Buyer Short-Term Insurance Program
 - Streamlined processing of multi-buyer policy renewals that are eligible for renewal within 60 days from the date of this notification;
 - Extension of expiry dates of up to 30 days for exporter single-buyer policy (ESS) renewals that expire within 60 days from the date of this notification;
 - Streamlined processing of all Special Buyer Credit Limit (SBCL) renewals that expire on or before April 1, 2020, including the extension of the final shipment date up to 30 days;
 - Extension of up to 30 days for shipment reporting and premium payment deadlines for all shipments made during a 30-day period from the date of this notification;
 - Extension of overdue reporting requirements for up to 30 days for all overdues that would normally have required reporting during the next 30 days from the date of this notification;
 - Extension of up to 30 days beyond the claim filing period if the claim filing deadline specified in the policy occurs within 30 days from the date of this notification;
 - Flexibility in claims analysis and the documentation necessary to file a claim; and
 - If you are a financial institution with a Letter of Credit Policy or Financial Institution Buyer Credit Policy, please contact us if assistance is needed to address concerns regarding your insurance-related obligations.
 - Medium-Term Single-Buyer Insurance Policies Issued to Exporters
 - Extension of up to 30 days beyond the claim filing period if the claim filing deadline specified in the policy occurs within 30 days from the date of this notification;
 - Extension of up to 30 days for policies that expire within 60 days from the date of this notification;
 - Extensions of up to 30 days of shipment reporting and premium payment deadlines for all shipments made during a 30-day period from the date of this notification;
 - Flexibility in claims analysis and the documentation necessary to file a claim; and
 - If you are a financial institution or a policyholder/guaranteed lender financing impacted exporters, please contact us if assistance is needed to address concerns regarding EXIM coverage obligations.
 - For more information, go to <https://www.exim.gov/fact-sheet-exim-covid-19-assistance>
- **ALTURA CREDIT UNION**: They are waiving fee associated with Altura’s Skip-A-Pay product that allows customers to skip payments on certain loan types for one month.
- **ARROWHEAD CREDIT UNION**: They are offering financial hardship assistance. Call or contact through secure message on app or online banking.

- **BANK OF AMERICA**: They are prepared to support clients facing financial hardship or loss of income due to illness. They offer assistance to qualifying consumer and small business clients facing hardships, including forbearance with certain fees.
- **CAPITAL ONE**:
 - Minimum payment assistance
 - Deferred loan assistance
 - Fee suppression
- **CITIBANK**: Effective March 9 for "an initial thirty days," customers can contact the bank for assistance with:
 - Waivers on monthly service fees, for both regular and small business customers
 - Waived penalties for early CD withdrawal, for both regular and small business customers
 - Fee waivers on remote deposit capture for small business customers
 - Bankers available after hours and on weekends to support small business customers
 - Some credit card customers may be eligible for credit line increases and collection forbearance programs.
 - Some mortgage customers may be eligible for a hardship program through Cenlar FSB, the bank's service provider.
- **USAA**: USAA is determined to help those affected by COVID-19 and will be providing:
 - Special payment arrangements on auto and property insurance premiums and waived late fees.
 - Special payment arrangements on life and health insurance policies.
 - Waived and/or reimbursed deductibles or co-payments for Coronavirus-related testing for members who have USAA Medicare supplement plans.
 - Special programs for consumer loans and credit cards,
- **WELLS FARGO**: Wells Fargo has locations open with drive thru and teller barriers in lobby, and will be offering the following services:
 - Waiving late and transfer fees for customers
 - Waiving late fees for home and auto loans for 90 days
- **US BANK**: They are offering customized solutions for customers financially impacted by COVID-19 and need help.

EMPLOYERS AND EMPLOYEES

- **U.S. WAGE AND HOUR DIVISION**: The U.S. Wage and Hour Division (WHD) has put together answers to commonly asked questions related to how COVID-19 affects wages and hours worked under the Fair Labor Standards Act and job-protected leave under the Family and Medical Leave Act. They have also put together information on how the recently passed Families First Coronavirus Response Act will affect paid leave for both employers and employees. For more information on these subjects, please visit <https://www.dol.gov/agencies/whd/pandemic>
- **FECA COVERAGE FOR FEDERAL EMPLOYEES WITH CORONAVIRUS**: The Division of Federal Employee's Compensation has stated that employees who contract COVID-19 while working will qualify for full coverage of relevant medical treatment and wage loss. However, to be eligible for this coverage, the employee must have a confirmed positive test that is proven to have resulted from exposure that occurred while working. There will be no coverage or payment for exposure that does not lead to the contraction of COVID-19 and wage loss and medical treatment from preventative

measures will also not be covered. For more information, go to

<https://www.dol.gov/owcp/dfec/InfoFECACoverageCoronavirus.htm>

- **LABOR & WORKFORCE DEVELOPMENT AGENCY:** The Labor and Workforce Development Agency also has a page dedicated to resources for preventing and dealing with the Coronavirus. The resources are aimed mainly at employers and workers. The site has links to detailed information about how COVID-19 affects paid sick leave, paid family leave, disability and unemployment insurance, employer assistance programs, health guides and information, and a workers' benefits chart.
 - More Information About the Different Topics Mentioned:
 - **Paid Sick Leave** – Employees are applicable for paid sick leave if they could not work due to exposure or illness from COVID-19. Employers cannot require an employee to exhaust paid sick leave, but if they do exhaust paid sick leave, then they can use other leave time if they choose to and it is allowed in the time off policy.
 - **School Closures** – Employees and employers should discuss options for if this happens. If the business has over 25 employees, then the employees are allowed up to 40 hours of school emergency time off.
 - Employer can require information on recent travel to areas deemed high risk for the Coronavirus.
 - If an employee reports to work and is then sent home early due to COVID-19, they must be paid between 2-4 hours wages.
 - **Disability Insurance** - Employees exposed or infected with COVID-19 can file for Disability Insurance and receive short term benefit payments. These payments will be between 60 – 70% of their wages and between \$50 to \$1,300 per week. The one week wait time has been waived by Governor Newsom in cases related to COVID-19.
 - If someone must take time off work to care for their family who is ill due to COVID-19, they qualify for up to 6 weeks of paid family leave (PFL).
 - If a worker has no other option but to miss work due to their children's school closing and is unable to work remotely, they can apply for unemployment benefits.
 - **Reduced Hours** – Employees whose hours were reduced or were furloughed can apply for unemployment benefits. They will get partial wage replacement payments that amount to between \$50 to \$450 per week. If the employee is expected to be hired back after the COVID-19 pandemic has been dealt with, then they do not have to actively job search to qualify for unemployment benefits. Employers can use the Unemployment Insurance Work-sharing program to try and prevent layoffs which pays for up to 60% of the wages of employees with reduced hours per week. There is also a Rapid Response Team that is responsible for trying to assist businesses, prevent business closures and layoffs, and helping workers recover from layoffs.
 - **Laid Off** – Employees who were laid off or lost their job due to the Coronavirus are entitled to partial wage replacement benefit payments ranging from \$40 to \$450 per week for up to 26 weeks.
 - **Self-Employed** – People who are self-employed qualify for insurance claims if they have made contributions to that specific plan in the last 5 to 18 months. The contribution does not have to be from when they were self-employed. It could be from a prior job or if they were misclassified as an independent contractor instead of an employee.

- **Employer Tax Assistance** – This allows a 60-day extension from EDD to file state payroll taxes and reports without penalty or interest, as long as there is a written request submitted and received within 60 days of delinquent payment or return. If there are questions, contact 1-888-745-3886
 - For more information, go to <https://www.labor.ca.gov/coronavirus2019/>
- **CAL/OSHA WORKPLACE GUIDELINES FOR COVID-19**: Workplace safety and health regulations in California require employers to protect workers exposed to airborne infectious diseases such as the coronavirus. Cal/OSHA has posted guidance to help employers comply with these safety requirements and to provide workers information on how to protect themselves. For more information, go to <https://www.dir.ca.gov/dosh/coronavirus/Health-Care-General-Industry.html>

For more information businesses can contact:

County of Riverside Economic Development at 951-955-0493, bizinfo@rivco.org