

City of Los Angeles Emergency Management Department Disaster Recovery Center Menu of Services



Incident Name: 2025 January Fires

Disaster Recovery Center Location: 10850 W. Pico Blvd. Los Angeles, CA 90064 (enter on Westwood Blvd.) **Dates and Hours:** Beginning Wednesday, January 15th, 2025, 7 days a week, 9am - 8pm (hours subject to change)

Agency	Resources & Services Providing
	City of Los Angeles
City of Los Angeles Emergency Management Department <u>https://emergency.lacity.gov/</u>	 Stood up the Disaster Recovery Center (DRC) and are coordinating facility services Intake services/DRC management Video Remote Interpreting for the DRC (VRI) Disaster Preparedness Information
Department of Water and Power https://www.ladwp.com/	 Service order requests handled on-site Discontinue billing for properties that are a complete loss Transfer of billing Transfer of service (to new address) Payment arrangements Pay plans Info on rebuilding related to utilities; contact for SoCal Gas
City of Los Angeles Economic & Workforce Development Department https://ewddlacity.com/ (213)-989-3158	 Information on 11 Business Source Centers which provide technical business assistance, access to capital and loan assistance Information on 14 WorkSource Centers and 11 YouthSource Centers which connect individuals to jobs/internships Visit the table to learn about these and other services
City of Los Angeles WorkSource Centers (AJCC's) <u>https://ewdd.lacity.gov/index.php/e</u> <u>mployment-services/worksource-c</u> <u>enters</u>	 Employment opportunities, job search, placement assistance, career assessment, career planning, training services, case management Come by our table to connect to the LA City WorkSource system

Agency	Resources & Services Providing
City of LA BusinessSource https://business.lacity.gov/resource s/business-source-centers	 The city funds 11 BusinessSource Centers across L.A. We are here to help businesses access currently available assistance including emergency supports. Various small business assistance programs are available. Please come visit our table.
City of Los Angeles Community Investment for Families Department <u>WWW.LA4FAMILIES.ORG/program</u> <u>s-resources</u> (213)-473-3231	 Funds and oversees 19 Family Source Centers - support families with many benefits (search for a site near you or stop by their table for a list of sites and supports)
LA Metro https://www.metro.net/	 Stop by our table for various programs regarding fares LIFE program - Low-Income Fare is Easy Go Pass Bus and Rail service information
City of Los Angeles Bureau of Engineering https://engineering.lacity.gov/	 Will be knowledgeable as to Debris Removal process Permitting for the right of way (streets & sidewalks) as part of rebuilding Driveway apron and sidewalk repair/ reconstruction - Sewer Connections
City of Los Angeles Civil and Human Rights Department CIVILANDHUMANRIGHTS.LACITY. ORG/LAFORALL	 Help with anyone who is being discriminated against in terms of housing, employment, commerce and education in the private sector. Language access services (Spanish and Korean on site)

Agency	Resources & Services Providing
City of Los Angeles Department of Aging <u>https://aging.lacity.gov/</u>	 Transportation, in-home assistance, emergency alert response system Support for individuals who are 60+
City of Los Angeles Department of Animal Services https://www.laanimalservices.com/ (888) 452-7381 LOS ANGELES FIRE EVACUATION - ANIMAL SERVICES HOTLINE (213) 270-8155	 Information on how to find lost pets, database of lost pets, information on distribution centers (for pet food, supplies & comfort items) and donation centers. Referrals to partner organizations that can help with pet retention needs Can provide copies of dog licenses
City of Los Angeles Department of Building and Safety <u>https://dbs.lacity.gov/</u> PHONE # 311	 Can provide information on the debris removal, demolition process and rebuilding, but this information is in the early stages as it may also involve decisions from the Federal, state and county. Inspection on affected buildings.
City of Los Angeles Department of City Planning <u>https://planning.lacity.gov/</u>	 Permitting assistance in Coastal Zones within City Limit Answer questions on permitting process
City of Los Angeles Department on Disability <u>https://disability.lacity.gov/</u>	 Help with replacing damaged medical equipment or equipment left behind Help people find housing that accommodates disabilities

Agency	Resources & Services Providing
City of Los Angeles Housing Department <u>https://housing.lacity.gov/</u> (866) 557-RENT	 Can help people understand Tenant and Landlord rights, especially in buildings under city rent control
Housing Authority of the City of Los Angeles (HACLA) <u>https://hacla.org/en</u> (213) 817-0329	 Exclusive access to HACLA's Asset Management Market Rate/Affordable Rental Listings. No income restrictions on some properties. The waiving of all application and move-in fees for disaster victims. Info about our Section 8 and Public Housing Programs
Mayor's Crisis Response Team (just outside entrance to DRC) https://lacrt.org/	 Connecting people with the right resources at the Disaster Recovery Center Crisis and trauma-informed navigation to access all resources
Mayor Karen Bass Help Desk <u>https://lacity.gov/</u> <u>https://mayor.lacity.gov/Contact</u> (213) 978-1028	 Casework navigation to help access all City of Los Angeles services & departments Information on Mayor Karen Bass' recent Executive Orders to accelerate rebuilding homes and all recovery efforts; taking formal public comments for Mayor Bass Navigation to resources at the Disaster Recovery Center
City of Los Angeles Council District 11 - Councilmember Traci Park <u>https://lacity.gov/directory/council</u> <u>member-district-11</u> (213) 473-7011	 We have donations available offsite (such as water, essential items, clothing, toiletries, etc.) We can provide info on road blocks, house conditions in Palisades only Please sign up for our newsletter to receive updates
Los Angeles Public Library https://lapl.org/ (213) 228-7000	 Printing and scanning services and laptop usage Issuing library cards Short term technology checkout Information and support

Agency	Resources & Services Providing
City of Los Angeles Recreation and Parks <u>https://www.laparks.org/</u>	 Childcare services at the disaster recovery center
Los Angeles Unified School District https://www.lausd.org/domain/4 (213)241-3840	 Assistance regarding enrollment, placement Mental health resources General education needs for all ages
SoCal Gas https://www.socalgas.com/	 Account Services. Status of current gas service. Can answer billing questions.
	County of Los Angeles
LA County Department of Mental Health <u>https://dmh.lacounty.gov/</u> (800) 854- 7771	 Connecting clients to mental health services (especially after a tragic event) Psychological supports/first aid Early assistance can minimize PTSD after catastrophic events Accessing various additional services for our clients
LA County Department of Economic Opportunity (DEO) https://opportunity.lacounty.gov/	 Office of Small Business - legal, technical assistance, entrepreneurship, county service navigation, certifications and contracting, SBA application assistance, access to capital, etc. Workforce Services - County funded workforce services at five America's Job Centers of California (AJCC's) including on-the-job training, paid internships, wage subsidies and talent development supports. Access to jobs through the L.A. County AJCC's. Search for your local AJCC or visit their table

Agency	Resources & Services Providing
LA County Department of Consumer and Business Affairs https://dcba.lacounty.gov/consume r-/	 Referrals to support services for consumers, workers, and businesses, including: real estate fraud, consumer counseling, fraud protection, price gouging, complaint resolution, landlord/tenant services, worker protections, financial education Office of Immigrant Affairs
211 Los Angeles https://211la.org/resources 2-1-1	 Basic referral services throughout LA County (i.e. food, shelter, domestic violence support, income supports, etc.) Also working with Airbnb & Hilton on emergency temporary housing.
America's Job Center of California (AJCC) - Los Angeles County <u>https://jvs-socal.org/</u>	 Help small businesses and employers with jobs and training Certification and apprenticeship and entrepreneurial development
Los Angeles County Assessor's Office - Jeffery Prang <u>https://assessor.lacounty.gov/</u> (213)974-8658	 Provide temporary Property Tax relief for misfortune and calamity situations Applications are supported and can be submitted on-site
Los Angeles County Child Support Services <u>https://cssd.lacounty.gov/</u>	 Update mailing address due to displacement to receive payments/mail from their case Info on modifying child support orders due to a change in circumstances Signing up for electronic payment options to receive child support payments
Los Angeles County Consumer and Business Affairs <u>https://dcba.lacounty.gov/</u> (800)592-8222	 Information on price gouging, housing tenant protection, and real estate fraud for unincorporated areas of Los Angeles County

Agency	Resources & Services Providing
Los Angeles County Department of Aging and Disabilities <u>https://ad.lacounty.gov/</u> 1(800)510-2020	 Senior Center Food Pantry Adult Protective Services Case Management Transportation Services
Los Angeles County Department of Economic Opportunity <u>https://opportunity.lacounty.gov/</u> (213)503-0773	 Small business assistance Workforce Development for employers and employees Business legal assistance
Los Angeles County Medical Examiner https://me.lacounty.gov/	 Help with victims who passed away from fires Help with missing persons identification
Los Angeles County Registrar-Recorder <u>https://www.lavote.gov/</u> (800)201-8999	 Provide assistance for individuals who lost vital records due to the fire Replacing marriage & birth certificates for those married or born in CA Replace death certificates for deaths that occurred in California
Los Angeles County Department of Public Health (and Environmental Health) http://publichealth.lacounty.gov/eh/	 Tips on returning home after a fire, precautions when assessing your property, clean-up of smoke and soot, additional safety supports Helping people get refills of prescription medication Providing telehealth appointments
Los Angeles County Department of Public Social Services <u>https://dpss.lacounty.gov/</u> (866)613-3777	 General relief application assistance Medi-Cal (i.e. medical support), Cal-Fresh (i.e. food support), CalWorks (i.e. cash aid)

Agency	Resources & Services Providing
Los Angeles County Fire Department <u>https://fire.lacounty.gov/</u>	 Provide information on the clean up of hazardous materials at a property and the likely processes involved.
Los Angeles County Regional Planning <u>https://planning.lacounty.gov/</u> (213)974-0051	 Rebuilding permits in the unincorporated areas Coastal Commission approval process On-site temporary housing
Los Angeles County Public Works https://dpw.lacounty.gov/1(800)933-0930	 Information regarding debris removal, mudflow engineering, rebuilding and permitting in unincorporated LA County
Los Angeles County Supervisor Lindsey Horvath <u>https://lindseyhorvath.lacounty.gov</u> / (310) 231-1170	 Helps 3rd District residents connect to County services related to the Palisades fire Personalized guidance to these services and assistance Latest updates on the Palisades Fire
Los Angeles County Superior Court https://selfhelp.lacourt.org/	 Access to custody & visitation, child and spousal support, restraining orders & evictions We also offer services for folks in court who do not have an attorney
Los Angeles County Treasurer and Tax Collector <u>https://ttc.lacounty.gov/</u> (213)974-2111	 Property tax and business license info. Direct items to assessor for reassessment Have multiple handouts related to wildfires and other emergencies related to reassessment

Agency	Resources & Services Providing
Los Angeles Homelessness Services Authority (LAHSA) https://www.lahsa.org/	 Working with landlords to help connect individuals with housing
(213)683-3333	
	State Agencies
UCLA https://www.ucla.edu/	 Hosting the Disaster Recovery Center and addressing questions about UCLA Replacement diplomas from UCLA Job opportunities and services
Cal Fire https://www.fire.ca.gov/ (213) 484-5604	 Providing updated information on the current state of the fires, areas evacuated and areas affected
California Contractors State License Board <u>https://www.cslb.ca.gov/</u> (800) 962-1125	 Can clarify rules for licensed contractor requirements in a disaster area, and the handiworker exemption Provides a tool on whether a contractor is licensed and their history List of Veteran Licensees
California Department of Insurance https://www.insurance.ca.gov/ (800)927-4357	 Home insurance info and educational materials Coverage and claim analysis
California Department of Motor Vehicles (CA DMV) <u>https://www.dmv.ca.gov/portal/</u> 1(800)777-0133	 Providing replacement IDs and licenses, car titles and car registration

Agency	Resources & Services Providing
CA Dept of Public Health-Center for Health Statistics <u>https://www.cdph.ca.gov/</u> (916)445-2684	 Application for death, birth and marriage certs
CA Dept of Social Services - Disaster Services Branch (800)759-6807	 Provide information on funds that the State covers that help with damage (i.e. funeral expenses, moving, repair, cost of clothing, household items) Additional \$10k in relief if need exceeds FEMA limits
California Department of Tax and Fee Administration <u>https://www.cdtfa.ca.gov/</u> (310)297-5210	 Provide 90 day sales tax extension and relief for business owners in disaster area Provide contact info for ongoing issues as well as payment plans and relief Address changes Replacement records for other tax purposes Can close accounts
California State Franchise Tax Board <u>https://www.ftb.ca.gov/</u> (888)825-9868	 Help people receive tax refunds for disaster loss, which can be applied to 2024 taxes Request copies of state tax returns lost in fire Tax filing extension Update address Provides copies of information about your personal or business account. Reviews your account (personal or business) on any notices you received.
California Office of Emergency Services (CalOES) <u>https://www.caloes.ca.gov/</u>	 Lead agency for State Disaster Relief Coordinated the State Agencies participating in this Disaster Recovery Ctr Can connect you to the appropriate state agency to address your need

Agency	Resources & Services Providing
CalVet/MVA LA County https://www.calvet.ca.gov/ (800)952-5626	 Assisting veterans applying for VA disability compensation as well as healthcare. Providing information on veteran home loans, connecting to Federal Veteran Affairs, connecting Veteran peer access network, and military records, veteran benefits
State of California Employment Development Department <u>https://edd.ca.gov/</u> (833)988-2284	 Provide Disaster Unemployment Assistance (DUA) Can provide in-person support for DUA unemployment claims for impacted service workers (including in-home support, housekeepers, landscapers, pool cleaners, etc.) who have lost their income due to the fires Assist customers disabled by the fires to file for disability Extensions for payroll tax returns and payments for affected businesses Provide training and employment support (thru EDD, AJCC's & City WorkSource Centers
California Department of Housing and Community Development <u>https://www.hcd.ca.gov/</u> (800)952-8356	 Permit information, title searches, and salvaging documents for mobile and manufactured home
U.S. Department of State- Bureau of Consular Affairs (Passports) <u>https://travel.state.gov/content/trav</u> <u>el.html</u> (877)487-2778	 Assisting with the application process to replace lost, damaged or destroyed passports

Agency	Resources & Services Providing
Assemblymember Jacqui Irwin <u>https://a42.asmdc.org/</u> (805)370-0542 Senator Ben Allen <u>https://sd24.senate.ca.gov/</u>	 Providing liaison services to constituents who need help with a state agency On-going access to state agencies after the DRC has closed Advocacy/support for our constituents facing issues only resolvable thru legislative means
	Federal Resources
U.S. Small Business Administration (SBA)	Provide low-interest disaster loans to homeowners, businesses, and non-profits
https://lending.sba.gov/ (800)659-2955	
Federal Emergency Management Department (FEMA) <u>https://www.fema.gov/</u>	Case management, upload documents in person, application assistance, housing assistance, and disaster service assistance, for individuals who have suffered from the disaster, including homeowners, renters and others required to evacuate
Congressman Brad Sherman https://sherman.house.gov/	 Disaster service information Postal Service Information Help you apply for document recovery through social security administration Help you with passports through State Dept
Congressman Ted Lieu https://lieu.house.gov/	

Agency	Resources & Services Providing
Social Security https://www.ssa.gov/ (866)964-4779	 Records Change of Address Providing assistance to replace Medicare and Social Security cards.
Non-Governmental Organizations	
American Red Cross https://www.redcross.org/ (310)922-8302	 Sign ups for financial assistance Access to emergency housing shelters Disaster mental health and emotional support professional and nurse Serving snacks onsite Providing masks
California Southern Baptist Disaster Relief <u>https://csbc.com/disaster-relief/</u> (559)256-0855	 Help with personal property recovery supporting - shifting equipment at home sites Provide emotional and spiritual support; disaster trauma care Have a chaplain on site
Habitat For Humanity of Greater Los Angeles <u>https://www.habitatla.org/</u> (310)323-4663	 Provide sign up for gift cards (distribution offsite) Access to ReStore vouchers for furniture, appliances and other home goods Long-term rental and mortgage assistance and home rebuilding / repairs
HPP Cares (Housing People Properly) <u>https://hppcares.org/</u> (562)281-8861	 Supporting homeowners in securing support from their home insurer Assisting with permanent housing options Obtaining forbearance on mortgages and credit cards Assisting with vetting contractors for the rebuild process
The Salvation Army <u>https://www.salvationarmyusa.org/usn/help-disaster-survivors/</u>	 Sign up for direct assistance and referrals (financial and other resources, based on needs assessment) Access to shelter and services at Salvation Army facilities

Agency	Resources & Services Providing
(562)264-3600	 Provide spiritual and emotional care, while meeting the physical concerns of individuals and families, free from discrimination
Team Rubicon <u>https://teamrubiconusa.org/</u>	 Team Rubicon is a veteran-led humanitarian organization that serves communities globally Has trained teams that provide removal of hazardous vegetation, roof tarping and post-wind/fire assistance at no cost Educate and advise on state and federal resources Advice/support on weed abatement in Home Ignition Zone (HIZ)
The People Concern https://www.thepeopleconcern.org/	 Help low income residents find housing (shelter, supportive housing, connection to housing vouchers, mental health services, domestic violence support).
Tzu Chi Foundation USAhttps://tzuchi.us/(909)447-7799 ext.6500	 Provide emergency relief financial assistance Medical, food, housing, clothing, spiritual assistance
United Policyholders https://uphelp.org/ (415)393-9990	 Provides California Wildfire Recovery Guide Free, trustworthy help navigating the process of returning to a wildfire damaged area, repairing and replacing damaged and destroyed property, and collecting all available insurance funds
West Valley Counseling Center https://westvalleycounseling.org/ (818)758-9450	 Provide mental health counseling for families and individuals
Catholic Charities of Los Angeles https://catholiccharitiesla.org/	 Disaster case managers assisting with one-on one supports Help with your government applications Access to our wide network of non-profits and service providers

Agency	Resources & Services Providing
Los Angeles Regional Community Recovery Organization (LARCRO) https://larcro.org/	 Provides coordination services to support a resilient recovery for individuals and communities Supports communities in long-term disaster recovery
Community Organized Relief Effort (CORE) <u>https://www.coreresponse.org/</u> (323)934-4400	 Taking applications for direct financial assistance / direct cash assistance for wildfire affected people (needs-based and within two weeks)
JVS SoCal (Jobs, Vision, Success) https://jvs-socal.org/	 Veteran services Job assistance Assistance with housing needs
City of Malibu Building Safety: (424)395-6445 Planning: (424)422-8362	 Assisting with the rebuilding process and City of Malibu specific questions
Coalition for Humane Immigrant Rights (CHIRLA) https://www.chirla.org/	 Providing immigration information and employment assistance Assisting those who may not be eligible for government programs (including financial assistance)