



**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 February 24, 2025; Monday - Saturday, 9am to 7pm (hours subject to change)

Agency	Resources & Services Providing
<b>City of Los Angeles</b>	
<p><b>City of Los Angeles Emergency Management Department</b></p> <p><a href="https://emergency.lacity.gov/">https://emergency.lacity.gov/</a></p>	<ul style="list-style-type: none"> <li>• Stood up the Disaster Recovery Center (DRC) and are coordinating facility services</li> <li>• Intake services/DRC management</li> <li>• Video Remote Interpreting for the DRC (VRI)</li> <li>• Disaster Preparedness Information</li> </ul>
<p><b>City of Los Angeles Economic &amp; Workforce Development Department</b></p> <p><a href="https://ewddlacity.com/">https://ewddlacity.com/</a> (213)-989-3158</p>	<ul style="list-style-type: none"> <li>• Information on 11 Business Source Centers which provide technical business assistance, access to capital and loan assistance</li> <li>• Information on 14 WorkSource Centers and 11 YouthSource Centers which connect individuals to jobs/internships</li> <li>• Visit the table to learn about these and other services</li> </ul>
<p><b>City of Los Angeles Community Investment for Families Department</b></p> <p><a href="http://WWW.LA4FAMILIES.ORG/programs-resources">WWW.LA4FAMILIES.ORG/programs-resources</a> (213)-473-3231</p>	<ul style="list-style-type: none"> <li>• 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)</li> </ul>

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<p><b>City of Los Angeles Bureau of Engineering</b></p> <p><a href="https://engineering.lacity.gov/">https://engineering.lacity.gov/</a></p>	<ul style="list-style-type: none"> <li>• Will be knowledgeable as to Debris Removal process</li> <li>• Permitting for the right of way (streets &amp; sidewalks) as part of rebuilding</li> <li>• Driveway apron and sidewalk repair/ reconstruction - Sewer Connections</li> </ul>
<p><b>City of Los Angeles Department of Aging</b></p> <p><a href="https://aging.lacity.gov/">https://aging.lacity.gov/</a></p>	<ul style="list-style-type: none"> <li>• Transportation, in-home assistance, emergency alert response system</li> <li>• Support for individuals who are 60+</li> </ul>
<p><b>City of Los Angeles Department on Disability</b></p> <p><a href="https://disability.lacity.gov/">https://disability.lacity.gov/</a></p>	<ul style="list-style-type: none"> <li>• <b>Help with replacing damaged medical equipment or equipment left behind</b></li> <li>• <b>Help people find housing that accommodates disabilities</b></li> </ul>
<p><b>City of Los Angeles Housing Department</b></p> <p><a href="https://housing.lacity.gov/">https://housing.lacity.gov/</a> (866) 557-RENT</p>	<ul style="list-style-type: none"> <li>• Can help people understand Tenant and Landlord rights, especially in buildings under city rent control</li> </ul>
<p><b>Housing Authority of the City of Los Angeles (HACLA)</b></p> <p><a href="https://hacla.org/en">https://hacla.org/en</a> (213) 817-0329</p>	<ul style="list-style-type: none"> <li>• <b>Exclusive access to HACLA's Asset Management Market Rate/Affordable Rental Listings. No income restrictions on some properties.</b></li> <li>• <b>The waiving of all application and move-in fees for disaster victims.</b></li> <li>• Info about our Section 8 and Public Housing Programs</li> </ul>

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<p><b>Mayor's Crisis Response Team (just outside entrance to DRC)</b></p> <p><a href="https://lacrt.org/">https://lacrt.org/</a></p>	<ul style="list-style-type: none"> <li>• Connecting people with the right resources at the Disaster Recovery Center</li> <li>• Crisis and trauma-informed navigation to access all resources</li> </ul>
<p><b>Mayor Karen Bass Help Desk</b></p> <p><a href="https://lacity.gov/">https://lacity.gov/</a>  <a href="https://mayor.lacity.gov/Contact">https://mayor.lacity.gov/Contact</a>  (213) 978-1028</p>	<ul style="list-style-type: none"> <li>• Casework navigation to help access all City of Los Angeles services &amp; departments</li> <li>• Information on Mayor Karen Bass' recent Executive Orders to accelerate rebuilding homes and all recovery efforts; taking formal public comments for Mayor Bass</li> <li>• Navigation to resources at the Disaster Recovery Center</li> </ul>
<p><b>City of Los Angeles Council District 11 - Councilmember Traci Park</b></p> <p><a href="https://lacity.gov/directory/council-member-district-11">https://lacity.gov/directory/council member-district-11</a>  (213) 473-7011</p>	<ul style="list-style-type: none"> <li>• We have donations available offsite (such as water, essential items, clothing, toiletries, etc.)</li> <li>• We can provide info on road blocks, house conditions in Palisades only</li> <li>• Please sign up for our newsletter to receive updates</li> </ul>
<p><b>Los Angeles Public Library</b></p> <p><a href="https://lapl.org/">https://lapl.org/</a>  (213) 228-7000</p>	<ul style="list-style-type: none"> <li>• Printing and scanning services and laptop usage</li> <li>• Issuing library cards</li> <li>• Short term technology checkout</li> <li>• Information and support</li> </ul>
<p><b>City of Los Angeles Recreation and Parks</b></p> <p><a href="https://www.laparks.org/">https://www.laparks.org/</a></p>	<ul style="list-style-type: none"> <li>• Childcare services at the disaster recovery center</li> </ul>
<b>County of Los Angeles</b>	

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<p>LA County Department of Mental Health</p> <p><a href="https://dmh.lacounty.gov/">https://dmh.lacounty.gov/</a> (800) 854- 7771</p>	<ul style="list-style-type: none"> <li>● <b>Connecting clients to mental health services (especially after a tragic event)</b></li> <li>● <b>Psychological supports/first aid</b></li> <li>● <b>Early assistance can minimize PTSD after catastrophic events</b></li> <li>● Accessing various additional services for our clients</li> </ul>
<p>LA County Department of Economic Opportunity (DEO)</p> <p><a href="https://opportunity.lacounty.gov/">https://opportunity.lacounty.gov/</a></p>	<ul style="list-style-type: none"> <li>● <b>Office of Small Business</b> - legal, technical assistance, entrepreneurship, county service navigation, certifications and contracting, SBA application assistance, access to capital, etc.</li> <li>● <b>Workforce Services</b> - 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</li> </ul>
<p>LA County Department of Consumer and Business Affairs</p> <p><a href="https://dcba.lacounty.gov/consumer/">https://dcba.lacounty.gov/consumer/</a></p>	<ul style="list-style-type: none"> <li>● 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</li> <li>● Office of Immigrant Affairs</li> </ul>
<p>211 Los Angeles</p> <p><a href="https://211la.org/resources">https://211la.org/resources</a> 2-1-1</p>	<ul style="list-style-type: none"> <li>● Basic referral services throughout LA County (i.e. food, shelter, domestic violence support, income supports, etc.) Also working with <b>Airbnb &amp; Hilton on emergency temporary housing.</b></li> </ul>
<p>America's Job Center of California (AJCC) - Los Angeles County</p> <p><a href="https://jvs-socal.org/">https://jvs-socal.org/</a></p>	<ul style="list-style-type: none"> <li>● Help small businesses and employers with jobs and training</li> <li>● Certification and apprenticeship and entrepreneurial development</li> </ul>
<p>Los Angeles County Assessor’s Office - Jeffery Prang</p> <p><a href="https://assessor.lacounty.gov/">https://assessor.lacounty.gov/</a></p>	<ul style="list-style-type: none"> <li>● Provide temporary Property Tax relief for misfortune and calamity situations</li> <li>● Applications are supported and can be submitted on-site</li> </ul>

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(213)974-8658	
<b>Los Angeles County Child Support Services</b> <a href="https://cssd.lacounty.gov/">https://cssd.lacounty.gov/</a>	<ul style="list-style-type: none"> <li>• Update mailing address due to displacement to receive payments/mail from their case</li> <li>• Info on modifying child support orders due to a change in circumstances</li> <li>• Signing up for electronic payment options to receive child support payments</li> </ul>
<b>Los Angeles County Consumer and Business Affairs</b> <a href="https://dcba.lacounty.gov/">https://dcba.lacounty.gov/</a> (800)592-8222	<ul style="list-style-type: none"> <li>• Information on price gouging, housing tenant protection, and real estate fraud for unincorporated areas of Los Angeles County</li> </ul>
<b>Los Angeles County Department of Aging and Disabilities</b> <a href="https://ad.lacounty.gov/">https://ad.lacounty.gov/</a> 1(800)510-2020	<ul style="list-style-type: none"> <li>• Senior Center Food Pantry</li> <li>• Adult Protective Services Case Management</li> <li>• Transportation Services</li> </ul>
<b>Los Angeles County Department of Economic Opportunity</b> <a href="https://opportunity.lacounty.gov/">https://opportunity.lacounty.gov/</a> (213)503-0773	<ul style="list-style-type: none"> <li>• Small business assistance</li> <li>• Workforce Development for employers and employees</li> <li>• Business legal assistance</li> </ul>
<b>Los Angeles County Registrar-Recorder</b> <a href="https://www.lavote.gov/">https://www.lavote.gov/</a> (800)201-8999	<ul style="list-style-type: none"> <li>• Provide assistance for individuals who lost vital records due to the fire</li> <li>• <b>Replacing marriage &amp; birth certificates for those married or born in CA</b></li> <li>• <b>Replace death certificates for deaths that occurred in California</b></li> </ul>

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<p><b>Los Angeles County Department of Public Health (and Environmental Health)</b></p> <p><a href="http://publichealth.lacounty.gov/eh/">http://publichealth.lacounty.gov/eh/</a></p>	<ul style="list-style-type: none"> <li>● <b>Tips on returning home after a fire, precautions when assessing your property, clean-up of smoke and soot, additional safety supports</b></li> <li>● Helping people get refills of prescription medication</li> <li>● Providing telehealth appointments</li> </ul>
<p><b>Los Angeles County Department of Public Social Services</b></p> <p><a href="https://dpss.lacounty.gov/">https://dpss.lacounty.gov/</a> (866)613-3777</p>	<ul style="list-style-type: none"> <li>● General relief application assistance</li> <li>● Medi-Cal (i.e. medical support), Cal-Fresh (i.e. food support), CalWorks (i.e. cash aid)</li> </ul>
<p><b>Los Angeles County Regional Planning</b></p> <p><a href="https://planning.lacounty.gov/">https://planning.lacounty.gov/</a> (213)974-0051</p>	<ul style="list-style-type: none"> <li>● Rebuilding permits in the unincorporated areas</li> <li>● Coastal Commission approval process</li> <li>● On-site temporary housing</li> </ul>
<p><b>Los Angeles County Public Works</b></p> <p><a href="https://dpw.lacounty.gov/">https://dpw.lacounty.gov/</a> 1(800)933-0930</p>	<ul style="list-style-type: none"> <li>● Information regarding debris removal, mudflow engineering, rebuilding and permitting in unincorporated LA County</li> </ul>
<p><b>Los Angeles County Supervisor Lindsey Horvath</b></p> <p><a href="https://lindseyhorvath.lacounty.gov/">https://lindseyhorvath.lacounty.gov/</a> (310) 231-1170</p>	<ul style="list-style-type: none"> <li>● Helps 3rd District residents connect to County services related to the Palisades fire</li> <li>● Personalized guidance to these services and assistance</li> <li>● Latest updates on the Palisades Fire</li> </ul>
<p><b>Los Angeles County Superior Court</b></p> <p><a href="https://selfhelp.lacourt.org/">https://selfhelp.lacourt.org/</a></p>	<ul style="list-style-type: none"> <li>● Access to custody &amp; visitation, child and spousal support, restraining orders &amp; evictions</li> <li>● We also offer services for folks in court who do not have an attorney</li> </ul>

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<b>Los Angeles County Treasurer and Tax Collector</b>  <a href="https://ttc.lacounty.gov/">https://ttc.lacounty.gov/</a> (213)974-2111	<ul style="list-style-type: none"> <li>• Property tax and business license info.</li> <li>• Direct items to assessor for reassessment</li> <li>• Have multiple handouts related to wildfires and other emergencies related to reassessment</li> </ul>
<b>Los Angeles Homelessness Services Authority (LAHSA)</b>  <a href="https://www.lahsa.org/">https://www.lahsa.org/</a> (213)683-3333	<ul style="list-style-type: none"> <li>• Working with landlords to help connect individuals with housing</li> </ul>
<b>State Agencies</b>	
<b>UCLA</b>  <a href="https://www.ucla.edu/">https://www.ucla.edu/</a>	<ul style="list-style-type: none"> <li>• Hosting the Disaster Recovery Center and addressing questions about UCLA</li> <li>• Replacement diplomas from UCLA</li> <li>• Job opportunities and services</li> </ul>
<b>California Contractors State License Board</b>  <a href="https://www.cslb.ca.gov/">https://www.cslb.ca.gov/</a> (800) 962-1125	<ul style="list-style-type: none"> <li>• Can clarify rules for licensed contractor requirements in a disaster area, and the handiworker exemption</li> <li>• Provides a tool on whether a contractor is licensed and their history</li> <li>• List of Veteran Licensees</li> </ul>
<b>California Department of Insurance</b>  <a href="https://www.insurance.ca.gov/">https://www.insurance.ca.gov/</a> (800)927-4357	<ul style="list-style-type: none"> <li>• Home insurance info and educational materials</li> <li>• Coverage and claim analysis</li> </ul>
<b>California Department of Motor Vehicles (CA DMV)</b>  <a href="https://www.dmv.ca.gov/portal/">https://www.dmv.ca.gov/portal/</a> 1(800)777-0133	<ul style="list-style-type: none"> <li>• Providing replacement IDs and licenses, car titles and car registration</li> </ul>

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<p>CA Dept of Public Health-Center for Health Statistics</p> <p><a href="https://www.cdph.ca.gov/">https://www.cdph.ca.gov/</a> (916)445-2684</p>	<ul style="list-style-type: none"> <li>• Application for death, birth and marriage certs</li> </ul>
<p>CA Dept of Social Services - Disaster Services Branch</p> <p>(800)759-6807</p>	<ul style="list-style-type: none"> <li>• Provide information on funds that the State covers that help with damage (i.e. funeral expenses, moving, repair, cost of clothing, household items)</li> <li>• Additional \$10k in relief if need exceeds FEMA limits</li> </ul>
<p>California Department of Tax and Fee Administration</p> <p><a href="https://www.cdtfa.ca.gov/">https://www.cdtfa.ca.gov/</a> (310)297-5210</p>	<ul style="list-style-type: none"> <li>• <b>Provide 90 day sales tax extension and relief for business owners in disaster area</b></li> <li>• Provide contact info for ongoing issues as well as payment plans and relief</li> <li>• Address changes</li> <li>• Replacement records for other tax purposes</li> <li>• Can close accounts</li> </ul>
<p>California State Franchise Tax Board</p> <p><a href="https://www.ftb.ca.gov/">https://www.ftb.ca.gov/</a> (888)825-9868</p>	<ul style="list-style-type: none"> <li>• <b>Help people receive tax refunds for disaster loss, which can be applied to 2024 taxes</b></li> <li>• <b>Request copies of state tax returns lost in fire</b></li> <li>• <b>Tax filing extension</b></li> <li>• Update address</li> <li>• Provides copies of information about your personal or business account.</li> <li>• Reviews your account (personal or business) on any notices you received.</li> </ul>
<p>California Office of Emergency Services (CalOES)</p> <p><a href="https://www.caloes.ca.gov/">https://www.caloes.ca.gov/</a></p>	<ul style="list-style-type: none"> <li>• Lead agency for State Disaster Relief</li> <li>• Coordinated the State Agencies participating in this Disaster Recovery Ctr</li> <li>• Can connect you to the appropriate state agency to address your need</li> </ul>



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<p><b>CalVet/MVA LA County</b></p> <p><a href="https://www.calvet.ca.gov/">https://www.calvet.ca.gov/</a> (800)952-5626</p> <p><a href="https://mva.lacounty.gov/">https://mva.lacounty.gov/</a> (877)454-8387</p>	<ul style="list-style-type: none"> <li>• Assisting veterans applying for VA disability compensation as well as healthcare.</li> <li>• Providing information on veteran home loans, connecting to Federal Veteran Affairs, connecting Veteran peer access network, and military records, veteran benefits</li> </ul>
<p><b>State of California Employment Development Department</b></p> <p><a href="https://edd.ca.gov/">https://edd.ca.gov/</a> (833)988-2284</p>	<ul style="list-style-type: none"> <li>• <b>Provide Disaster Unemployment Assistance (DUA)</b></li> <li>• <b>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</b></li> <li>• <b>Assist customers disabled by the fires to file for disability</b></li> <li>• <b>Extensions for payroll tax returns and payments for affected businesses</b></li> <li>• Provide training and employment support (thru EDD, AJCC's &amp; City WorkSource Centers)</li> </ul>
<p><b>California Department of Housing and Community Development</b></p> <p><a href="https://www.hcd.ca.gov/">https://www.hcd.ca.gov/</a> (800)952-8356</p>	<ul style="list-style-type: none"> <li>• Permit information, title searches, and salvaging documents for mobile and manufactured home</li> </ul>
<p><b>U.S. Department of State- Bureau of Consular Affairs (Passports)</b></p> <p><a href="https://travel.state.gov/content/travel.html">https://travel.state.gov/content/travel.html</a> (877)487-2778</p>	<ul style="list-style-type: none"> <li>• Assisting with the application process to replace lost, damaged or destroyed passports.</li> </ul>

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<p><b>Assemblymember Jacqui Irwin</b>  <a href="https://a42.asmdc.org/">https://a42.asmdc.org/</a>  (805)370-0542</p> <p><b>Senator Ben Allen</b>  <a href="https://sd24.senate.ca.gov/">https://sd24.senate.ca.gov/</a></p>	<ul style="list-style-type: none"> <li>• Providing liaison services to constituents who need help with a state agency</li> <li>• On-going access to state agencies after the DRC has closed</li> <li>• Advocacy/support for our constituents facing issues only resolvable thru legislative means</li> </ul>
<p><b>California Department of Social Services (Community Care Licensing Division)</b>  <a href="https://www.cdss.ca.gov/inforesources/community-care-licensing">https://www.cdss.ca.gov/inforesources/community-care-licensing</a></p>	<ul style="list-style-type: none"> <li>• Provide resources for California child care providers</li> <li>• Provide waivers for childcare providers</li> </ul>
<b>Federal Resources</b>	
<p><b>U.S. Small Business Administration (SBA)</b>  <a href="https://lending.sba.gov/">https://lending.sba.gov/</a>  (800)659-2955</p>	<ul style="list-style-type: none"> <li>• Provide low-interest disaster loans to homeowners, businesses, and non-profits</li> </ul>
<p><b>Federal Emergency Management Department (FEMA)</b>  <a href="https://www.fema.gov/">https://www.fema.gov/</a></p>	<ul style="list-style-type: none"> <li>• 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</li> </ul>

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<p><b>Congressman Brad Sherman</b>  <a href="https://sherman.house.gov/">https://sherman.house.gov/</a></p>	<ul style="list-style-type: none"> <li>• Disaster service information</li> <li>• Postal Service Information</li> <li>• Help you apply for document recovery through social security administration</li> <li>• Help you with passports through State Dept</li> </ul>
<p><b>IRS (Internal Revenue Services)</b>  <a href="http://www.irs.gov">www.irs.gov</a>  (800)829-1040</p>	<ul style="list-style-type: none"> <li>• Casualty, disaster, and Theft Loss Deduction</li> <li>• Extension on filing requirements</li> <li>• Information on making a change of address</li> </ul>
<p><b>Social Security</b>  <a href="https://www.ssa.gov/">https://www.ssa.gov/</a>  (866)964-4779</p>	<ul style="list-style-type: none"> <li>• Records Change of Address</li> <li>• Providing assistance to replace Medicare and Social Security cards.</li> </ul>
<p><b>US Army Corps of Engineers</b>  <a href="https://www.usace.army.mil/">https://www.usace.army.mil/</a></p>	<ul style="list-style-type: none"> <li>• Learn about the removal of fire debris from your property</li> </ul>
<p><b>Habitat For Humanity of Greater Los Angeles</b>  <a href="https://www.habitatla.org/">https://www.habitatla.org/</a>  (310)323-4663</p>	<ul style="list-style-type: none"> <li>• <b>Provide sign up for gift cards</b> (distribution offsite)</li> <li>• <b>Access to ReStore vouchers for furniture, appliances and other home goods</b></li> <li>• <b>Long-term rental and mortgage assistance and home rebuilding / repairs</b></li> </ul>

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<p><b>HPP Cares (Housing People Properly)</b></p> <p><a href="https://hppcares.org/">https://hppcares.org/</a> (562)281-8861</p>	<ul style="list-style-type: none"> <li>● <b>Supporting homeowners in securing support from their home insurer</b></li> <li>● <b>Assisting with permanent housing options</b></li> <li>● Obtaining forbearance on mortgages and credit cards</li> <li>● Assisting with vetting contractors for the rebuild process</li> </ul>
<p><b>Catholic Charities of Los Angeles</b></p> <p><a href="https://catholiccharitiesla.org/">https://catholiccharitiesla.org/</a></p>	<ul style="list-style-type: none"> <li>● Disaster case managers assisting with one-on one supports</li> <li>● Help with your government applications</li> <li>● Access to our wide network of non-profits and service providers</li> </ul>
<p><b>Community Organized Relief Effort (CORE)</b></p> <p><a href="https://www.coreresponse.org/">https://www.coreresponse.org/</a> (323)934-4400</p>	<ul style="list-style-type: none"> <li>● Taking applications for direct <b>financial assistance / direct cash assistance</b> for wildfire affected people (needs-based and within two weeks)</li> </ul>
<p><b>BALANCE/ Neighboring Housing Services of LA</b></p> <p><a href="http://www.balancepro.org">www.balancepro.org</a> 1(800)456-2227</p>	<ul style="list-style-type: none"> <li>● Resources for prescriptions, food, emergency services</li> <li>● Assistance with mortgages next steps</li> <li>● Financial counseling</li> </ul>

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<p><b>Samaritan's Purse</b></p> <p><a href="https://samaritanpurse.org">https://samaritanpurse.org</a></p> <p>(833)747-1234</p>	<ul style="list-style-type: none"> <li>● Personal Content Recovery</li> <li>● Chainsaw Work</li> <li>● Temporary Roof Tarping</li> </ul>
<p><b>California Love California Strong</b></p> <p><a href="https://www.californiavolunteers.ca.gov/wildfire-recovery/">https://www.californiavolunteers.ca.gov/wildfire-recovery/</a></p>	<ul style="list-style-type: none"> <li>● Provides information on self care, wellness, and healthy habits</li> </ul>
<p><b>Operation Hope</b></p> <p><a href="https://operationhope.org/">https://operationhope.org/</a></p>	<ul style="list-style-type: none"> <li>● Provide financial disaster preparedness and recovery guidance and assistance <ul style="list-style-type: none"> <li>○ Creating disaster recovery budgets</li> <li>○ Support in submitting FEMA applications and appeals</li> <li>○ Support in creating bill payment deferment</li> <li>○ Referrals to disaster recovery partners and more</li> </ul> </li> </ul>