

RESOURCE GUIDE FOR LOS ANGELES COUNTY RESIDENTS IMPACTED BY THE WILDFIRES

FEMA Assistance is available for residents impacted by LA County wildfires

1. Online at DisasterAssistance.gov

If you have access to the internet and your electronic devices have power, applying online is easiest, fastest, and most convenient.

2. On the FEMA App for mobile devices

3. The FEMA Helpline at 1-800-621-3362

Calls are accepted every day from 4 a.m. to 10 p.m. PST. Help is available in most languages. If you use a relay service such as video relay, captioned telephone, or other service, give FEMA the number for that service.

Los Angeles County Department of Public Social Services

Provides disaster assistance to families through the General Relief, CalWorks, CalFresh and MediCal programs.

<https://dpss.lacounty.gov/en.html>

- **DPSS Customer Service Center**
 - (866) 613-3777
 - Monday through Friday 7:30 am to 6:30 pm
- **IHSS Helpline**
 - (888) 822-9622
 - Monday through Friday 8:00 am to 5:00 pm
 - (833) 540-0473

Los Angeles County Department of Aging and Disabilities

Provides information and supportive services to older and disabled adults.

<https://ad.lacounty.gov>

- 213-291-0028
- Monday-Friday 8:00 AM to 5:00 PM

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Assistance for residents impacted by the fires: Emergency Network Los Angeles (ENLA)

The ENLA website has a full list of organizations who can help with a range of services from immediate needs to long term Recovery.

Website: <https://enla.org/>

Access to non-profits aiding residents impacted by disasters. Services may range from humanitarian relief, planning for disaster response to long-term recovery and assistance programs.

ENLA represents a network of nonprofits that enhances and supports the recovery of communities after an emergency incident.

- **Greater Los Angeles County American Red Cross**
 - 24-hour intake number (800) 675-5799
- **So. Cal Division The Salvation Army**
 - Website: socal.salvationarmy.org
 - (562) 264-3600

Los Angeles County Department of Assessor's Office

Property owners may be eligible for tax relief if their property is damaged or destroyed by a calamity, such as fire or flooding. To qualify, individuals must file an Application for Reassessment: Property Damaged or Destroyed by Misfortune or Calamity with the Assessor's Office within 12 months from the date the property was damaged or destroyed.

<https://assessor.lacounty.gov/tax-relief/disaster-relief>

- (213) 974-8658
- Monday – Friday 8:00am – 5:00pm

Los Angeles County Department of Child Support Services

Can assist participants with child support obligations for those who lost their source of income because of the fire.

<https://cssd.lacounty.gov>

- (213) 974-8658
- Monday – Friday 8:00am – 5:00pm

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Los Angeles County Department of Consumer and Business Affairs

The Department of Consumer and Business Affairs serves consumers, tenants and landlords, homeowners businesses, and communities.

<https://dcba.lacounty.gov>

Los Angeles County Department of Animal Care and Control

Animal rescue for animals plus food, shelter, and boarding

<https://animalcare.lacounty.gov>

Los Angeles County Department of Economic Opportunity

The DEO Office of Small Business hosts a Small Business Concierge helps with information and technical assistance, financial resources, and referrals to partner organizations for programs and services.

Impacted small business can access support in:

- Submitting insurance claims,
- Signing up for no-cost legal aid,
- Accessing capital and other resources, including grants and loans as well as local, state, and federal contracting opportunities.

The DEO's workforce development team partners with the County's 18 America's Job Centers of California and supports Business Technical Assistance Program

Website: Opportunity.lacounty.gov

- Office of Small Business
 - (844) 432-4900
 - Monday – Friday 8:00am to 5:00pm
- America's Job Centers
 - (888) 226-6300
 - Monday- Friday 8:00am to 5:00pm

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Los Angeles County Department of Registrar / Recorder County Clerk

Access vital records:

- **Birth:** <https://www.lavote.gov/home/records/birth-records/birth-records-request/who-can-obtain-a-copy-of-a-birth-record>
- **Marriage:** <https://www.lavote.gov/home/recorder/marriage-records/marriage-records-request/who-can-obtain-marriage-records>
- **Death:** <https://www.lavote.gov/home/records/death-records/death-records-request/who-can-obtain-a-death-certificate-copy>
- **Real estate records:** <https://www.lavote.gov/home/recorder/real-estate-records/general-info>

Los Angeles County Library

- Take advantage of free Wi-Fi, public-use computers, and laptops.
- Pick up educational supplies for kids and teens.
- Explore the collection of books, materials, and online tools to assist with work, school assignments, or research.
- Charge phones and devices.
- Access water fountains and restrooms.
- Get help from library staff on where to locate forms and hotlines from the [Los Angeles County Accessor](#) and [FEMA](#).
- Find a welcoming space to rest, reflect, and plan your next steps, or simply take a much needed [mental health](#) break.

We also encourage you to visit [LACountyLibrary.org](https://www.lacountylibrary.org) for updates on [LA County's wildfire response efforts](#) and a curated list of [emergency resources](#). The website provides an updated directory of [library locations](#) that are open and ready to welcome customers. The [Digital Library](#) is available 24/7, offering access to eBooks, audiobooks, and other virtual resources.

Los Angeles County Department of Mental Health

Provides referrals for mental health counseling, grieving, coping, resources, crisis intervention and triage.

dmh.lacounty.gov

- (800) 854-7771 or 988 Available 24/7

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Los Angeles County Department of Public Health

Provides information on safe cleanup after fire, food safety, public health services, and guidelines for onsite wastewater and private wells following a fire.

<http://publichealth.lacounty.gov>

<http://publichealth.lacounty.gov/media/Wildfire/>

- **Environmental Health**
 - (888) 700-9995
 - Monday – Friday 8:00am – 5:00pm
- **Public Health Infoline**
 - (833) 540-0473

Los Angeles County Department of Public Social Services

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Los Angeles County Department of Public Works

BUILDING AND SAFETY

Assistance with rebuilding and permitting process.

FIRE DISASTER INFORMATION

Post fire mud and debris flow information.

Call Public Works 24/7 Dispatch for assistance and referral: 800-675-4357

<https://dpw.lacounty.gov/landing/em/docs/HOMEOWNERSGUIDE.pdf>

CLEAN LA

Recovery services provided to County Unincorporated Residents and Businesses impacted by this incident.

- List of C&D recycling facilities, Inert waste facilities, and Municipal solid waste facilities
- List of authorized Commercial Franchise waste haulers
- List of additional C&D recycling facilities
- List of HHW and E-Waste events

<http://planning.lacounty.gov>

- Monday -Thursday 7:00am- 11:00am
- (213) 974-6411

Los Angeles County Department of Treasurer Tax Collector

Assess eligibility of tax relief if your property is damaged or destroyed by a calamity.

ttc.lacounty.gov

- (213) 974-2111

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For Quick Reference:

Sign up for Emergency Alerts

- Sign up for the City of LA's emergency alert system, NotifyLA, [here](#).
- Sign up for Alert LA County emergency alerts [here](#).
- Sign up for the City of Culver City Emergency Alert Program [here](#).
- Additional local emergency alert systems for other municipalities in LA County can be found [here](#).

Emergency Shelters

• 211 LA: Dial 211 or visit 211la.org for assistance with shelter options and to access free temporary housing through programs like Airbnb's emergency housing initiative.

Airbnb is offering free stays for those displaced by the fires.

• American Red Cross: Offers temporary shelters and assistance. Visit redcross.org or call 1-800-RED-CROSS (1-800-733-2767).

• LA County Disaster Assistance Centers: Check lacounty.gov/recovery for shelter locations and services.

Evacuation Sites

- SEPULVEDA RECREATION CENTER 8825 KESTER AVE, PANORAMA CITY, CA 91402
- RITCHIE VALENS RECREATION CENTER 10736 LAUREL CANYON BLVD, PACOIMA CA 91337
- WESTWOOD RECREATION CENTER 1350 S SEPULVEDA BLVD LOS ANGELES CA 90025
- PASADENA CONVENTION CENTER 300 E GREEN ST PASADENA CA 91101
- EL CAMINO REAL CHARTER HIGH SCHOOL 5440 VALLEY CIRCLE BLVD, WOODLAND HILLS CA 91367

Financial Assistance

- FEMA Disaster Assistance: Apply at disasterassistance.gov or call 1-800-621-FEMA (1-800-621-3362).
- California Disaster Relief Programs: Visit caloes.ca.gov for state-level financial aid.
- County Assessor Tax Relief: Visit <https://assessor.lacounty.gov/tax-relief/disaster-relief>

Mental Health Support

- LA County Department of Mental Health: Free 24/7 counseling at 1-800-854-7771 or text "LA" to 741741.

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- National Alliance on Mental Illness (NAMI): Call 1-800-950-NAMI (1-800-950-6264) for emotional support and guidance.

Food & Supplies

- LA Regional Food Bank: Visit lafoodbank.org or call 323-234-3030 for food assistance.
- Salvation Army: Offers food, clothing, and essential supplies. Visit salvationarmyusa.org or call 1-800-SAL-ARMY (1-800-725-2769).
- Toys: Shop Merci Milo: offering new toy donations; DM on Instagram at @shopmercimilo to inquire

Animal & Pet Support

- LA Animal Services: Provides crates, bowls, blankets, and pet food. Visit laanimalservices.com or call 888-452-7381.
- RedRover Relief Program: Assistance for displaced pets. Visit redrover.org.
- @ComptonCowboys: Provide Horse Hauling Services.
- Shelter for Small Animals:
 - El Camino High School, 5440 Valley Circle Blvd, Woodland Hills
 - Agoura Animal Care Center, 29525 Agoura Rd, Agoura Hills
 - Baldwin Park Animal Care Center, 4275 Elton St, Baldwin Park
 - Carson Animal Care Center, 216 W Victoria St, Gardena
 - Castaic Animal Care Center, 31044 Charlie Canyon, Castaic
 - Downey Animal Care Center, 11258 Garfield Ave, Downey
 - Lancaster Animal Care Center, 5210 W Ave I, Lancaster
 - Palmdale Animal Care Center, 38550 Sierra Hwy, Palmdale
 - Pasadena Human Society, 361 S Raymond Ave, Pasadena
 - Paw Works: Small Animals
 - Annie Harvilicz: Housing evacuated animals in Del Ray. Email her at drannieawc@gmail.com.
- Shelter for Large Animals:
 - Pierce College Equestrian Center, 6201 Winnetka Ave, Woodland Hills
 - The Rose Bowl, 1001 Rose Bowl Dr, Pasadena
 - Pomona Fairplex, 1101 W McKinley Ave, Pomona
 - Industry Hills Expo, 16200 Temple Ave, City of Industry
 - Los Angeles Equestrian Center, 480 Riverside Dr, Burbank
 - Castaic Animal Care Center, 31044 Charlie Canyon, Castaic

Volunteer Opportunities

If you are looking to help, organizations like the Red Cross, United Way, and local food banks are seeking volunteers and donations.

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California Strong

California Strong provides financial and beneficial aid to individuals and groups in California affected by natural disasters or other tragic and extraordinary events. [California Strong](#)

LAUSD Impacts

For a list of all school closures and or relocations, please [click here](#). Affected schools are directly communicating with families. For updates, visit lausd.org. A Family Hotline is available at 213-443-1300.

United Way of Greater Los Angeles

United Way focuses on longer-term recovery efforts to support members of the community, and they are working with their community partners to assess the impact on the ground. With the Wildfire Response Fund they are drawing upon their experience from past wildfires to address urgent, ongoing needs, which include support for low-income individuals whose livelihood has been disrupted, people experiencing homelessness and those who provide services to support them, and disruptions to community organizations and small businesses. [LA County Wildfire Response - United Way L.A.](#)

Federal Resources

Through FEMA, fire management assistance is available to state, local, tribal and territorial governments. This assistance helps with mitigation, management, and control of fires. For more information visit [here](#) or call 1-800-621-FEMA.

LA County Resources

The [Los Angeles County Emergency Incident Response](#) website has been activated. This website provides a mapping tool and lists real-time evacuation, shelter, and other information/resources related to the Palisades, Eaton, Franklin, and Hurst wildfires.

City of LA Resources

The City of LA has compiled a comprehensive list of resources as part of its emergency preparedness and response efforts. You can view those resources [here](#).

Water and Power Outages

If you are a Southern California Edison (SCE) customer in Ladera Heights, View Park-Windsor Hills, or another impacted area without power, visit [this link](#) to report an outage or call 800-611-1911. SCE is on-site working to restore power. You can view current SCE outages [here](#).

Department of Water & Power customers can report power outages [here](#) or call 800-342-5397. Current water outages can be viewed [here](#) and current power outages can be viewed [here](#).

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Additionally, LADWP is urging customers to conserve water during the firefighting efforts and to boil water intended for consumption due to potential contamination from ash in the system.

Follow Los Angeles County and City of LA's Public Safety Partners on Social Media

- Office of Emergency Management on X (formerly Twitter): @ReadyLACounty
- LA County Fire
- LA County Sheriff
- LA County
- The City of Los Angeles
- LA City Emergency Management Department
- Los Angeles Fire Department
- LA City Emergency Alerts

Additional Resources

- [Safe Clean-Up After a Fire](#)
- [Mental Health and Stress after an Emergency](#)
- [Air Quality Monitoring](#)

If you or someone you know needs aid, the following companies are offering free assistance:

Planet Fitness

The gym chain is providing access to showers and its facilities at no cost to firefighters and residents displaced by fires. A gym membership is not required to access the facilities participating. For information and hours of operation, see planetfitness.com/gyms.

Airbnb

[Airbnb.org](https://www.airbnb.org) is offering temporary housing for those displaced by the fires in the Los Angeles area. The company is working with 211 LA, which offers free housing in Los Angeles County, to coordinate the housing effort. 211.org x Airbnb

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GO BAGS

Evacuations can be stressful enough without having to panic-organize supplies in the face of danger, which is why having a packed "go bag" is so important

What to Pack in a Go Bag

A go bag doesn't necessarily have to be a backpack or sack, as the goal is simply to organize all of your most critical supplies in one area — that way you're able to evacuate quickly in the event of an emergency. Crates, bins, boxes, or anything that can be carried or transferred to a vehicle will suffice.

Your go bag should always include N95 masks, flashlights and batteries. Consider adding a hand-crank radio and single-use phone chargers. Make sure you understand how to use everything before they are needed!

While the contents of a go bag will vary, there are several essentials you should always make sure to have on hand in the event of a natural disaster or evacuation:

- Money
 - ATM & credit cards
 - Cash
 - Checkbook
 - Multiple currency
 - Safe deposit keys
- Medical Items
 - Medical and dental records
 - Immunization cards
 - Glasses & contacts
 - Prescriptions
 - Medications
 - First Aid kit
- Personal belongings
 - Clothing

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- Toys and games
- Pet items
- Cell phone
- Chargers for all electronics
- Small toiletry kit

Continued...

- Food and water
 - Snacks
 - Water
 - Documentation
 - Passport(s) & Visas
 - Marriage, birth, adoption and naturalization certificates
 - State Department ID
 - Driver's license
 - Auto/home/health insurance policies and IDs,
 - Auto registrations and title (if applicable)
 - Power of attorney & will
 - School records
 - Pet records
 - Household effects inventory

- Families with Children

Pack additional products according to your children's age. Those with infants will want to make sure their go bag is equipped with infant formula and baby wipes, families with toddlers and older children should make sure to include items like an extra set of clothes and activity books that can help to keep their minds preoccupied.

Create a Hard-Copy List of Important Information

- An emergency checklist of important phone numbers,
 - include doctors and veterinarians
 - A reliable out-of-state contact who, can provide updates to family and friends
- Have printed copies of important documents
 - wills and insurance policies
 - Birth certificates
 - Marriage license
 - Passports

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