

## Agencies Providing Assistance to Residents Impacted by the December 2017 Fires



City of Los Angeles			
Jurisdiction	Services Provided	Phone Contact	Website Information
Aging	Provides appropriate information and referrals on applicable/available department services for the seniors. Assists older adults and their caregivers with onsite service locations, facility needs, and other resources.	(213) 482-7252	<a href="http://aging.lacity.org/">http://aging.lacity.org/</a>
Animal Services	Provide information on any animal related issue. Lost and found animals. Callers need to know their ZIP code be connected to the appropriate animal shelter.	(888) 452-7381	<a href="http://www.laanimalservices.com/">http://www.laanimalservices.com/</a>
Building and Safety	Perform Safety Assessments on privately owned structures.	(213) 482-0011	<a href="http://www.ladbs.org">www.ladbs.org</a>
Council District 7	Answer residents' questions and concerns, and serve as liaisons back to Council Offices	213-473-7007	<a href="http://www.monicarodriguez.org/">http://www.monicarodriguez.org/</a>
Department on Disabilities	Provide information and referrals to local community partners for individuals with disabilities and their families on housing, emergency shelter, and transportation services.	(213) 202-2764 or (213) 202-3452 TTY	<a href="http://disability.lacity.org/">http://disability.lacity.org/</a>
Economic and Workforce Development	Provide information on workforce development for individuals and economic development for business owners.	213-744-7300	<a href="http://ewddlacity.com/">http://ewddlacity.com/</a>
Emergency Management Department	Provide all-hazards disaster preparedness and recovery information.	(213) 484-4800	<a href="http://emergency.lacity.org/">http://emergency.lacity.org/</a>
Fire Department	Provide fire reports (for insurance purposes). Answer residents' questions regarding fire risks and mitigation.	(213) 4893-9800	<a href="http://www.lafd.org">http://www.lafd.org</a>

Mayor's Crisis Response Team	Provide residents with mental health counseling when requested, and pertinent information about long-term mental health following the fires.	(213) 978-0600	<a href="https://www.lamayor.org/">https://www.lamayor.org/</a>
Office of the Mayor	Answer residents' questions and serve as liaison and representative of Mayor Eric Garcetti.	(213) 978-0600	<a href="https://www.lamayor.org/">https://www.lamayor.org/</a>
Public Works Sanitation	Provide residents with information on refuse collection, bill payments, bulky item fees and assistance.	311	<a href="http://dpw.lacity.org/">http://dpw.lacity.org/</a>
Public Works Street Services	Provide information regarding any additional trash pickups, trees/vegetation, street problems or repairs.	311	<a href="http://bss.lacity.org/">http://bss.lacity.org/</a>
Water and Power	Assist LADWP customers with establishing payment arrangements on an outstanding balance, ordering utility services off to avoid unnecessary charges accruing, and providing information on how to re-establish services once rehabilitation or reconstruction of an affected property is complete.	(800) 342-5397 or (800) 432-7397 TDD	<a href="https://www.ladwp.com/">https://www.ladwp.com/</a>

## Los Angeles County

Jurisdiction	Services Provided	Phone Contact	Website Information
Animal Care and Control	Provides medical treatment of injured animals, food, shelter and boarding.		<a href="http://animalcare.lacounty.gov/wps/portal/acc">http://animalcare.lacounty.gov/wps/portal/acc</a>
Consumer and Business Affairs	Assistance to residents and businesses with next steps after disaster to prevent price gouging, landlord and tenant rights, and small claims advisory services.	(800) 593-8222	<a href="http://dcba.lacounty.gov/wps/portal/dca">http://dcba.lacounty.gov/wps/portal/dca</a>
Fire Department	Provide information on brush clearance, fuel modification and defensible space.		<a href="https://www.fire.lacounty.gov/">https://www.fire.lacounty.gov/</a>
Mental Health	Refer to mental health counseling services, grieving, coping, resources, crisis intervention and triage.	(800) 854-7771	<a href="http://dmh.lacounty.gov/">http://dmh.lacounty.gov/</a>
Military and Veteran's Affairs	Assist with expedited federal and state veteran benefits.	(213) 744-4842	<a href="http://mva.lacounty.gov/">http://mva.lacounty.gov/</a>
Office of Emergency Management	Provide emergency preparedness and community education.	(323) 980-2260	<a href="https://www.lacounty.gov/emergency">https://www.lacounty.gov/emergency</a>

Office of the Assessor	Provide property assessment information, property tax relief, and assistance with penalty and interest waivers.	(888) 807-2111	<a href="https://assessor.lacounty.gov/">https://assessor.lacounty.gov/</a>
Public Health	Provide safe cleanup after fire, food safety, public health services, and guidelines for onsite wastewater and private wells following a fire.	(888) 700-9995	<a href="http://publichealth.lacounty.gov/">http://publichealth.lacounty.gov/</a>
Public Social Services	Assist with food stamps (CalFresh) and expedited registration for MediCal eligibility.	(866) 613-3777	<a href="https://dpss.lacounty.gov">https://dpss.lacounty.gov</a>
Public Works	Provide information on how to properly dispose of debris and accredited list of contractors for trash pickup. Storm water engineering and mudflow advice and environmental guidelines. Safety assessments and rebuilding information.	(626) 458-5100	<a href="https://dpw.lacounty.gov/">https://dpw.lacounty.gov/</a>
Regional Planning	Land use planning including environmental review and zoning for properties in unincorporated LA County.	(213) 974-6411	<a href="http://planning.lacounty.gov/">http://planning.lacounty.gov/</a>
Registrar-Recorder	Provide assistance in replacing vital records such as birth certificates.	(800) 201-8999	<a href="https://www.lavote.net">https://www.lavote.net</a>

## Non-Profit & Voluntary Agencies

Jurisdiction	Services Provided	Phone Contact	Website Information
211 LA County	Provide information and referral to services needed by residents in the recovery process.	211	<a href="https://www.211la.org">https://www.211la.org</a>
American Red Cross	Assist with disaster relief, emergency assistance, training and volunteer services.	(800) 733-2767	<a href="http://www.redcross.org/local/california/los-angeles">http://www.redcross.org/local/california/los-angeles</a>
Disabled American Veterans	Provide support for disabled veterans impacted by disasters.		<a href="https://www.dav.org">https://www.dav.org</a>
Salvation Army	Disaster relief, emergency assistance, training and volunteer services	(323) 263-7577	<a href="http://www.salvationarmy-socal.org/southern-california/LA_County">http://www.salvationarmy-socal.org/southern-california/LA_County</a>
Team Rubicon	Military veterans provide disaster relief to those affected by natural disasters.		<a href="https://teamrubiconusa.org/mission/">https://teamrubiconusa.org/mission/</a>
Tzu Chi Foundation	Provide disaster assistance such as cash cards, blankets, necessities and comfort.		<a href="https://www.tzuchi.us/hq/">https://www.tzuchi.us/hq/</a>

Youth Policy Institute	Provide access to education, workforce training and opportunities for youth and families	(213) 688-2802	<a href="http://www.ypiusa.org/">http://www.ypiusa.org/</a>
<b>Regional</b>			
<b>Jurisdiction</b>	<b>Services Provided</b>	<b>Phone Contact</b>	<b>Website Information</b>
South Coast Air Quality Management District	Provide information on air quality, hazard prevention and mitigation. Dedicated customer support for those affected by the fires.	(909) 396-2000	<a href="http://www.aqmd.gov/">http://www.aqmd.gov/</a>
<b>State of California</b>			
<b>Jurisdiction</b>	<b>Services Provided</b>	<b>Phone Contact</b>	<b>Website Information</b>
Contractor's License Board	Consumer protection, regulates construction contractors and provides information on licensed contractors.	(800) 321-2752	<a href="http://www.cslb.ca.gov/">http://www.cslb.ca.gov/</a>
Department of Insurance	Provide residents with information regarding insurance coverage and how to file a claim.	(800) 927-4357	<a href="https://www.insurance.ca.gov/">https://www.insurance.ca.gov/</a>
Department of Motor Vehicles	Assists with procuring or reproducing identification documents.	(800) 777-0133	<a href="https://www.dmv.ca.gov/portal/dmv">https://www.dmv.ca.gov/portal/dmv</a>
Employee Development Department (EDD)	Assistance with filing a claim for unemployment benefits for those impacted by a disaster.	(800) 300-5616	<a href="http://www.edd.ca.gov/unemployment/">http://www.edd.ca.gov/unemployment/</a>
Franchise Tax Board	Provides copies of tax returns, personal and business address changes, information about losses.	(800) 852-5711	<a href="https://www.ftb.ca.gov/">https://www.ftb.ca.gov/</a>
Office of Emergency Services	We protect lives and property, build capabilities, and support our communities for a resilient California.	(916) 845-8510	<a href="http://www.caloes.ca.gov/Cal-OES-Divisions/About-Cal-OES">http://www.caloes.ca.gov/Cal-OES-Divisions/About-Cal-OES</a>
Tax and Fee Administration	Administer sales and use tax use programs extensions and services to businesses.	(800) 400-7115	<a href="https://www.cdtfa.ca.gov/news/17-29.htm">https://www.cdtfa.ca.gov/news/17-29.htm</a>

## Utilities

Jurisdiction	Services Provided	Phone Contact	Website Information
Southern California Edison	Power turn-off, bill forgiveness, final bills, planning information once it is safe to restore power.	(800) 250-7339	<a href="https://www.sce.com/">https://www.sce.com/</a>
Southern California Gas Company	Gas shut-off, gas assistance and safety checks. Service and support for customers affected by the fires.	(877) 238-0092	<a href="https://www.socalgas.com/newsroom/fires">https://www.socalgas.com/newsroom/fires</a>

## Federal

Jurisdiction	Services Provided	Phone Contact	Website Information
Citizenship and Immigration Services	Replace lost or destroyed permanent resident documents or US citizenship certificate		<a href="https://www.uscis.gov/">https://www.uscis.gov/</a>
Natural Resources Conservation Service (USDA)	Aids farmers ranchers and private land managers with conserving natural resources and post-disaster mitigation		<a href="https://www.nrcs.usda.gov/wps/portal/nrcs/site/national/home/">https://www.nrcs.usda.gov/wps/portal/nrcs/site/national/home/</a>
Passport Agency	Replace lost or destroyed documents.	(877) 487-2778	<a href="https://travel.state.gov/content/travel/en/passports/requirements/where-to-apply/passport-agencies/los-angeles.html">https://travel.state.gov/content/travel/en/passports/requirements/where-to-apply/passport-agencies/los-angeles.html</a>
Small Business Administration (SBA)	Post-disaster services including loans, when applicable.	(800) 827-5722	<a href="https://www.sba.gov/">https://www.sba.gov/</a>
Social Security Administration	Answers questions and help replace lost documentation.		<a href="https://www.ssa.gov/site/menu/en/">https://www.ssa.gov/site/menu/en/</a>
US Congress Member Tony Cardenas, 29th District	Assistance with information and services from the federal government.	(818) 221-3718	<a href="https://cardenas.house.gov/">https://cardenas.house.gov/</a>
US Senator Kamela Harris	Assistance with information and services from the federal government.	(213) 894 - 5000	<a href="https://www.harris.senate.gov/contact/email">https://www.harris.senate.gov/contact/email</a>