

Fire Recovery Guide



**Office of Congressman Ted W. Lieu
California's 36th Congressional District**

●●● A NOTE FROM CONGRESSMAN LIEU ●●●

Los Angeles County has experienced devastating wildfires that have forced thousands of people to evacuate their communities, destroyed homes, and left many families with nothing.

The Palisades fire, which started on January 8, 2025, and is still active, has burned more than 23,000 acres in Los Angeles County. Additionally, the Eaton fire and other fires have impacted other parts of Los Angeles County. To stay up to date on the latest fire evacuation and shelter information, please visit <https://lacounty.gov/emergency/>. You can also sign up for text alerts at <https://www.lacounty.gov/emergency/alert-la/>. Please share this information with your friends and family.

For those looking for information on the fire, please call 2-1-1 for county resources.

You can also call my offices if you have problems with a federal agency and need additional assistance.

Please know I am committed to working with our local, state and federal officials to ensure that the federal government provides all necessary resources to support our community. Our district pulls together in tough times. We've overcome challenges before by working together, and we will do so again. Should you need anything, my staff and I are here to help.

Sincerely,

A handwritten signature in black ink that reads "Ted W. Lieu". The signature is fluid and cursive, with a long horizontal stroke at the end.

Ted W. Lieu
Member of Congress

●●● TABLE OF CONTENTS ●●●

Quick Guide	4
Evacuation Centers	7
Federal Assistance for Fire Victims	9
Veterans Assistance	12
Additional State Assistance Services	13

●●● QUICK GUIDE ●●●

The Disaster Information Hotline for the County of Los Angeles has been activated for the fires. During disasters, people can dial 2-1-1 instead of 9-1-1 with non-emergency questions about disasters, such as evacuation areas and shelters. After disasters, people can call 2-1-1 for disaster recovery resources, including donation information, health and human services, crisis counseling, or referrals to other support and recovery services.

How to reach them:

- Inside LA County (24/7, 240 languages): dial 2-1-1 from any phone
- Outside LA County or not connecting via 2-1-1: dial (800) 339-6993
- Deaf or hard of hearing: dial (800) 660-4026 (or 7-1-1)
- Online: live chat at 211la.org/fire

Sign up for emergency alerts for:

- Los Angeles County: <https://ready.lacounty.gov/emergency-notifications/>

Accounts to follow on Twitter:

- *Official Fire Department Information*
[@LACoFDPIO](#) - LA County Fire Department, Public Information Office
[@LACoFD](#) - LA County Fire Department
[@LACFD](#) - LA County Fire Incident Alerts
[@LAFD](#) - City of Los Angeles Fire Department
[@CAL_Fire](#) - Official CalFIRE Account
- *Law Enforcement*
[@LASDHQ](#) - Los Angeles Sheriff's Department
[@LAPDHQ](#) - Los Angeles Police Department Headquarters
[@CHPWestValley](#) - West Valley California Highway Patrol
- *LA County Emergency Management*
[@ReadyLACounty](#) - LA County Office of Emergency Management
[@CountyofLA](#) - Los Angeles County

Unemployment assistance: People who are out of work due to the fires may be eligible for unemployment benefits. You can file for unemployment benefits online at <https://edd.ca.gov/en/myedd/>. You can also file by phone, Monday – Friday, 8:00 am – 12:00 pm by calling:

- English: 1-800-300-5616
- Spanish: 1-800-326-8937
- Chinese (Cantonese): 1-800-547-3506
- Chinese (Mandarin): 1-866-303-0706
- Vietnamese: 1-800-547-2058

Replacing Lost Documents:

If you've lost important documents or identification in the fires, many can be replaced. You can learn more about how to replace the following common documents by contacting them directly:

- California Driver's License:
 - Phone: 800-777-0133
 - Visit a California DMV office to complete an application. Replacement license forms must be delivered in person.
- Green cards:
 - Phone: 800-375-5283
 - Website: <https://www.uscis.gov/green-card/after-we-grant-your-green-card/replace-your-green-card>
- Medicare cards:
 - Phone: 800-772-1213; (TTY) 800-325-0778
 - Website: www.ssa.gov/medicare
- Military records:
 - Phone: 866-272-6272
 - Website: <https://www.archives.gov>
- Passport:
 - Phone: 1-877-487-2778; 888-874-7793 (TTY)
 - Website: <https://www.travel.state.gov>
- Social Security card:
 - Phone: 800-772-1213; (TTY) 800-325-0778
 - Website: <https://www.ssa.gov>
- U.S. Savings Bonds:
 - Phone: 1-844-284-2676
 - Website: <https://www.treasurydirect.gov>
- U.S. Tax Returns:
 - Phone: 800-829-1040
 - Website: www.irs.gov

For assistance, please contact any of Congressman Lieu's offices,
or visit his website at **lieu.house.gov**.

Washington, D.C. Office:

236 Cannon HOB
Washington, DC 20515
Phone: (202) 225-3976

Los Angeles Office:

1645 Corinth Avenue, #101
Los Angeles, CA 90025
Phone: (323) 651-1040

●●● EVACUATION CENTERS ●●●

This information is changing as the situation evolves. For an *up to date* list of evacuation centers – please visit <https://lacounty.gov/emergency/>.

Palisades and Eaton Fire Evacuation Centers LA County Shelters:

- **Westwood Recreation Center** – 1350 Sepulveda Blvd., Los Angeles, CA 90025
- **El Camino Real Charter High School** – 5440 Valley Circle Blvd, Woodland Hills, CA 91367
- **Pasadena Civic Center** – 300 East Green Street, Pasadena, CA 911012.
- **Pan Pacific Recreation Center** – 7600 Beverly Blvd, Los Angeles, CA 90036
- **Ritchie Valens Recreation Center** – 10736 Laurel Canyon Blvd, Pacoima, CA 91331
- **Pomona Fairplex**– 1101 W McKinley Ave, Pomona, CA 91768
 - They are able to accept pets.
 - Access the shelter through the Sheraton entrance, Gate 3. 3
- **Arcadia Community Center Staging Area - 375 Campus Drive, Arcadia, CA 91007**
 - This is not a shelter.
 - Residents can charge their devices, connect to Wi-Fi, and make shelter arrangements.

Animal Care Shelters:

Small Animals:

- County of Los Angeles Small Animal Shelter: Agoura Animal Care Center – 29525 Agoura Rd, Agoura Hills, CA 91301
- Baldwin Park Animal Care Center - 4275 Elton St, Baldwin Park, CA 91706
- Carson Animal Care Center - 216 W Victoria St, Gardena, CA 90248
- Castaic Animal Care Center - 31044 Charlie Canyon, Castaic, CA 91384
- Downey Animal Care Center - 11258 Garfield Ave, Downey, CA 90242
- El Camino High School - 5440 Valley Circle Blvd, Woodland Hills, CA 91367
- American Red Cross Sheltering Site with mobile animal shelter for small animals only
- Lancaster Animal Care Center - 5210 W Ave I, Lancaster, CA 93536
- Palmdale Animal Care Center - 38550 Sierra Hwy, Palmdale, CA 93550
- Pasadena Humane Society – 361 S Raymond Ave, Pasadena, CA 91105

Large Animals:

- City of Los Angeles Large Animal Shelter: Los Angeles Equestrian Center – 480 Riverside Drive, Burbank, CA 91506
- Castaic Animal Care Center - 31044 Charlie Canyon, Castaic, CA 91384
- Industry Hills Expo - 16200 Temple Ave, City of Industry, CA 91744

- LA Equestrian Center – 480 W Riverside Dr, Burbank, CA 91506
- Lancaster Animal Care – 5210 W Ave I, Lancaster, CA 93536
- Pomona Fairplex - 1101 W McKinley Ave. Pomona, CA 91768

If you need large animal assistance contact LA County Animal Services at (562) 940-6898.

- **A dedicated hotline has been established for Angelenos who need help retrieving pets inside the evacuation area.**
 - Residents can call 213-270-8155 to answer key questions about their pet, its possible location, and its needs. LA Animal Services and LAPD will then notify individuals once they have visited the property.

Federal Assistance to Fire Victims

This assistance is intended to cover costs not covered by insurance

Please visit www.disasterassistance.gov and submit an application for individual assistance if you have been impacted directly by the fire to determine if you qualify for assistance from federal agencies.

Grant Assistance to a Household:

- **FEMA Individual Assistance – Serious Needs Assistance Grants:** [\\$770 one-time](#) payment to afford immediate needs like food, water, hygiene, and transportation.
- **FEMA Individual Assistance – For Housing:** The maximum amount a homeowner can receive through the FEMA Individual Assistance grant program for home repair and replacement, is up to [\\$43,600](#).
- **FEMA Individual Assistance – For Other Needs:** Another [\\$43,600](#) is available in the form of a grant from FEMA to cover medical expenses, damage to a vehicle, household items/property, funeral expenses, moving/storage, and childcare expenses, etc.

Here's some additional information regarding housing assistance:

- Rental Assistance: In addition to the \$43,600 of housing assistance, you may qualify for additional temporary rental assistance from FEMA. The amount of assistance is based on prevailing rental value in your community, and the number of people in your household.
- If you qualify for the full \$43,600 in FEMA housing aid, you will probably qualify for an additional \$10,000 in aid from the California State Supplemental Grant Program. This aid can be used on rental expenses, housing repairs or rebuild, replacement of personal property, medical expenses, etc. Importantly, there is no separate application to obtain this state assistance. Individuals who receive the maximum in FEMA housing assistance will automatically receive state assistance. For more information on the California State Supplemental Grant Program, <https://www.cdss.ca.gov/inforesources/disaster-services-branch/disaster-grant-assistance>

- If you submit the application for assistance with FEMA and you have insurance, you may receive a message that your assistance was “not approved.” This is a glitch in the FEMA website. If you have insurance that does not fully cover all of your costs (under-insured), you are still eligible for FEMA assistance. You will need to provide additional information to show that your insurance will not cover all of your costs. I am working with FEMA to address this issue, and to reduce the paperwork and delay for those who are under-insured.

Note: The \$43,600 in housing assistance is the maximum set by current law for disaster victims. I will be advocating for new special laws to provide additional assistance to Los Angeles area fire victims.

HOW TO APPLY FOR FEMA DISASTER ASSISTANCE

All individuals who were impacted by the Palisades Fire should apply for FEMA assistance. Please call 1-800-621-FEMA (3362) or go online at www.DisasterAssistance.gov as soon as possible.

Individuals who may be eligible for individual assistance should apply through one of the following options:

- Apply by phone to FEMA: 1-800-621-FEMA (3362).
- Disaster assistance applicants who have a speech disability or hearing loss and use TTY, should call 1-800-462-7585 directly; for those who use 711 or Video Relay Service (VRS) or speak non-English languages, call 1-800-621-3362. The toll-free telephone numbers will operate from 4 a.m. to 8 p.m. Pacific Daylight Time seven days a week until further notice.
- You can also apply online anytime at www.DisasterAssistance.gov.
- By smartphone or tablet, use <https://www.fema.gov/>

Please have the following information available when you call:

- A phone number and a reliable alternate in case FEMA needs to call you back;
- Address of the damaged property;
- Social Security number;
- Bank account information (or direct deposit information);
- Insurance information (if you have insurance); • Brief description of damages;
- Current mailing address; and
- Pen and paper to write down your registration number.

If you have insurance, it is important that you file a claim with your insurance company. Government disaster assistance only covers basic needs and usually will not compensate you for your entire loss. FEMA may not compensate for items covered by your insurance.

You may also qualify for a one-time payment of \$770 through FEMA's Serious Needs Assistance program to cover expenses for emergency supplies like food, water, diapers, and gas for transportation.

Small Business Administration Loans for Homeowners and Renters:

SBA loans can cover up to \$100,000 of personal property loss (i.e. furniture, clothing, automobiles) and up to \$500,000 of a homeowner's real property loss (i.e. home repair). Second homes and vacation homes not eligible. Loans are for up to 30 years; first payment and interest accrual deferred for the first 12 months. The maximum interest rate is 4%.

Small Business Administration Loans for a Business:

SBA Physical Damage Loans: Loans up to \$2 million for businesses and nonprofits for uninsured physical damage and losses. Loans are for up to 30 years; first payment and interest accrual deferred for the first 12 months. The maximum interest rate is 4% unless credit can be obtained elsewhere. If credit could be obtained elsewhere, then interest rate is 8%.

SBA Economic Injury Disaster Loans: Loans up to \$2 million for businesses and nonprofits with economic injury (such as lost sales) as the result of the disaster. Only available when Small Business Administration determines a recipient is unable to obtain credit elsewhere. Loans are for up to 30 years; first payment and interest accrual deferred for the first 12 months. The maximum interest rate is 4%.

The combined loan amount across both SBA programs may not exceed \$2 million.

Applicants are encouraged to apply online at <https://www.sba.gov/funding-programs/disaster-assistance/california-wildfires> for a disaster loan. You can also call 800-659-2955 or schedule an in-person appointment if you have any questions.

FAQs ABOUT FEMA ASSISTANCE

Do I have to register with FEMA to get help?

- Yes, with very few exceptions, if you want federal assistance you must register with FEMA, either by telephone (1-800-621-FEMA (3362)) or online (www.DisasterAssistance.gov). You will need your FEMA registration number for future reference.

What is the difference between FEMA and the SBA?

- FEMA coordinates the Federal Government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters.
- SBA, on the other hand, is the Federal Government's primary source of money for the long-term rebuilding of disaster-damaged private property.
- SBA helps homeowners, renters, businesses, and non-profit organizations repair or replace real estate, personal property, machinery and equipment, inventory, and business assets that have been damaged or destroyed in a declared disaster. These disaster loans cover uninsured and uncompensated losses and do not duplicate benefits of other agencies or organizations.
- For information about SBA programs, applicants may call 1-800-659-2955 (TTY 1-800-877-8339). Where can I find updated information from FEMA? For a three-step Disaster Assistance Process and recent news on disaster response and recovery, please visit <http://www.fema.gov/apply-assistance>.

●●● VETERANS ASSISTANCE ●●●

U.S. Department of Veteran Affairs

If you need information regarding VA death benefits, pensions, insurance settlements, or other information related to VA, contact the Federal Department of Veterans Affairs (VA) at 1-800-827-1000 (TDD Telecommunications Device for the Deaf 1-800-829-4833), or visit their Inquiry Routing and Information System (IRIS) website at:
https://iris.custhelp.com/app/answers/detail/a_id/1703

●●● ADDITIONAL SERVICES OFFERED BY THE STATE OF CALIFORNIA ●●●

CalWORKs:

Provides cash aid to eligible needy California families to help pay for housing, food, and other necessary expenses. For more information contact your local county welfare/social services department. To find your local office visit the website at: <http://www.cwda.org/links/chsa.php> or for more information on this program, visit the cash aid website at: <http://www.cdss.ca.gov/CalWORKS>

Crisis Counseling:

If you are affected by the Palisades or Eaton fires you can call the Disaster Distress Helpline at 1-800-985-5990 or text "TalkWithUs" to 66746 for emotional support and resources.

Short-term counseling may also be available for emotional or mental health problems caused by the impacts of a disaster. For more information, contact the LA County Department of Mental Health at <https://dmh.lacounty.gov/> or by calling 800-854-7771.

CalFresh:

If you have been affected by a disaster and are in need of food assistance, you can apply for benefits through the CalFresh Program. To find out how to apply for benefits in your county, please call the toll free number 1-877-847-3663 (FOOD) or apply online at: www.benefitscal.org/ For more information on CalFresh, visit the website at: www.calfresh.ca.gov

Health Information:

For information on health concerns related to a disaster you can contact 916-650-6416 or visit the California Department of Public Health website at: <http://www.bepreparedcalifornia.ca.gov>

Insurance and Rebuilding:

The California Department of Insurance provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, etc. The Insurance Commissioner wants to make sure that the claim process moves as smoothly and as quickly as possible and that any underinsurance issues are investigated. If you are experiencing difficulty with the processing of your claim or wish to have an underinsurance issue investigated, contact the officers at the Department's Consumer Hotline at 1-800-927-HELP (4357); TDD 1-800-

482-4833 for assistance. For additional information you may also wish to visit the Department's Web site at: www.insurance.ca.gov

The Contractors State License Board - CSLB verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. For information on hiring or filing a complaint regarding a contractor, disaster victims may call CSLB's Disaster Hotline M-F from 8:00 a.m. – 5:00 p.m. at 1-800-962-1125, or the 24-hour automated telephone response system, 1-800-321-CSLB (2752). Licenses can also be checked online at: www.cslb.ca.gov or www.CheckTheLicenseFirst.com. You can also view a video, “Rebuilding After a Natural Disaster” on the CSLB Web site.

The California Department of Housing and Community Development - HCD can assist with manufactured housing questions including repairs, installations and/or registration and titling. For information on obtaining construction permits for manufactured homes or parks contact the Riverside Area Office at 951-782-4420 or the Sacramento Area Office at 916-255-2501. For information concerning Registration and Titling call 1-800-952-8356; TDD 1-800-735-2929 or visit the website at: <http://www.hcd.ca.gov/>

Medi-Cal Health Coverage:

Medi-Cal is a public health insurance program that provides comprehensive medical, dental and vision care coverage to low-income individuals, including families with children, seniors, persons with disabilities, pregnant women and low-income people with specific diseases, such as tuberculosis, breast cancer or HIV/AIDS. For more information, contact your county welfare/social services department. To find your local office, visit the Web site at: <http://www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx> or call 916-552-9200.

Services for Seniors:

The California Department of Aging contracts with and provides leadership and direction to Area Agencies on Aging (AAA) that coordinate a wide array of services to seniors and adults with Disabilities. You can locate an AAA in your area by calling (800) 510-2020; TTD (800) 735-2929 or visit the website at: <http://aging.ca.gov/Programs/>

Tax Advice and Assistance:

California Board of Equalization - For questions regarding sales and use, property and special taxes, contact the Board of Equalization at 1-800-400-7115 (TTY: 1-800-735-2929) or visit the website at: www.boe.ca.gov

Employment Development Department – *Assistance for Employers*: CA employers who are directly affected by a state of emergency may request up to a 60-day extension to file their state payroll reports and to deposit state payroll taxes with the Employment Development

Department (EDD), without penalty or interest. For further information, call EDD Taxpayer Assistance Center at 1-888-745-3886; TTY 1-800-547-9565 or visit EDD's website at: www.edd.ca.gov

The Franchise Tax Board - FTB provides guidance in obtaining tax relief for disaster casualty losses. Contact FTB at 1-800-852-5711 (TTY/TDD for hearing or speech impaired: 1-800-822-6268) or visit the website at: www.ftb.ca.gov

Veterans:

California Department of Veterans Affairs - If you have a California Department of Veterans Affairs (CALVET) loan and have suffered damage caused by a disaster, contact CALVET at 1-800-952-5626; TDD 1-800-324-5966.

Women, Infants, and Children Supplemental Nutrition Program:

The Woman, Infants, and Children (WIC) program helps low-to-moderate-income pregnant women, new mothers and their babies and young children to eat well and stay healthy. WIC provides:

- Special checks to buy healthy foods such as milk, juice, eggs, cheese, fruits, vegetables, baby foods and whole grains;
- Information about nutrition and health;
- Breastfeeding support and referrals to health care and community services.

For more information, call 1-888-942-9675 or visit the website at:

<https://www.cdph.ca.gov/Programs/CFH/DWICSN/pages/program-landing1.aspx> and click on "Find a Local WIC Agency" under Program Information.