

# Fire Recovery Guide



**Office of Congressman Ted W. Lieu  
California's 33<sup>rd</sup> Congressional District**

●●● A NOTE FROM CONGRESSMAN LIEU ●●●

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

The Woolsey fire, which started on November 8, 2018 and is still active, has burned more than 96,314 acres in Los Angeles and Ventura counties. To stay up to date on the latest fire evacuation and shelter information, please visit <https://www.lacounty.gov/woolseyfire/> and [VCEmergency.com](https://www.lacounty.gov/emergency/alert-la/). 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,



Ted W. Lieu  
Member of Congress



## ●●● QUICK GUIDE ●●●

### **Federal Disaster Aid:**

For a description of assistance from the Federal Emergency Management Agency (FEMA) that may be available to you, please visit <https://www.fema.gov/news-release/2018/11/13/federal-aid-programs-state-california>. To apply for disaster relief, visit [www.DisasterAssistance.gov](http://www.DisasterAssistance.gov) or call 1-800-621-3362 or 1-800-462-7585 TTY. The toll-free telephone numbers will operate from 7:00 a.m. to 10:00 p.m. (local time) seven days a week until further notice.

**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](http://211la.org/fire)

### **Sign up for emergency alerts for:**

- Los Angeles County: <https://www.lacounty.gov/emergency/alert-la/>
- Ventura County: <https://www.readyventuracounty.org/vc-alert/>

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

**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://eapply4ui.edd.ca.gov/>. 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: [www.uscis.gov](http://www.uscis.gov)
- Medicare cards:
  - Phone: 800-772-1213; (TTY) 800-325-0778
  - Website: [www.ssa.gov/medicare](http://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](http://www.irs.gov)

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For assistance, please contact any of Congressman Lieu's offices,  
or visit his website at [lieu.house.gov](http://lieu.house.gov).

**Washington, D.C. Office:**

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

**Los Angeles Office:**

5055 Wilshire Blvd., Suite 310  
Los Angeles, CA 90036  
Phone: (323) 651-1040

**Manhattan Beach Office (By appointment only):**

1600 Rosecrans Avenue, 4<sup>th</sup> Floor  
Manhattan Beach, CA 9266  
Phone: (310) 321-7664

## ●●● EVACUATION CENTERS ●●●

**This information is changing as the situation evolves. For an *up to date* list of evacuation centers – please visit <https://www.211la.org/fire/> and <https://www.vcemergency.com/>.**

### **Woolsey Fire Evacuation Centers LA County Shelters:**

- Taft High School - 5461 Winnetka Ave., Woodland Hills, CA 91364 (FULL)
  - Pierce College - 6201 Winnetka Ave., Woodland Hills, CA 91371
  - Palisades High School – 15777 Bowdoin St., Pacific Palisades, CA 90272
  - Canoga Park High School – 6850 Topanga Canyon, CA 91303 (NOW CLOSED)
- Red Cross shelters (all above) are accepting animals in animal carriers.  
Mental Health professionals are onsite at the shelter locations to help residents through this difficult time.*

### **Ventura County Evacuation Center Locations:**

- Borchard Community Center - 190 Reino Rd., Newbury Park, CA
- Camarillo Community Center - 1605 E. Burnley St., Camarillo, CA
- Rancho Santa Susana Rec. Center - 5005 Unit C Los Angeles Ave., Simi Valley, CA
- Thousand Oaks Teen Center - 1375 E. Janss Rd., Thousand Oaks, CA (FULL)
- California Lutheran University – Gilbert Sport & Fitness Center (Small Gymnasium)  
130 Overton Ct. Thousand Oaks, CA 91360

### **Animal Care Shelters:**

- Castaic Animal Shelter, 31044 Charlie Canyon Rd, Castaic, CA (*Newly added*)
- California Lutheran University, 130 Overton Court, Thousand Oaks, CA (located at the Gilbert Sports and Fitness Center) (*Newly added*)
- Field Command Station, Freedom Park, 275 E. Pleasant Valley Rd., Camarillo, CA (*Newly added*)
- Small Animal Care Shelter: - Agoura Animal Care Center ( *Under Mandatory Evacuation*)
- Small Animal Care Shelter: - Simi Valley Animal Shelter – 670 W Los Angeles Ave, Simi Valley · (805) 388-4341
- Large Animal Care Shelter - Antelope Valley Fair Grounds
- Large Animal Care Shelter - Pierce College (*FULL*)
- Large Animal Care Shelter - Hanson Dam (*FULL*)
- Large Animal Care Shelter - Ventura County Fair Grounds (*FULL*)
- Large Animal Care Shelter - Industry Hills Expo Center

- Large Animals - Earl Warren Show Grounds – 3400 Calle Real, Santa Barbara, Check-in at Gate C off of Calle Real
- The Humane Society of Ventura County
  - Dogs, Cats, Horses, and other domesticated animals – 402 Bryant St., Ojai, CA 93023 (805) 646-6505
- Ventura County Animal Shelter – 600 Aviation Dr, Camarillo, CA 93010
- Earl Warren Show Grounds – 3400 Calle Real, Santa Barbara, CA 93105 Check-in at Gate C off of Calle Real

*If you need large animal assistance contact LA County Animal Services at (562) 728-4882 or call Ventura County Animal Services at (805) 388-4258.*

### ●●● 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](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 Woolsey or Hill 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/](http://www.benefitscal.org/) For more information on CalFresh, visit the website at: [www.calfresh.ca.gov](http://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:**

California Department of Insurance – CA 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](http://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 a.m. - 5 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](http://www.cslb.ca.gov) or [www.CheckTheLicenseFirst.com](http://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](http://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](http://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](http://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> and click on "Find a Local WIC Agency" under Program Information.