Judy Chu
CALIFORNIA – 28

EATON FIRE RESOURCE GUIDE

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JUDY CHU

U.S. CONGRESSMEMBER FOR CALIFORNIA'S 28TH DISTRICT

Washington D.C. Office
2423 Rayburn HOB
Washington, DC 20515
Phone: (202) 225-5464

Claremont District Office
415 W. Foothill Blvd, Ste 122
Claremont, CA 91711
Phone: (909) 625-5394

Pasadena District Office
527 S. Lake Ave, Suite 250
Pasadena, CA 91101
Phone: (626) 304-0110

JUDY CHU, Ph.D.
28TH DISTRICT, CALIFORNIA

WASHINGTON, D.C OFFICE
2423 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5464
(202) 225-5467 (FAX)

PASADENA DISTRICT OFFICE
527 SOUTH LAKE AVENUE, SUITE 250
PASADENA, CA 91101
(626) 304-0110
(626) 304-0132 (FAX)

Congress of the United States
House of Representatives
Washington, DC 20515

COMMITTEE ON
WAYS AND MEANS
VICE RANKING MEMBER
SUBCOMMITTEE ON HEALTH
SUBCOMMITTEE ON
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INFRASTRUCTURE
SUBCOMMITTEE ON INNOVATION,
ENTREPRENEURSHIP, AND WORKFORCE
DEVELOPMENT

Dear Friends,

I am heartbroken by the devastation wrought by the Eaton Fire in our community, as well as the Palisades, Hurst, and Sunset Fires that have torn through Los Angeles County. Thousands of our neighbors have lost their homes, their businesses, and their belongings. Some have even lost their lives. My thoughts are with each of the victims, and my top priority is ensuring that you and your loved ones are safe and supporting the first responders fighting these devastating fires.

Together, we will get through this tragedy and rebuild our communities. I have prepared this Fire Recovery Guide to help my constituents navigate the resources available to help in our recovery. Thanks to the immediate response by President Biden to declare a federal Major Disaster Declaration, funds from the Federal Emergency Management Agency (FEMA) and Small Business Administration (SBA) are now available for those impacted by the fire. This relief includes: displacement assistance for up to 14 days to help cover hotel costs for those forced to evacuate, $770 for essential items, and larger direct grants to cover essential costs, medical bills, cars, and more. Small Business Administration low-interest loans are available for impacted small business owners and residents.

Individuals and businesses can apply NOW for federal assistance in the following ways:

- Visiting http://disasterassistance.gov
- Calling 800-621-FEMA (3362)
- Via smartphone at m.fema.gov

Please call my office at 626-304-0110 if you are having trouble applying for assistance or need materials translated. I will continue working with federal, state, and local officials to support our recovery and ensure that our community has the resources we need. Please check my website at chu.house.gov/EatonFire for regular updates.

Sincerely,

Judy Chu

Rep. Judy Chu
Member of Congress

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EMERGENCY SHELTERS AND HOUSING

Residents can call 211 for information regarding shelters, and social and health services.

Los Angeles County residents who have been displaced from their homes or forced to evacuate due to the wildfires can apply for temporary housing through an Airbnb and 211 LA partnership here.

Comprehensive and updating information on local shelters and other resources for Los Angeles County is also available here.

1. PASADENA CONVENTION CENTER - 300 E GREEN ST, PASADENA, CA 91101

- Parking is available at the parking structure across the street from the Convention Center, located at 155 E. Green St. Please enter from Marengo Ave.
- Parking is also available at the Paseo parking structure, located at 360 E. Colorado Blvd. You are able to enter the structure from Colorado Blvd. or Green St.
- The Humane Society is on-site to accept pets for boarding. Service animals will be allowed inside the Convention Center.

2. 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 DR, ARCADIA, CA 91007

- This is not a shelter.
- Residents can charge their devices, connect to Wi-Fi, and make shelter arrangements.

Other evacuation centers are also available at:

4. PAN PACIFIC RECREATIONAL CENTER – 7600 BEVERLY BLVD, LOS ANGELES, CA 90036

5. RITCHIE VALENS RECREATION CENTER – 10736 LAUREL CANYON BLVD, PACOIMA, CA 91331

6. WESTWOOD RECREATION CENTER – 1350 S. SEPULVEDA BLVD, LOS ANGELES, CA 90025

- Open for evacuees and accepts small animals. It is now also serving as shelter, allowing residents to remain overnight.

7. STONER RECREATION CENTER – 1835 STONER AVE, LOS ANGELES CA 90025

8. VAN NUYS RECREATION CENTER – 14301 VANOWEN STREET, VAN NUYS CA 91405

9. LANARK RECREATION CENTER – 21816 LANARK STREET, CANOGA PARK, CA 91304

10. CALVARY COMMUNITY – 5495 VIA ROCAS, WESTLAKE VILLAGE, CA 91362

YMCA of Metropolitan Los Angeles is opening its locations that aren't affected by the fires for temporary shelter, showers, basic amenities, and mental health support. They have also teamed up with L.A. Unified School District to provide childcare services for essential workers and affected families until schools reopen. Register on their website: https://www.ymcala.org/community-response

A full list of updated emergency shelters and immediate housing support services is available at Resources To Support Those Affected By The L.A. Fires.

Animal Evacuation Locations

Small Animals:

- Baldwin Park Animal Care Center – 4275 Elton St, Baldwin Park, CA 91706
- Carson Animal Care Center – 216 W Victoria St, Gardena, CA 90248
- Downey Animal Care Center – 11258 Garfield Ave, Downey, CA 90242
- Lancaster Animal Care Center – 5210 W Ave I, Lancaster, CA 93536
- Palmdale Animal Care Center – 38550 Sierra Hwy, Palmdale, CA 93550
- Agoura Animal Care Center – 29525 Agoura Road, Agoura, CA 91301
- Pasadena Humane – 361 S Raymond Ave, Pasadena, CA 91105 (Only accepts small animals within its jurisdiction)

Large Animals:

- Lancaster Animal Care Center – 5210 W Ave I, Lancaster, CA 93536
- Antelope Valley Fair – 2551 W Avenue H, Lancaster, CA 93536
- Industry Hills Expo – 16200 Temple Ave, City of Industry, CA 91744
    - Capacity for 200 horses
- Pomona Fairplex 1101 – W Mckinley Ave, Pomona, CA 91768
    - Receiving horses and dogs (temporary kennels)

LOCAL ASSISTANCE AND DISASTER RECOVERY CENTERS

Local Assistance Centers & Disaster Resource Centers are open and available to the public from 9:00 AM to 8:00 PM.

Visit a center to get help applying for federal assistance, speak to representatives from state and federal agencies, receive updates on their FEMA application for assistance, and learn about the appeals process.

Locations:

Eastside Location
Pasadena City College Community Education Center
3035 E. Foothill Blvd.
Pasadena, CA 91107

Westside Location
UCLA Research Park West
10850 West Pico Blvd.
Los Angeles, CA 90064

LA County departments available on-site:

- Assessor's Office
- Department of Aging and Disabilities
- Department of Animal Care and Control
- Department of Child Support Services
- Department of Children and Family Services
- Department of Consumer and Business Affairs
- Department of Economic Opportunity
- Fire Department
- Department of Mental Health
- Department of Military & Veterans Affairs
- Department of Public Health
    - Environmental Services
    - Emergency Response Team
- Department of Public Social Services
    - CalWorks
    - CalFresh
    - General Relief
    - MediCal
- Department of Public Works
    - Building & Safety
    - Environmental Programs/Municipal Services
    - Flood Control
- Department of Regional Planning
- Department of Registrar-Recorder/County Clerk

    - Recorder Bureau-Document Resources Division
    - Reorder Bureau-Public Resources Division
- Department of Treasure Tax Collector
- LA County Homeless Initiative & Affordable Housing
- Medical Examiner

State agencies available on-site:

- Department of Motor Vehicles (DMV)
- Employment Development Department (EDD)
- California Department of Social Services (CDSS)
- Franchise Tax Board (FTB)
- California Department of Insurance (CDI)
- Contractors State License Board (CSLB)
- California Department of Tax & Fee Administration (CDTFA)
- California Department of Public Health (CDPH) – Vital Records
- California Department of Veterans Affairs (Cal Vet)
- California Department of Housing and Community Development (HCD)

HOW TO APPLY FOR FEMA DISASTER ASSISTANCE

All individuals who were impacted by the Eaton 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/

Representatives from the agency will also be available at the following seven Los Angeles libraries to assist in person between 9 a.m.-5 p.m. PST Sunday and Monday:

- **La Cañada Flintridge Library –** 4545 N. Oakwood Ave. Phone: 818-790-3330
- **San Gabriel Library –** 500 S. Del Mar Ave. Phone: 626-287-0761
- **La Crescenta Library –** 2809 Foothill Blvd. Phone: 818-248-5313
- **Temple City Library –** 5939 Golden West Ave. Phone: 626-285-2136
- **Live Oak Library –** 22 W. Live Oak Ave., Arcadia. Phone: 626-446-8803
- **West Hollywood Library** – 625 N. San Vicente Blvd. Phone: 310-652-5340
- **San Fernando Library –** 217 N. Maclay Ave. Phone: 818-365-6928

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.

Disaster-related assistance may include:

- Rental payments for temporary housing for those whose homes are unlivable;
- Grants for home repairs and replacement of essential household items;

- Unemployment payments for workers who temporarily lost jobs because of the disaster and do not qualify for state benefits (self-employed);
- Low-interest loans to cover residential losses not fully compensated by insurance;
- Crisis counseling for those traumatized by the disaster; or
- Advisory assistance for legal veterans' benefits and social security matters.

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.

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).

Why was my application "NOT APPROVED?"
Los Angeles County survivors who registered for FEMA assistance will receive a letter. If the letter says you are "not approved" for assistance, it does not mean you have been denied assistance. Understanding this letter and any next steps you need to take is critical to move your recovery forward.

It is important to read the letter carefully because it will include the amount of money FEMA may provide and information on the appropriate use of that money. The letter will also explain your application status and advise what you need to do to appeal if you do not agree with FEMA's decision.

People with insurance may receive an initial "not approved" decision. FEMA assistance may still be available. Even if your FEMA letter says you are not eligible to receive assistance due to your insurance coverage, you may still be able to receive financial assistance. FEMA may need your insurance determination to be finalized in order to continue processing your application to make sure you are not receiving financial aid for the same damage twice. By law, FEMA cannot pay for costs related to the wildfires that your insurance already covers.

Once 30 days or more have passed since you filed your insurance claim, and you have not received your settlement, please contact the FEMA helpline at **1-800-621-3362**. FEMA may be able to provide some initial funds to while you wait for your insurance payout.
For additional assistance, contact my office at https://chu.house.gov/services/help-with-a-federal-agency.

Can my household apply for FEMA assistance if I am not a U.S. citizen?
To qualify for FEMA assistance, you or a member of your household must be U.S. citizen, non-U.S. citizen national or qualified migrant. However, undocumented families with one family

member (including a minor child) who is a United States citizen, non-U.S. citizen national or qualified migrant and has a Social Security number may apply.

What happens if I disagree with FEMA's decision?
Every applicant has the right to appeal a FEMA determination. For example, if you feel the amount or type of assistance is incorrect, you may submit an appeal letter and any documents needed to support your claim.

How can I appeal a FEMA decision?
You must file your appeal in writing to FEMA within 60 days of the date of your determination letter. In a signed and dated letter, you must explain the reason(s) for your appeal. A step-by-step guide to the FEMA appeals process can be found on page 7 here: Post Disaster Individual Assistance Guide.

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.

SMALL BUSINESS ADMINISTRATION DISASTER LOANS

The U.S. Small Business Administration (SBA) offers low-interest loans for homeowners, renters, businesses, and nonprofit organizations. The SBA loans are to help businesses repair or replace disaster-damaged property, inventory, and supplies. Homeowners and renters may also be eligible for SBA loans to repair or replace disaster-related damages to homes or personal property. Homeowners and renters should submit their SBA disaster loan application, even if they are not sure if they will need or want a loan.

Types of Loans Available

Individuals and Families:

Homeowners: up to $500,000 to repair or replace real estate damage and up to $100,000 to replace personal property.
Renters: up to $100,000 to repair or replace personal property.

Businesses and Nonprofits:

- Business Physical Disaster Loans: up to $2,000,000 to repair or replace real property, machinery and equipment, inventory and other assets that were damaged or destroyed (available to businesses of any size and most private, non-profit organizations).
- Economic Injury Disaster Loans: only for small businesses, small agricultural cooperatives, and most private non-profit organizations suffering adverse financial impacts of the disaster (with or without property loss or damage), up to $2,000,000 for working capital to help pay obligations until normal operations resume.
- The maximum combined loan amount across both business loan programs is $2,000,000.

How to Apply for SBA Assistance

- Apply online using the Electronic Loan Application (ELA) via SBA's secure website: http://www.sba.gov/category/navigation-structure/loans-grants/small-business-loans/disaster-loans.
    - You will be prompted to create a MySBA account
- Apply by mail: complete a paper application and mail it to the U.S. Small Business Administration Processing and Disbursement Center at: 14925 Kingsport Rd., Ft. Worth, TX 76155-2243.
- For assistance, call SBA customer service at 800-659-2955, or email DisasterCustomerService@sba.gov.

In-Person SBA Disaster Loan Assistance

Effective January 14, you can visit either of SBA's two Disaster Loan Outreach Centers (DLOCs) for small businesses, private nonprofit (PNP) organizations, and residents who sustained economic losses and/or physical damages from the wildfires. to receive in-person assistance

Walk-ins are accepted, but you can schedule an in-person appointment in advance at appointment.sba.gov. The DLOC locations and hours of operation are listed below:

LOS ANGELES COUNTY

Disaster Loan Outreach Center
Pasadena City College Community Education Center (PCC CEC)
Multi-Purpose Room
3035 E. Foothill Blvd.
Pasadena, CA 91107

Opens 9 a.m. Tuesday, Jan. 14

Mondays - Fridays, 9 a.m. – 6 p.m.
Saturdays, 9 a.m. – 4 p.m.

Closed Monday, Jan. 20, in observance of MLK holiday

VENTURA COUNTY

Disaster Loan Outreach Center
Ventura County Community Foundation (VCCF)
Economic Development Collaborative
4001 Mission Oaks Blvd., Ste. A-1
Camarillo, CA 93012

Mondays - Fridays, 8 a.m. - 5 p.m.
Closed Monday, Jan. 20 in observance of MLK holiday

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 these common documents by contacting the agencies directly. Consult the California Office of Emergency Services website for additional information.

LA County residents directly impacted by fires can request property and vital records (i.e., birth, death, marriage) free of charge to help with recovery efforts by calling 800-201-8999 (select Option 1 followed by Option 2) or by contacting recorder@rrcc.lacounty.gov.

- Birth Certificates and Death Certificates:
  - Contact the California Department of Public Health at www.cdph.ca.gov or 916-445-2684.
  - Birth certificate: $25 fee. Death certificate: $21 fee.
- California Driver License:
  - Phone: 800-777-0133
  - Visit a California DMV office to complete an application.
  - The California Department of Motor Vehicles now offers the option to use its online services to replace a lost, damaged or stolen driver's license. An online account at www.dmv.ca.gov is required
- EBT (CalFresh) Card:
  - Call 877-328-9677 right away or contact your local county social services worker.
- Green cards:
  - Phone: 800-375-5283
  - Website: www.uscis.gov
- Medicare cards:
  - Phone: 800-772-1213; (TTY) 800-325-0778
  - Website: www.ssa.gov/medicare
- Military records:
  - Phone: 866-272-6272
  - Website: www.archives.gov/contact
- Passport:
  - Phone:1-877-487-2778; 888-874-7793 (TTY)
  - Website: www.travel.state.gov
- Social Security Card:
  - Phone: 800-772-1213; (TTY) 800-325-0778
  - Website: www.ssa.gov
- U.S. Savings Bonds:
  - Phone: 1-844-284-2676
  - Website: www.treasurydirect.gov
- U.S. tax returns:
  - Phone: 800-829-1040
  - Website: www.irs.gov
- Credit cards:
  - American Express 800-992-3404 or www.americanexpress.com
  - Discover 800-347-2683 or

- www.discover.com/credit-cards/help-center/
- Master Card 800-627-8372 or www.mastercard.com
- Visa 800-847-2911 or www.usa.visa.com

UNEMPLOYMENT ASSISTANCE

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/. 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

DISASTER FRAUD

After a disaster, scam artists and identity thieves may attempt to take advantage of disaster survivors. Individuals should:

- Watch for and report any suspicious activity. Federal agencies such as FEMA and the SBA will never charge individuals for disaster assistance.
- Protect your identity and stay informed. Do not offer any personal information unless you are speaking with a verified federal, state, or local official.
- Stay tuned to trusted local media sources for updates on disaster fraud and scams.
- Share information from trusted sources and discourage others from sharing information from unverified sources.

Individuals can report suspected fraud or scams to the FEMA Investigations and Inspections Division by calling 1-866-223-0814 or emailing StopFEMAFraud@fema.dhs.gov.

Individuals can also file complaints of fraud, waste, or abuse with the U.S. Department of Justice National Center for Disaster Fraud's (NCDF) Disaster Complaint Form.

Individuals who suspect they may be victims of identity theft should check in with local law enforcement and visit IdentityTheft.gov to report and recover from identity theft.

UNITED STATES POSTAL SERVICE (USPS) OPERATIONS

The Postal Service operations team is working to restore operations wherever safely possible. USPS is working to deliver mail wherever it's feasible and safe, frequently adjusting operations for a restoration of services in impacted areas.

Operations at the La Cañada Flintridge Post Office have resumed for retail services and mail delivery.

La Cañada Flintridge
607 Foothill Blvd
La Cañada Flintridge, CA 91011-9998
Mon – Fri: 10 am – 5:30 pm
Sat: 10 am – 3 pm

The Altadena Post Office retail and delivery services have been relocated and customers will be able to pick up mail, per effective dates:

Facility	Mail Pickup Location	Effective Date
Altadena Post Office 2271 Lake Avenue Altadena, CA 91001 - 9998	Pasadena Post Office 600 Lincoln Avenue Pasadena, CA 91109-9998 Mon – Fri: 9 am – 6 pm Sat: 9 am – 3 pm *Extended Pickup Hours:* *Sun: 11 am – 5 pm (Jan 12 only)*	Thursday, January 9, 2025

IS YOUR HOME IMPACTED? USPS can forward your mail to a temporary location. Customers may submit an Official Mail Forwarding Change of Address Order (COA) to reroute their mail (including packages and letters) online at https://moversguide.usps.com/ or by filling out a PS Form 3575 (COA) available at any post office.

For more information about postal products and services, customers may call 1-800-ASK-USPS (1-800-275-8777) or visit the Postal Service online at www.usps.com.

If you or someone you know are experiencing an issue with USPS, feel free to contact my office.

PRIVATE INSURANCE

Moratorium on Non-Renewals and Cancellations.

Effective January 7th, the California Department of Insurance (CDI) issued a mandatory one-year moratorium preventing homeowners insurance cancellations and non-renewals in areas affected by the Southern California wildfires. This moratorium protects everyone living within the perimeters or adjoining zip codes of the Palisades and Eaton fires in Los Angeles County for one year.

- Go to the Department of Insurance website to see if your zip code is included in the moratorium.
- Contact the Department of Insurance at 800-927-4357 or via chat or email at https://www.insurance.ca.gov/ if you believe your insurance company is in violation of this law, or if you have additional claims-related questions.
- Visit Resources to Help Recent Wildfire Victims (California Department of Insurance) for multi-lingual tips on preparing for an insurance claim.

Insurance Support Workshops

CDI is scheduling a series of Insurance Support Workshops to provide free, confidential appointments with experts from the Department who can answer questions about your coverage and connect you with additional support programs.

- The dates, times, and locations can be found at https://www.insurance.ca.gov/. To schedule an appointment, call 1-800-927-4357.
- The Insurance Support Workshops will have insurance experts assisting in the following languages: English, Cantonese, Mandarin, Filipino Korean, Spanish, Vietnamese, Armenian, Arabic

Allstate has set up Mobile Claim Centers (MCCs) where their representatives can assist their customers with claims, answer their questions, and provide information on recovery efforts. Current MCC locations are open 8:00 a.m. – 6:00 p.m. daily and listed below with real-time updates available on the MCC site.

- Pasadena City Hall
  100 Garfield Ave., Pasadena, CA 91101
- Home Depot
  1625 Mountain Ave., Monrovia, CA 91016
- Calvary Community Church
  5495 Via Rocas, Westlake Village, CA 91362

If you have homeowners, renters, or car insurance

- Notify your insurance company of the damage as soon as possible to file a claim.

- An insurance adjuster will then investigate your claim to determine what damages your policy covers and how much you will be reimbursed.
- A wildfire property claim can take several months to resolve depending on the provider, the complexity of the damage, and the volume of claims filed in an area.

Evacuation Relief.

Insurers must reimburse living expenses for policyholders with either renters or homeowners coverage who are under evacuation order. Additional information is available here and here. Residents can also call the California Department of Insurance Hotline for help at 800-927-4357

Insurance Tips

Know your policy. If you don't have a copy of your policy, contact your agent or company and request it. Keep your receipts. If you are evacuated or displaced, be sure to keep copies of receipts for all food, lodging, and other living expenses incurred because you cannot go home. Take as many photos as you can before any cleanup or debris removal happens to thoroughly document the damage. Claims need to be filed with insurance companies, but the California Department of Insurance may be able to assist citizens with questions about insurance and the claims process. For more information, please visit https://www.insurance.ca.gov/. Document all of your conversations with your insurer/adjuster about your claim and policy limitations in a dedicated "claim diary." If your adjuster says something is excluded, limited, or subject to certain conditions, ask the adjuster to point out the specific provision in your policy being cited.

More tips can be found on CDI's Top Ten Tips for Wildfire Claimants. Guidance is available in English, Spanish, Mandarin, and Vietnamese.

Mortgage Payments

Homeowners must continue making mortgage payments following a wildfire. However, anyone who is struggling to make their mortgage, insurance, or other housing payments should contact their mortgage servicer immediately as forbearance relief may be available. Additional assistance may be available to homeowners with federally backed or insured mortgages.

Contact A Housing Counselor

Families can contact a HUD-approved housing counselor for on-the-ground assistance related to post-disaster housing relief, mortgage assistance, and financial planning.

FOOD ASSISTANCE

Los Angeles Regional Food Bank: Locate food pantries closest to you at https://www.lafoodbank.org/find-food/pantry-locator/

- If you would like to donate food, money, non-food items, or volunteer your time, more information can be found here: https://www.lafoodbank.org/fire/ and LAFoodBank.org/volunteer
- The Food Bank is accepting financial donations and food donations at their two distribution centers from 8 a.m. to 5 p.m., Monday through Friday, and 8 a.m. to 3 p.m. on Saturday, located at: 1734 East 41st Street Los Angeles, California 90058 and 2300 Pellissier Place Industry, CA 90601

World Central Kitchen has set up several mobile locations across Southern California, offering free hot meals to those impacted by the fires:

- **Santa Anita Park parking lot** from 5:30pm - 9pm
- **Jack In The Box –** 2125 North Windsor Ave. Altadena from 5:30pm - 10pm
- **St. Francis School –** 200 Foothill Blvd. La Cañada Flintridge 12pm-5pm
- **Pasadena City College –** 1570 E Colorado Blvd. Pasadena 5pm-9pm
- **Arco –** Fair Oaks Ave & E Woodbury Rd Altadena 1pm-5pm

CalFresh/SNAP: If you have lost your job, or just need assistance, you can apply for CalFresh and other benefits online by visiting the Benefits Cal website at www.benefitscal.com/. To find out if you qualify to receive CalFresh benefits, fill out this form and someone from the Food Bank team will contact you.

For current CalFresh/SNAP beneficiaries: The SNAP program is now waiving several requirements to make it easier for you to access food during this challenging time:

- One waiver will now allow CalFresh/SNAP households in Kern, Los Angeles, Orange, San Bernardino and Ventura to purchase hot foods with SNAP benefits through February 8, 2025.
- Another waiver temporarily extends the 10-day reporting requirement for replacement of food purchased with CalFresh/SNAP benefits lost as a result of destruction and power outages caused by the wildfires. The waiver applies to residents of Los Angeles and Ventura counties and will be in effect through February 5, 2025, giving beneficiaries more time to report loss of food and qualify for replacement benefits.

MENTAL HEALTH RESOURCES

Free mental health support and other forms of care are available for wildfire survivors and their loved one. Anyone feeling overwhelmed or in distress because of the fires can call or text the Disaster Distress Helpline 24/7 at 1-800-985-5990 to receive free crisis counseling.

The *SAMHSA Disaster Mobile App* is a free tool for first responders and disaster response and recovery workers. The app is available for download on Apple and Android devices. https://store.samhsa.gov/product/samhsa-disaster-mobile-app/pep13-dkapp-1

Crisis Lines

- Teen & Youth Help Hotline Teenage Advice, Crisis & Depression Helpline
  Do you need help working something out? Do you want to talk to someone who understands, like another teen? We're here to help!

- The National Suicide Prevention Lifeline 1-800-273-8255
  The 24-hour, toll-free, confidential suicide prevention hotline is available to anyone in suicidal crisis or emotional distress. It provides Spanish-speaking counselors, as well as options for deaf and hard of hearing individuals.
  - Línea de Vida Nacional de Prevención del Suicidio ofrece servicios gratuitos en español para alguien que está en crisis o necesita ayuda llame al 1-888-628-9454
  - Options for Deaf and Hard of Hearing 1-800-985-5990 or text TalkWithUs to 66746

- The Crisis Text Line
  The Crisis Text Line is the only 24/7, nationwide crisis-intervention text-message hotline. The Crisis Text Line can be reached by texting HOME to 741-741.

- ***Tips for Survivors: Coping With Grief After a Disaster or Traumatic Event***—This tip sheet defines and describes grief, discusses ways of coping with grief, and explains complicated or traumatic grief. The tip sheet also offers relevant resources for additional support.
  https://store.samhsa.gov/product/Tips-for-Survivors-/SMA17-5035

- ***Be Red Cross Ready: Taking Care of Your Emotional Health after a Disaster*—**This fact sheet from the American Red Cross lists common reactions to a disaster, identifies ways for survivors to cope effectively, and highlights signs of the need for additional mental health support. A Large Print version is also available in English, Arabic, Chinese, French, Haitian Creole, Korean, Spanish, Tagalog, and Vietnamese.
- ***Mass Disasters, Trauma, and Loss***—This booklet from the International Society for Traumatic Stress Studies discusses common reactions to disasters, factors that make people more likely to experience reactions for longer periods, and steps survivors can take to cope effectively after a disaster. Signs of the need for professional mental health assistance are also provided. It is also available in Arabic, Chinese, and Spanish.

- ***Recovering After a Fire***—At this web page, the American Red Cross suggests ways for people who have experienced a residential fire to take care of themselves and their loved ones and to help people who may need additional assistance. The page lists four steps to take right after a fire, as well as links to more information about returning home safely after a fire and recovering emotionally and financially.

Resources for Children, Youth, Parents and Other Caregivers, and Schools

- ***Age-related Reactions to a Traumatic Event***—In this fact sheet, the National Child Traumatic Stress Network (NCTSN) provides an overview of how children and adolescents may react to a traumatic event, including a natural or human-caused disaster that they experience as traumatic. This resource describes reactions typical within specific age ranges and offers tips for families, doctors, and school personnel to help children and adolescents cope.

  The information in the fact sheet is provided in a video in American Sign Language at. The fact sheet is also available in Japanese and Spanish.

- ***Creating Supportive Environments When Scary Things Happen***—This fact sheet explains how parents and other caregivers can create home environments that offer children and adolescents the stability and reliability they need to cope effectively with adversity, including disaster. The fact sheet zeroes in on routines, rhythm, and ritual as ways to foster security and resilience. It is also available in Spanish.

- ***Parent Guidelines for Helping Children Impacted by Wildfires***—This National Child Traumatic Stress Network (NCTSN) tip sheet identifies the challenges often experienced during and after wildfires. The tip sheet is available in Spanish

- ***Talking to Children: When Scary Things Happen***—This fact sheet provides adults with the guidance necessary to speak to children about scary or violent occurrences happening in the world. This fact sheet is available in Spanish.

- ***Trinka and Sam: The Big Fire***—This NCTSN children's book tells the story of Trinka and Sam, two young mice who are friends and neighbors who survive a wildfire. The book covers effects a wildfire can have on a community, as well as common emotions and behaviors in children after a wildfire. Guidance is provided at the end of the book for parents and other caregivers to help them use the book with their children to understand and talk about their experiences with wildfires. This booklet is also available Spanish.

Resources Focused on Older Adults

- Helping Older Adults After Disasters: A Guide to Providing Support—Designed for anyone supporting older adults after a disaster, this SAMHSA guide highlights reactions to disasters that are common among survivors of all ages, as well as unique challenges older adults may face after disasters and how response workers can help. The guide also identifies resources available to help in connecting older adults with services and

supports.

- ***Eldercare Locator***—This service of the Administration on Aging, part of the U.S. Administration for Community Living, features an online database users can search by ZIP code and city and state to find local services for older adults, which may be particularly useful following a disaster. The service can also be reached by toll-free phone at 1–800–677–1116. The Eldercare Locator website includes links to consumer publications and websites of organizations that serve older adults. https://eldercare.acl.gov

Resources Focused on Substance Use Concerns

- ***People With Substance Use Disorders and Disasters***—Several subsections within the SAMHSA Disaster Behavioral Health Information Series (DBHIS) collection feature resources on including and supporting people with substance use disorders (SUD) through processes of disaster planning, response, and recovery. These collections include tip sheets, guides, and other resources that can help with disaster preparedness, response, and recovery for people with SUD, people in recovery, and people at risk of SUD. Following are parts of the SAMHSA DBHIS focused on people with SUD:
  - Substance use, substance misuse, and people with SUD:
  - Alcohol use, alcohol misuse, and people with alcohol use disorder:
  - People with opioid use disorder
  - People with co-occurring disorders (one of which may be SUD):

- PFA: Alcohol, Medication, and Drug Use After Disaster—this handout provides information that disaster survivors can use to avoid increased use of alcohol and misuse of prescription medications and other drugs after a disaster. It also provides tips for survivors in recovery from SUD to avoid restarting substance use after a disaster.

Resources for Disaster Responders and First Responders

- ***First Responders and Disaster Responders Resource Portal***—This part of the SAMHSA DTAC website notes the stressors that may be involved in work as a responder, identifies signs of stress, and offers coping tips. The page features links to tip sheets, online trainings, and other resources related to responder mental health and freedom from substance use issues and conditions.

- Pause – Reset – Nourish (PRN)* to Promote Wellbeing—this tip sheet describes the PRN approach to promotion of well-being for responders to a disaster or other crisis. This tip sheet is available in Spanish

- ***PFA Mobile™***—Compatible with Apple and Android devices, this free mobile app from NCTSN is designed to help responders with providing Psychological First Aid (PFA) in disaster-affected communities. The app identifies the eight core PFA actions, helps responders use interventions appropriate for specific survivor reactions, and expedites assessment and referral of survivors.

PFA Mobile linked to the Apple App Store: https://www.nctsn.org/resources/pfa-mobile
PFA Mobile linked to the Google Play Store: https://www.nctsn.org/resources/pfa-mobile-android-version

- Tips for Disaster Responders: Identifying Substance Misuse in the Responder Community—This SAMHSA tip sheet describes the stressors involved in disaster response and notes that these stressors may contribute to relapse for disaster responders in recovery, or to substance misuse in an attempt to manage stress.

TAX FILING RELIEF & IRS ASSISTANCE

Governor Newsom and the IRS have announced that federal and state tax filing deadlines for taxpayers in Los Angeles County have been extended until October 15th, 2025, for individuals and businesses. Call the California Department of Tax and Fee Administration at 1-800-400-7115 for additional questions on tax or fee relief. Call the IRS disaster hotline at 866-562-5227 for more information on which filings qualify.

If an affected taxpayer receives a penalty notice from the IRS, the taxpayer should call the telephone number on the notice to have the IRS abate any interest and any late filing or late payment penalties that would otherwise apply. Penalties or interest will be abated only for taxpayers who have an original or extended filing, payment or deposit due date, including an extended filing or payment due date, that falls within the postponement period.

The IRS automatically identifies taxpayers located in the covered disaster area and applies automatic filing and payment relief. But affected taxpayers who reside or have a business located outside the covered disaster area must call the IRS disaster hotline at 866-562-5227 to request this tax relief.

In addition, TTB will consider waiving late filing, payment, or deposit penalties on a case-by-case basis for wineries and other businesses whose operations were affected by the fires. To qualify for such a waiver, a taxpayer must:

- Demonstrate, to the satisfaction of the appropriate TTB officer, that the fires directly affected your ability to timely file, pay, or deposit; and
- Contact the TTB National Revenue Center (NRC) at:
  550 Main Street, Suite 8002
  Cincinnati, OH 45202-5215
  Toll-free: 877-882-3277
  Online Inquiry: TTB's National Revenue Center Contact Form

Casualty Losses
Affected taxpayers in a federally declared disaster area have the option of claiming disaster-related casualty losses on their federal income tax return for either this year or last year. Claiming the loss on an original or amended return for last year will get the taxpayer an earlier refund, but waiting to claim the loss on this year's return could result in a greater tax saving, depending on other income factors.

Individuals may deduct personal property losses that are not covered by insurance or other reimbursements. For details, see Form 4684 and its instructions.

Affected taxpayers claiming the disaster loss on last year's return should put the Disaster Designation "California, Wildfires" at the top of the form so that the IRS can expedite the processing of the refund.

Other Relief
The IRS will waive the usual fees and expedite requests for copies of previously filed tax returns for affected taxpayers. Taxpayers should put the assigned Disaster Designation in red ink at the top of Form 4506, Request for Copy of Tax Return, or Form 4506-T, Request for Transcript of Tax Return, as appropriate, and submit it to the IRS.

Affected taxpayers who are contacted by the IRS on a collection or examination matter should explain how the disaster impacts them so that the IRS can provide appropriate consideration to their case.

Taxpayers may download forms and publications from the official IRS website, irs.gov, or order them by calling 800-829-3676. The IRS toll-free number for general tax questions is 800-829-1040.

PRICE GOUGING

If you think a store or service provider is committing price gouging, compare prices in areas not affected by the disaster. Consumers are protected from a price increase of 10% or more for 30 days on goods and services and for 180 days on contractor-related services. Keep detailed records of purchases you make during the declared emergency.

- If you believe you were a victim of price gouging, contact the Los Angeles County Consumer and Business Affairs Department to file a complaint by calling (800) 593-8222 or visit https://dcba.lacounty.gov/.

HOW TO STAY INFORMED

- Sign up for evacuation notices and critical updates for LA County: Ready LA
- Tips for evacuating safely: Evacuation Guide
- Real-time information and safety tips: Cal OES News | Ready.ca.gov
- Monitor ongoing fires: fire.ca.gov
- Get real-time air quality updates: Air Quality Monitoring (South Coast AQMD)
- Information on power shutoffs: Stay Updated on Public Safety Power Shutoffs
- Real-time traffic maps: CalTrans Traffic Alert/Map
- Information on consumer protections against price gouging: Office of the Attorney General
- Follow LA County Public Safety Partners on Social Media
    - LA Office of Emergency Management on X (formerly Twitter): @ReadyLACounty | on Instagram: @lausd_oem
    - LA County Fire on X: @LACoFDPIO | on Instagram: @LAacountyfd
    - LA County Sheriff on X: @LASDHQ | on Instagram: @LASDHQ
    - LA County on X: @CountyofLA | on Instagram: @CountyofLA
- Follow San Bernardino (SB) County Safety Partners
    - SB County Fire on X: @SBCOUNTYFIRE | on Instagram: @SBCOUNTYFIRE
    - SB County on X: @SBCounty | on Instagram: @SBCounty