



LOCAL ASSISTANCE CENTER RESOURCES

The Purpose of a Local Assistance Center (LAC) is to provide individuals, family members, and business owners with resources to obtain information on services and assistance needed because of a disaster or damage to personal property. A LAC is intended to guide residents through the recovery process, regardless of the size of the loss.

AGENCIES REPRESENTED IN THE CENTER

The Agencies listed below can assist you with services such as:

- Information on rebuilding, permits and property taxes
- Replacing documentation such as driver's licenses and other documents
- Information about homeowner's insurance
- Community and Social services

| Agency Type | Agency Name | Description of Resources | Agency Contact Information |
|-------------|-------------------------|--|--|
| County | Aging and Disabilities | The department does not provide recovery services however we provide supportive services to older and disabled adults. | Website link: https://ad.lacounty.gov/ (213) 291-0028 8:00am to 5:00pm |
| County | Animal Care and Control | Assistance with animal sheltering for those displaced | Website link: https://animalcare.lacounty.gov/ (562) 940-6898 Monday – Saturday 11:00am to 5:00pm Sundays – Limited services. |
| County | Assessor's Office | Property owners may be eligible for tax relief if their property is damaged or destroyed by a calamity, such as fire or flooding. To qualify, individuals must file an Application for Reassessment: Property Damaged or Destroyed by Misfortune or Calamity (ADS-820) with the Assessor's Office within 12 months from the date the property was damaged or destroyed. The loss must exceed \$10,000 of current market value. | Website link: https://assessor.lacounty.gov/tax-relief/disaster-relief https://assessor.lacounty.gov (213) 974-8658 Monday – Friday 8:00am – 5:00pm |
| County | Child Support Services | CSSD is able to assist participants with their child support obligations who lost their source of income as a result of the storms. | Website link: https://cssd.lacounty.gov/ (866) 901-3212 8:00am to 5:00pm |
| County | Economic Opportunity | The Department of Economic Opportunity (DEO) Office of Small Business hosts a Small Business Concierge with 1:1 counseling for information and technical assistance, financial resources, and referrals to partner organizations for programs and services. For example, impacted small business can access support in: <ul style="list-style-type: none"> – Submitting insurance claims, | Website Link: Opportunity.lacounty.gov Office of Small Business (844) 432-4900 8:00am to 5:00pm |

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| | | <ul style="list-style-type: none"> - Signing up for no-cost legal aid, - Accessing capital and other resources, including grants and loans as well as local, state, and federal contracting opportunities. <p>The DEO's workforce development team in partnership with the County's 18 America's Job Centers of California and Business Technical Assistance Program also offers:</p> <ul style="list-style-type: none"> - Recruitment, training, and incentives for local hiring, - Layoff aversion support for businesses, and - Rapid response for closing businesses and workers. | <p>America's Job Centers (888) 226-6300 8:00am to 5:00pm</p> |
| County | Mental Health | <p>DMH provides mental health resources to the community. During and after a disaster/crisis, DMH deploys mental health staff where needed to provide mental health services, i.e. supportive services, trauma inform care and referrals as needed.</p> <p>The DMH Helpline operates on a 24/7 basis.</p> | <p>Website link: https://dmh.lacounty.gov/ (800) 854-7771 or 988</p> |
| County | Public Health | <p>Provides information on safe cleanup after fire, food safety, public health services, and guidelines for onsite wastewater and private wells following a fire.</p> | <p>Website link: http://publichealth.lacounty.gov (888) 700-9995</p> |
| County | Public Social Services | <p>Provides disaster assistance to families through the General Relief, CalWorks, CalFresh and MediCal programs.</p> | <p>Website link: https://dpss.lacounty.gov/en.html (866) 613-3777 7:30 am to 6:30 pm Monday through Friday</p> |
| County | Public Works | <p>BUILDING AND SAFETY Description: Assist with rebuilding and permitting process.</p> | <p>Building & Safety Website link: Los Angeles County Building and Safety (lacounty.gov)</p> |

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| | | <p>FIRE DISASTER INFORMATION AND NATIONAL FLOOD INSURANCE PROGRAM:</p> <p>Services:</p> <ul style="list-style-type: none"> • Evaluate street flooding on LA County maintained roads. • Provide advice for homeowners protecting their property from debris flows after a fire. • Provide a hard copy of the Homeowners Guide in English and Spanish (there is a digital copy at the website). • Provide Debris Flow Forecast on eNotify for upcoming storms. • Provide Flood Zone information <p>CLEAN LA: Description of recovery services your division provides to constituents impacted by this incident.</p> <ul style="list-style-type: none"> – List of C&D recycling facilities, Inert waste facilities, and Municipal solid waste facilities – List of authorized Commercial Franchise waste haulers – List of additional C&D recycling facilities – List of HHW and E-Waste events | <p>Fire Disaster Information Website link: https://dpw.lacounty.gov/wrd/Fire</p> <p><u>Post Fire Mud/Debris Flow Information:</u> 626-458-6164 Mon-Thu, 9 am-5 pm 24/7 Dispatch</p> <p>National Flood Insurance Program Website link: https://www.pw.lacounty.gov/floodzone</p> <p><u>Flood zone information:</u> (626) 458-4321 Monday through Thursday 9 am to 5 pm</p> <p>CLEAN LA Website link: www.CleanLA.com</p> <p>Phone number for constituents: County Unincorporated Residents and Businesses can call: (888) CLEANLA for additional information Monday - Thursday 7 a.m. to 5 p.m. excluding holidays</p> |
| County | Regional Planning | Provides long-range planning, land development counseling, project/case intake and processing, environmental review and zoning enforcement review and zoning for properties in unincorporated LA County. | <p>Website link: http://planning.lacounty.gov</p> <p>(213) 974-6411</p> |

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| County | 211LA | If need further assistance with additional referrals not found on this list, please dial 211LA by dialing 2-1-1. | Website link: https://211la.org/ |
| City | MyLA311 | | Website link: https://lacity.gov/myla311 |
| State | Franchise Tax Board (FTB) | The Franchise Tax Board (FTB) provides guidance in obtaining tax relief for disaster casualty losses. | Website link: www.ftb.ca.gov (800) 852-5711 TTY/TDD (800) 822-6268 |
| State | Contractors State License Board | The Contractors State License Board (CSLB) verifies contractor licenses, investigates complaints, and provides helpful information about hiring a licensed contractor. | Website link: https://www.cslb.ca.gov https://www2.cslb.ca.gov/onlineservices/checklicenseII/checklicense.aspx (800) 962-1125 (800) 321-CSLB (2752) |
| State | CA Department of Insurance | The California Department of Insurance (CDI) provides assistance on insurance issues, such as claim handling delays, additional living expenses, underinsurance disputes, availability, 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. | Website link: http://www.insurance.ca.gov www.insurance.ca.gov/01-consumers/101-help (800) 927-4357(HELP) TTY: (800) 482-4833 |

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| State | Department of Motor Vehicles | The California Department of Motor Vehicles (DMV) can respond to questions and provide the forms needed to assist individuals in replacing DMV documents, such as driver licenses, identification cards, vehicle cards certificates and certificates of title, that were lost as a result of the disaster. | Website link: http://www.dmv.ca.gov (800) 777-0133 TTY/TDD: (800) 735-2929/ (800) 368-4327 |
| Nonprofit | American Red Cross | The American Red Cross helps to meet the urgent needs of those affected after a disaster and focuses on providing safe shelter, food, emotional support, first aid and health services. | Website Link: http://redcross.org/get-help 818-243-3121 ext. 0 310-394-3773 ext. 0 |