

# Los Angeles County Wildfires Resource Guide

**Updated: January 29, 2025**

*“Rain was falling across Southern California on Sunday, bringing some relief to thousands of firefighters battling multiple major blazes for nearly a month in the Los Angeles area, but also prompting new threats of floods and mudslides across burn-scarred lands. [via ABCNews](#)”*

According to [CalFire](#), the Palisades Fire is 95% contained. The Eaton Fire is 99% contained, and the Hughes Fire is 98% contained.

## State Response and Recovery Actions

### Emergency Shelters/Temporary Housing/Household Resources

A map of all active evacuation zones can be viewed [here](#). All evacuation zones in the City of Los Angeles are now open for **resident-only access**. Access passes are required which may be obtained by law enforcement between 10 a.m. and 5 p.m. Curfew remains in effect.

**Returning home:** The Department of Public Health staff are distributing personal protective equipment to residents in fire-affected areas as they return to their properties. Click [here](#) for Public Health's comprehensive list of recommendations to protect one's health in burned out areas. The list includes information on ash clean-up, water safety, food safety, and information regarding displaced wildlife. CalFire warns that the aftermath of a fire may be hazardous, with flash floodings, debris flows, compromised trees, and structural instability. Click [here](#) to view CalFire's comprehensive guide to returning home safely.

For **FEMA Transitional Sheltering Assistance** with a FEMA Registration Number, please visit the website [here](#).

Currently, **Airbnb.org** is partnering with 211 LA for residents in need of temporary housing for residents displaced or forced to evacuate. For more information and to request assistance, please visit the website [here](#). Submit your information [in this form](#) to receive notifications on availability. Please note, spaces are limited, and completing the form does not guarantee a stay.

### **The following shelters are still active for displaced residents in Los Angeles County:**

- Pasadena Convention Center
  - 300 East Green Street, Pasadena, CA 91101
- Pomona Fairplex
  - 1101 West McKinley Avenue, Pomona, CA 91768
- Stoner Convention Center
  - 1835 Stoner Avenue, Los Angeles, CA 90025
- Westwood Recreation Center
  - 1350 South Sepulveda Boulevard, Los Angeles, CA 90025
- Van Nuys/Sherman Oaks Recreation Center
  - 14201 Huston Street, Sherman Oaks, CA 91423

### **Active animal shelter locations in Los Angeles County:**

#### Small Animals:

- Agoura Animal Care Center
  - 29525 Agoura Road, Agoura Hills, CA 91301
- American Red Cross Sheltering Site with mobile animal shelter
- Baldwin Park Animal Care Center
  - 4275 Elton Street, Baldwin Park, CA 91706
- Carson Animal Care Center
  - 216 West Victoria Street, Gardena, CA 90248
- Downey Animal Care Center
  - 11258 Garfield Avenue, Downey, CA 90242
- El Camino High School
  - 5440 Valley Circle Boulevard, Woodland Hills, CA 91367
- Lancaster Animal Care Center
  - 5210 West Avenue, Lancaster, CA 93536
- Palmdale Animal Care Center
  - 38550 Sierra Highway, Palmdale, CA 93550

#### Large Animals:

- Castaic Animal Care Center
  - 31044 Charlie Canyon Road, Castaic, CA 91384
- Industry Hills Expo Center
  - 16200 Temple Avenue, City of Industry, CA 91744
- LA Equestrian Center
  - 480 Riverside Drive, Burbank, CA 91506.

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- Note, if this shelter is at capacity, please go to Hansen Dam Horse Park at 11127 Orcas Avenue Lake View Terrace, CA 91342
- Pico Rivera Sports Arena
  - 11003 Sports Arena Drive, Pico Rivera, CA 90601
- Pomona Fairplex
  - 1101 W McKinley Avenue, Pomona, CA 91768

### **The American Red Cross – Los Angeles Region**

The American Red Cross is one member of the local, state, and federal disaster response community. During a disaster, the Red Cross provides shelter, food, emotional support, health services, clean-up supplies and comfort items. Visit the link [here](#) for evacuation shelter updates, disaster relief, and updates on the fires. To donate to the Red Cross, call (800) RED-CROSS, visit the [website](#), or text REDCROSS to 90999 to make a \$10 donation.

- Los Angeles Region: phone (310) 445-9900  
1450 South Central Avenue, Los Angeles, CA 90021
- Western Los Angeles Chapter: phone (310) 394-3773  
1450 11<sup>th</sup> Street, Santa Monica, CA 90401

To find open shelters via the American Red Cross please visit their website [here](#).

Their Safe and Well website provides a central location for people in disaster areas to register their status, and for their loved ones to access that information. Visit the Safe and Well website [here](#).

### **Disaster Recovery Resources**

- [LA County Recovers](#) is a county site which includes the latest news on the recovery process, how to apply for disaster aid, get tax relief and connect with key county agencies like the department of child support services.
- **Disaster Resource Centers**  
As of Wednesday, January 15, 2025, the Disaster Resource Center will be available to the public from 9:00 a.m. to 8:00 p.m. Residents affected by the wildfires can apply to receive assistance by submitting applications for disaster relief. There are three locations:

### Westside Location:

UCLA Research Park West  
10850 West Pico Boulevard, Los Angeles, CA 90064

### Eastside Location:

Pasadena City College  
Community Education Center  
3035 East Foothill Boulevard, Pasadena, CA 91107

This location will remain open until January 31, 2025 and then services will transition to Altadena site.

### Altadena Location:

Altadena Disaster Recovery Center  
540 W. Woodbury Road  
Altadena, CA 91001

### The centers will help:

- Residents who have lost vital records (birth certificates, death certificates, driver's licenses, social security documentation)
  - Residents who have lost their homes or businesses apply for disaster relief loans.
  - Residents in need of referrals for mental health counseling and other services.
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- **The Small Business Loan Administration** is offering home disaster loans, business disaster loans, and economic injury disaster loans. For eligibility determination and to apply, visit the website [here](#).
  - **Los Angeles County Department of 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 with the Assessor's Office within 12 months from the date the property was damaged or destroyed. Visit the website [here](#)
  - **Los Angeles County Department of Economic Opportunity** has launched an [emergency resources webpage](#) for workers and businesses to aid those impacted by the devastating wildfires. Designed as a one-stop hub,

the page provides resources, assistance, and up-to-date information to support businesses and workers as they navigate recovery and rebuilding efforts. For more information, visit the website [here](#).

- **Debris Removal - LA County Public Works:** Learn about the debris removal process, safety requirements, and coordinated efforts to rebuild your community as details become available: [www.lacounty.pw/debris](http://www.lacounty.pw/debris) or call (844) FIRE DEBRIS / (844) 347-3332, Mon-Fri: 7 a.m. – 7 p.m. Sat: 8 a.m. – 6 p.m.
- **The Salvation Army** provides grants to those displaced by fires and financial assistance for the immediate and long-term needs of fire victims. It also operates shelters and provides emergency housing for those fleeing fires. Contact them at <https://social.salvationarmy.org/southern-california/> or call 562-264-3600
- **Rebuilding Together Greater Los Angeles:** Volunteer-based repair and rebuilding services. Visit the [website](#) to apply for assistance.
- **State Supplemental Grant Program and Disaster Case Management Program** will provide grant funds to assist eligible people who have suffered damage caused by the fires. The Disaster Case Management system provides case management services to vulnerable populations, helping people develop and implement a plan that will get them on the road to recovery. Click [here](#) for more.
- **Emergency Network Los Angeles (ENLA)** provides access to non-profits aiding residents impacted by disasters. Services may range from humanitarian relief, planning for disaster response to long-term recovery and assistance programs. ENLA represents a network of nonprofits that supports the recovery of communities after an emergency incident. Click [here](#) for more information.

### **Disaster Assistance for Immigrants**

- For updates visit the LA County Office of Immigrant Affairs for more information: [oia.lacounty.gov/publiccharge](https://oia.lacounty.gov/publiccharge).
- Red Cross can provide assistance and will not ask about immigration status. Call: (800)733-2767

### **Los Angeles County Department of Aging and Disabilities**

Provides information and supportive services to older and disabled adults. Visit the website [here](#) or call (800) 510-2020, Monday-Friday, 8:00 a.m. to 5:00 p.m.

### **Price Gouging and Fraud**

- If the government declares an emergency, increasing the price of goods, services, and rentals by 10% or more may be price gouging. To learn more visit, the county website for Consumer and Business Affairs [here](#).
- The National Center for Disaster Fraud (NCDF) hotline takes complaints about disaster fraud. You can call the NCDF hotline at (866) 720-5721, or you can submit a complaint online [here](#).

### **Los Angeles County Department of Registrar / Recorder County Clerk**

#### **Access vital records:**

- Birth: <https://www.lavote.gov/home/records/birth-records/birth-records-request/who-can-obtain-a-copy-of-a-birth-record>
- Marriage: <https://www.lavote.gov/home/recorder/marriage-records/marriage-records-request/who-can-obtain-marriage-records>
- Death: <https://www.lavote.gov/home/records/death-records/death-records-request/who-can-obtain-a-death-certificate-copy>
- Frequently Asked Questions – Property, Business and Vital Records for L.A. County Fire Victims: <https://content.lavote.gov/docs/rcc/news-releases/rcc-2025-fires-faq-v4.pdf>
- Real estate records: <https://www.lavote.gov/home/recorder/real-estate-records/general-info>

### **Food and Water Resources**

Los Angeles Regional Food Bank is working with government agencies, nonprofit and faith-based partners, and others to respond to the fires throughout Los Angeles County. Updated food distribution sites can be found [here](#). For updated information on where the food bank is accepting food donations and how to volunteer, please visit the website [here](#).

**Westside Food Bank** provides a list of food pantries serving Western Los Angeles County and mobile pantries. For more information, please call (310) 828-6016 or visit the website [here](#).

**CalFresh food:** California quickly secured federal waivers that will allow people receiving CalFresh food benefits to purchase hot food items. People will also have an extended period to request replacement food benefits, if food was lost due to the fires. Additional information on these efforts, including information on how to apply for CalFresh, [can be found here](#). California also offers the [Disaster CalFresh benefits](#) which will provide additional food assistance to low-income households with food loss or damage caused by the fires.

**World Central Kitchen:** Provides meals to first responders and families impacted by wildfires in the Los Angeles area. Click [here](#) to learn more.

**Restaurants Across LA County:** There is a [list](#) of restaurants across LA County offering shelter, food, and support for first responders and evacuees.

**Sweet Greens** will provide meals to first responders, victims, and displaced residents. DM them through social media or call directly.

- Culver City Phone number: 310-660-7471
- Other Locations: <https://www.sweetgreen.com/locations>

**Calico Fish House:** The chef at Calico Fish House in Sunset Beach in Orange County is offering to feed evacuees and let them camp out in the restaurant's parking lot.

- Address: 16600 Pacific Coast Highway, Huntington Beach, CA 92649
- Phone: (562) 357-4012 or web <https://calico-restaurant.com/>

**Water Notices:** Due to recent fires, the State Water Resources Control Board/Division of Drinking Water is advising residents in some evacuated areas to NOT use the tap water. Since the order was first created, some areas have been restored, while others are pending. This may impact residents under [Lincoln Avenue Water Company](#), [Kinneloa Irrigation District](#), and [Rubio Canon Land and Water Association](#). Residents should not try to treat

the water themselves and should use bottled water for drinking, brushing teeth, bathing, washing hands, washing dishes, making ice and food preparation.

### **Education/Child Care**

- **LA Unified School District (LAUSD)**- The LAUSD has a Family and Community Recovery Guide with information and resources regarding natural disasters. This guide has information regarding school locations, student support and attendance Services for those who lost their home, and more. Click [here](#) to view the guide. For more information and updates, please call the Family Hotline at (213) 443-1300.
- **Child Care Resource Center (CCRC)** reports that all offices and Head Start sites are open for assistance. Families in need of back up care or emergency childcare can call (818) 717-1000. For additional resources (including food, personal hygiene products, baby items, and more), families can call (805) 399-9521. For more information, please visit their website [here](#).
- **YMCA** is opening its doors for children of essential workers and children of families who were displaced, evacuated, or lost property. This childcare program is designed to support children of essential workers and children of families who were displaced, evacuated, or lost property, or who cannot attend school because their school has closed for the day. For a list of local Y centers, please visit [www.ymcala.org/locations](http://www.ymcala.org/locations). Please note that the Palisades-Malibu YMCA center was destroyed by the fire and is no longer operating a physical location.
- **Los Angeles County Department of Parks and Recreation:** To support families impacted by the Eaton fire, LA County Parks Care Camps will provide youth and teens with a supportive space for recreation and fun, Monday to Friday, January 13 to 31, 2025. For more information: [recprograms@parks.lacounty.gov](mailto:recprograms@parks.lacounty.gov).
- **Los Angeles County Department of Child Support Services** can assist participants with child support obligations for those who lost their source of income because of the fire. Web: <https://cssd.lacounty.gov>. Phone: (866) 901-3212.

### **Transportation**



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- **Metro:** Metro is modifying the eligibility requirements for the reduced fare programs to make it easier for those impacted by the fires to access essential resources. The program includes a 90-day pass for unlimited free rides. Enroll online [here](#). Metro staff will be on hand with applications and pre-loaded 30-day pass (valid on Metro only) TAP cards at the following locations:
  - January 25 through February 1, Saturday-Saturday, 9 a.m. to 4 p.m.  
West LA: UCLA Research Park West - 10850 West Pico Boulevard, Los Angeles, CA 90064
  - January 27 through February 1, Monday-Saturday, 9 a.m. to 4 p.m.  
Kaiser Permanente Pasadena Headquarters, 393 E. Walnut Street, Pasadena, CA 91188

For Information regarding road conditions and closures you may visit the following:

- [Los Angeles County Public Works Road Closure Website](#) - This website only shows the closure of roads that are maintained by Los Angeles County Public Works in unincorporated County areas.
- [CalTrans Quick Map Website](#) for additional traffic maps.
- [511 LA](#) for directions, alerts, news, and traffic maps.

### **Communications**

- [Verizon](#) As of 1/23/25, Verizon is providing free bottled water, charging of devices and free Wi-Fi at their Pasadena, Burbank, Topanga Village, Sherman Oaks, Thousand Oaks, Beverly Connection, Porter Ranch, Simi Valley, and Santa Monica stores.
- [AT&T](#) is offering unlimited data, talk, and text for customers impacted by the wildfires from January 8 - February 6, 2025.
- [Los Angeles County Library System](#) offers free use of Wi-Fi, public use computers, and laptops, charging stations for phones and other devices, educational supplies for children, access to water fountains and restrooms, and the support of library staff for accessing community resources.

### **Health and Mental Health Resources**

- **Los Angeles County Department of Public Health** provides information on safe cleanup after fire, food safety, public health services, and guidelines for onsite

wastewater and private wells following a fire. Please visit their website [here](#) for updates on smoke advisories, boil water advisories, and more.

- **Los Angeles County Department of Mental Health** provides referrals for mental health counseling, grieving, coping, resources, crisis intervention and triage. Website: <https://dmh.lacounty.gov/> Call: (800) 854-7771 or 988 Available 24/7
- **Healthcare Ready - RxOpen**  
Healthcare Ready is currently active in LA County in response to the wildfires. Healthcare Ready is a nonprofit organization that works with emergency management officials to ensure the healthcare supply chain is prepared for and able to respond to natural disasters, pandemics, and other emergencies. Healthcare Ready manages the RxOpen mapping tool that helps patients and providers locate open pharmacies in areas impacted by natural disasters and public health emergencies. View the mapping tool [here](#) to find open pharmacies during an active disaster. Visit the website [here](#) for Healthcare Ready's wildfire response and recovery.
- **ACCESS Center** is a part of the Los Angeles County Department of Mental Health Helpline. The center offers 24/7 access to mental health services in Los Angeles County. Services include deployment of crisis evaluation teams, information and referrals, interpreter services, and more. The helpline enables survivors of disaster to receive over the phone crisis support. For assistance, call (800) 854-7771. For more information, please visit their website [here](#).
- **California Hope**: Offers crisis counseling for disaster survivors. Call (833) 317-HOPE or visit [CalHope.org](https://calhope.org).
- **The Wellness Center at LAC+USC**: Free emotional support resources. [Learn More](#)
- **GoodRx** is offering free telehealth visits for Angelenos in need. Talk to a provider online using promo code LA-GOODRX-CARE.
- **Teladoc Health** is offering free, 24/7 virtual medical care to Southern California residents, first responders and others impacted by the fires in Los Angeles. Individuals displaced by fires or those who are unable to access traditional medical care can consult licensed healthcare professionals for non-emergency illnesses by

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calling 855-225-5032. Services include treatment for conditions such as respiratory infections, allergies, sinus problems and cold or flu symptoms. Additionally, Teladoc Health is helping with prescription refills for non-narcotic medications.

<https://www.teladochealth.com/info/disaster-hotline>

- **Santa Barbara Midwifery and Birth Center** is [offering displaced Los Angeles-area fire victims](#) free belly checks, postpartum care and other services for families who evacuated to the Santa Barbara area. For more information, email [sbmidwifery@gmail.com](mailto:sbmidwifery@gmail.com).
- **Integrative Psychotherapy Group**, based in Beverly Hills, is offering free short-term therapy services to some fire victims and referral assistance for others needing longer-term or more acute treatment during the upcoming weeks. IPG is offering a brief series of trauma-focused therapy sessions to help individuals, couples and families process the complex emotions that can arise in the immediate aftermath of wildfires and similar natural disasters. For more information or to schedule an appointment, please contact Integrative Psychotherapy Group at (310) 461-4393 or visit their [website](#).
- **AltaMed** has a mobile health unit at the [Pasadena Convention Center](#) providing health services to anyone who needs it. The unit is providing pediatrics, primary care, senior care, behavioral health, vision exams and free eyeglasses, medications and social workers are connecting people with resources. AltaMed community outreach workers are providing hygiene kits, blankets, giving people rides to the YMCA for showers and other resources. The convention center address is 300 E Green Street, Pasadena CA, 91101.

## State Resources

**Office of the California Governor - Gavin Newsom**

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Governor Newsom declared a state of emergency related to the recent wildfires. Most recently, the Governor issues a new executive order reiterating that permitting requirements under the California Coastal Act remain suspended, and expanding temporary housing supply by extending the amount of time people can stay at hotels and short-term rentals. Read the order [here](#). You can find additional information regarding recovery services, debris removal, and more by visiting the Governor's website and selecting the "news," tab. The Governor provides information on current states of emergency and updates on response and recovery efforts. Read the full state of emergency declaration [here](#). As of January 7, 2025, California has secured a Fire Management Assistance Grant (FMAG) from the Federal Emergency Management Agency (FEMA) to help ensure the availability of vital resources to suppress the fires burning in Southern California.

- Website: <https://www.gov.ca.gov/>
- Phone: (916) 445-2841

### **Ready LA County - Office of Emergency Management (OEM)**

The region saw [flooding](#), [snow](#), and [mudslides](#) following the wildfires. Ready LA has fact sheets regarding these events with information on how to prepare and recover. Click each topic above to learn more.

The County of Los Angeles OEM, also known as Ready LA, provides preparedness, response, recovery, and mitigation efforts for emergencies and disasters that impact Los Angeles County. This agency provides information before, during, and after disasters through the [Alert LA County](#) emergency notification system. It serves as the official source of information from the county during a large-scale emergency. To stay up to date with new information released by Ready LA, visit their website [here](#).

- For general information: (213) 974-1234
- [X \(Twitter\)](#)
- [Facebook](#)

### **Los Angeles County Fire Department**

- Website: <https://fire.lacounty.gov/>
- Social Media:
  - [X \(Twitter\)](#)
  - [Facebook](#)

### **Public Safety Power Shutoff (PSPS)**

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Due to Active Fires, [Southern California Edison](#) de-energized equipment to prevent secondary ignitions and to protect first responders. Customers near the fire should prepare for prolonged outages. For the current outage map, click [here](#). For a list of hotels offering discounts for customers experiencing extended outages click [here](#).

[Pacific Gas and Electric Company](#) (PG&E) has also de-energized their equipment to prevent secondary ignitions and to protect first responders. For the current PSPS alerts, click [here](#). For a list of hotels offering discounts for customers experiencing extended outages click [here](#).

### **South Coast Air Quality Management District:**

The South Coast Air Quality Management District is a government agency which works to monitor and improve air quality in Los Angeles County. For current conditions in your area, visit their website [here](#).

### **CAL FIRE:**

The team at California Department of Forestry and Fire Protection (CAL FIRE) serves and safeguards the people and protects the property and resources of California by providing up-to-date information regarding all wildfires in California. The statewide fire map can be found [here](#). The Palisades Fire landing page can be found [here](#), Hurst Fire landing page [here](#), and Eaton Fire landing page [here](#). These pages have information regarding current evacuation orders, evacuation warnings, road closures, evacuation shelters, evacuation zone map, and other state resources.

- [X \(Twitter\)](#)
- [Facebook](#)

### **InciWeb:**

InciWeb provides an incident overview of current wildfires and emergency incidents in the state. For information regarding public information, fire and smoke maps, weather updates, evacuation maps, news coverage and live updates, please visit the website [here](#).

## **California Resources**

### **California Office of Emergency Services (Cal OES)**

Cal OES is responsible for overseeing and coordinating emergency preparedness, response, recovery, and homeland security activities within the state of California. Cal OES regularly

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dispatches team members to join first responders, emergency leaders and those affected by disasters that threaten public safety, to tell their stories and provide information essential to the public. To obtain preparedness resources visit the website [here](#).

### **2-1-1 California**

2-1-1 operates nationwide and connects callers to human service information. This service operates 24 hours a day, seven days a week, even during disasters. Information and resources may be provided for a variety of needs including shelter, cell phone power stations, rent/utility assistance, and disaster response programs. Dial 211 from your phone to speak with a trained information and referral specialist. Calls are routed to service centers based on your geographic location. You can also call (800) 339-6993 or visit their website [here](#) to obtain a list of local resources.

### **California Wildfires Statewide Recovery Resources (CA.GOV)**

To find statewide wildfire response resources such as current Incidents, Shelter/Housing, Transportation Impacts and Air Quality Resources, please visit the Wildfire Response Resource page [here](#).

For statewide recovery resources such as Local Assistance, Services, Debris Removal, Housing, Financial Assistance and Local Assistance Centers visit the Statewide Wildfire Recovery Resource page [here](#).

### **California Fire Foundation - Wildfire Relief Fund**

The Wildfire Relief Fund is designed to assist residents in the aftermath of a disaster. Immediate needs for survivors can include shelter, food, cash, and other basic needs. Recovery is often more complex and depends on the scope of the disaster and an affected community's specific context and needs. For these reasons, the Wildfire Relief Fund supports both immediate disaster relief and long-term recovery efforts for those affected by California wildfires. For more information, visit their website [here](#).

### **California Department of Insurance**

The California Department of Insurance offers resources to help survivors of wildfires. For information on claims and loss management, residential property claims guide and a home inventory guide, please visit their website [here](#).

### **Donations and Volunteering**

**Emergency Network Los Angeles, Inc.** aids individuals, communities, and organizations following emergencies and disasters. For more information or to make a donation, visit the website [here](#). For volunteer opportunities, please visit LA Works at <https://www.laworks.com/2025fires>

**United Way of Greater Los Angeles** helps residents navigate natural disasters, economic hardship, housing instability, and more. To donate to the Wildfire Response Fund, please visit the website [here](#).

**Los Angeles Regional Food Bank** helps residents experiencing food insecurity in times of disaster and economic hardship. For information about volunteering or donating, please visit the website [here](#).

**World Central Kitchen** serves freshly made meals to people affected by disaster. For information about volunteering or making a monetary donation, please visit the website [here](#).

**California Fire Foundation** is working with local fire agencies and community-based organizations to provide direct financial support to impacted residents. To donate to the CFF Wildfire & Disaster Relief Fund visit the website [here](#).

**Community Organized Relief Effort (CORE)** is a global humanitarian organization that works with local organizations in areas hit by disaster to provide help and recovery, with a focus on underserved communities. To support their efforts in responding to the Southern California wildfires, please visit the website [here](#).

**Pasadena Humane** is seeking donations of food and water bowls, extra-large crates, and blankets to support the animals taken in for emergency boarding. They are also seeking people able to foster animals. For more information about donating or volunteering, please visit their website [here](#).

**Los Angeles Fire Department Foundation** provides vital equipment and funds critical programs to help the Los Angeles Fire Department. For more information on making donations, please visit the website [here](#).

### **National Resources**

#### **Federal Emergency Management Agency (FEMA)**

Visit the FEMA website for information [here](#).

Find open shelters near you by texting SHELTER and your zip code to 4FEMA (43362).  
Example: Shelter 01234. (Standard text message rates apply.)

To Register for FEMA Disaster Assistance:

Online: [www.disasterassistance.gov](http://www.disasterassistance.gov)

Phone: 800-621-3362, TTY 800-462-7585

Please note, your area must first officially be declared a disaster area before FEMA can get involved.

FEMA tips on how to find short term and long term housing after a disaster can be found [here](#).

#### **Disaster Assistance**

DisasterAssistance.gov is a website that helps people apply for and receive federal assistance after a disaster. It also provides information and support to help with recovery following a disaster including wildfires, storms, hurricanes, floods, or other natural disasters. Visit the website [here](#). The website has information on federal, state and local supports; grants and government assistance; community resources; help for [veterans](#), individuals with [disabilities](#); [housing](#), financial assistance; and more.

#### **Veterans Administration (VA) Home Loans - After a Disaster**

If you need help making your mortgage payment after a disaster, VA can help in the following ways:

- Ask loan holders to put a 90-day freeze on foreclosure.
- Encourage holders to waive late charges.

VA may also be able to work with your servicers or loan holder to apply pre-payments already made to your upcoming payment. Click [here](#) for more information or call the VA at 844-698-2411.

#### **HUD Disaster Relief Options for FHA Homeowners**

The U.S. Department of Housing and Urban Development (HUD) offers relief assistance for homeowners with a mortgage insured by the Federal Housing Administration (FHA). If your



home or your ability to make your mortgage payments is impacted by a Presidentially Declared Major Disaster Area (PDMDA), you may qualify for relief assistance to help you keep your home. Click [here](#) for more information from HUD or connect with a HUD-participating housing counseling agency by calling 800-569-4287.

### **Rebuilding After a Fire**

- FEMA offers a fact sheet on Rebuilding after a Wildfire which can be found [here](#).
- Insurance information on wildfires can be found on the Insurance Information Institute website [here](#).
- Free Legal Advice offers information on Fire Insurance: Rebuilding Your Home after a Fire, which can be found [here](#).

### **National Weather Service by the National Oceanic and Atmospheric Administration (NOAA)**

Updated information on current weather conditions can be found [here](#). The National Weather Service has additional information on its website [here](#) regarding wildfire preparedness and safety and [here](#) regarding air quality. Stay up to date with alerts by tuning into the NOAA Weather Radio All Hazards (NWR) network. The NWR is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest National Weather Service office. NWR broadcasts official Weather Service warnings, watches, forecasts, and other hazard information 24 hours a day, 7 days a week. Find your local station [here](#).

### **USDA Food and Nutrition Service (FNS)**

The FNS responds to active disasters by providing food assistance to those in need. The FNS may authorize [Disaster Supplemental Nutrition Assistance Program \(D-SNAP\)](#) when the President declares a major disaster with individual assistance. People who might not ordinarily qualify for the Supplemental Nutrition Assistance Program (SNAP, formerly the Food Stamp Program) may be eligible for D-SNAP if they had disaster related expenses, such as loss of income, damage to property, relocation expenses, and in some cases, loss of food due to power outages.

The FNS will provide updates regarding SNAP recipients impacted by a disaster. Click [here](#) to view more about the response to current active disasters. Click [here](#) for information

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regarding food resources after a disaster.

### **USDA National Hunger Clearinghouse**

The **USDA National Hunger Clearinghouse** helps low-income people with food assistance. If you need help finding local food resources such as meal sites, food banks, and other social services, call **1-866-3-HUNGRY or 1-877-8-HAMBRE** (Spanish) to speak with a representative. You can also text to the automated service at 914-342-7744 with a question that may contain a keyword such as “food,” “meals,” etc., to receive an automated response to local resources.

## **National Mental Health Resources**

### **SAMHSA’s Disaster Distress Helpline**

This helpline, through the Substance Abuse and Mental Health Services Administration (SAMHSA), can provide immediate crisis counseling to anyone who is experiencing emotional distress related to any natural or human-caused disaster. The help line is available 24 hours a day, 7 days a week at (800) 985-5990. You can also reach them via text message by texting “TalkWithUs” to 66746. You can find more information online [here](#). Click [here](#) for SAMHSA’s disaster behavioral health resources. Click [here](#) for SAMHSA’s survivors of disasters resource portal.

### **SAMHSA Behavioral Health Treatment Services Locator**

Visit the website [here](#).

The Behavioral Health Treatment Services Locator provides information and a search tool for behavioral health and substance abuse/addiction services in the United States and U.S. Territories. You can access the free and confidential treatment provider search tool using the link listed above. After completing the search criteria, you can view a list of treatment providers and detailed information about each provider.

You may also call (800) 662-4357 to receive free and confidential information about mental health and substance abuse treatment services in your area. This line is available 24 hours a

## *Crisis & Disaster Resources*

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day and 7 days a week.

### **Veterans Crisis Line**

If you are a Veteran in crisis – or you're concerned about one – free, confidential support is available 24 hours a day, 7 days a week.

The Veterans Crisis Line is available by phone, text, or chat:

- Dial 988 then Press 1.
- Send a text to 838255.
- **Chat online**
- Support for deaf and hard of hearing: Call 1-800-799-4889.

### **National Center for PTSD:**

The National Center for PTSD (NCPTSD) offers many resources for survivors of natural disasters, including:

- **Self-Care After Disasters**
- **PTSD Coach App**

Information on how to honor losses, practice helpful thinking, and build resilience. Click **here** for more information.

The NCPTSD also offers other resources, including information on practical help, such as food safety, medical care, and shelter; Crisis counseling and skill-building; and Trauma-focused treatment. Visit the website **here** for more information.

### **9-8-8 Lifeline**

The 988 Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24/7, 365 days a year. 9-8-8 is trained to assist with disaster distress and offers resources and guidance for survivors.

- Dial or text: 9-8-8
- Online chat: **<https://988lifeline.org/chat/>**
- Click **here** to see the disaster resources page

### **The National Child Traumatic Stress Network**

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The National Child Traumatic Stress Network has online resources for families, parents, and young children about coping with traumatic experiences and stressors, including natural disasters. For more information, please visit their website [here](#).

### **National Alliance on Mental Illness - NAMI**

NAMI is a non-profit organization that provides education, support, and advocacy for people affected by mental illness including support groups, peer-support, advocacy, and help navigating the mental health care system.

- Phone: 800-950-6246
- Text 'helpline' to 62640
- Chat online [here](#)
- Website: <https://www.nami.org/>

*This guide provides referrals to resources. It does not endorse or recommend the resource providers. While every effort is made to maintain current provider information, information may change without notice.*

## Resources For Living

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