



**211 LA County
Hurricane Katrina Relief Efforts
September 12, 2005**

Information provided in this document changes and is updated frequently. For the most current information, please call 211 or regularly visit our website at www.211la.org

This document contains information regarding:

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1. Evacuee Assistance

Federal Emergency Management Agency (FEMA)

The first step that victims of Hurricane Katrina should make is registering for federal financial assistance:

Refer callers to FEMA to begin the application process for relief funds at **(800) 621-FEMA or (800) 621-3362**. The phone number for people who are hearing-impaired is **(800) 462-7585**.

People can also apply online at <http://www.fema.gov>





Expedited assistance in the amount of \$2,000 is available to people who register for disaster assistance through FEMA. These funds are to help people with their emergency needs of food, shelter, clothing and personal necessities. Once individuals register with FEMA for assistance, these funds will be distributed in one of three ways:

- through directly depositing funds into the individual's bank account,
- by debit cards in some locations,
- or by check that can be delivered via mail to wherever the person is located.

American Red Cross Family Service Center

The American Red Cross does not currently have shelters in Los Angeles County for displaced people from the Gulf Coast. However, they have opened a family service center to assist displaced individuals with emergency funds for food, clothing and emergency medical needs. The center can also assist with temporary lodging at local hotels and motels if they have no place to stay. Center Hours are Monday through Sunday, 9:00am to 6:00pm.

2614 W. 7th St.
Los Angeles, CA 90057
(Corner of Rampart & 7th St)
(213) 739-5200 – press menu option #1

Emergency shelter services are available after 6:00pm by calling (213) 739-5200 (press menu option #1). An outreach team will be dispatched to the caller's location to provide assistance.

Tzu Chi Foundation

1100 S. Valley Center Ave.
San Dimas, CA 91773
(909) 447-7799

Call for an appointment; please mention the Katrina Relief Support Program. Emergency cash aid is available for people who have relocated to Los Angeles as a result of Hurricane Katrina. Applicants must bring their FEMA registration number to prove that they are survivors of the hurricane.

Tzu Chi Free Clinic provides general health screenings, mental health consultations and assistance in getting prescriptions and medication. An appointment is required for service. Callers should ask for the Katrina Relief Support Program. The clinic is located at 1000 S. Garfield Ave., Alhambra, CA 91801. The phone number is **(626) 281-3383**.

Driver's License/ID Information for Evacuees Outside of Louisiana

Louisiana evacuees who had driver's license or ID card can apply for a free reconstructed driver's license or ID card through Louisiana's Office of Motor Vehicles (OMV). Applications are available through OMV's website at www.expresslane.org; applications can also be faxed to the individual. Call **(225) 925-4195 or 1-877-DMV-LINE (1-877-368-5463) to request an application.**



Completed driver's license/ID applications must include the person's full name, date of birth, race, sex, social security number, a "mail to" address, and a telephone number, if possible. The application must be signed by the applicant - the signature comparison will be their "proof of identification".

FAX completed applications to (225) 925-3901 or (225) 925-1937 or (225)925-6303.

The Office of Motor Vehicles will try to process and mail the driver's license or ID card within a 72 hour turnaround period.

2. Contacting Family Members in the Affected Areas

People seeking information regarding relatives in the affected areas are encouraged to call their local American Red Cross. The American Red Cross has established a 24-hour hotline for hurricane victims and their families. The hotline number is **(866) GET INFO or (866) 438-4636**.

3. Public Benefits

Department of Public Social Services (DPSS)

Victims of Hurricane Katrina in Los Angeles County may apply for CalWORKs, Medi-Cal, Food Stamps, General Relief, and IHSS under existing policy, with the following considerations:

Intake Interview

Eligibility Workers will ask all applicants who are not living in one of the shelters receiving hurricane victims and who do not have identification if they are a victim of Hurricane Katrina. If yes, the worker shall have the applicant provide his/her address from the disaster area, including the zip code. DPSS will then verify that the address is in the affected area. If the address provided is not in the disaster area, the standard eligibility determination process will apply.

CalWORKs

In order to meet the California residence requirement, individuals need only reside in California with the intent to remain. Hurricane Katrina victims meet this requirement automatically, by virtue of their physical presence in Los Angeles County, given the circumstances surrounding Hurricane Katrina. No other information is required to verify that the applicant fulfills the residency requirement.

In the absence of documentation, verification of items such as identity, income, U.S. Citizenship, and resources can be made by affidavit. Exceptions to this are that verification of immigration status for non-citizens must be provided and the verification of 3rd trimester pregnancy must be verified for applicants whose only eligible child is the pregnancy. During the intake interview, the Eligibility Worker shall discuss the availability of supportive services, including Mental Health, Substance Abuse, and Domestic Violence services, and encourage the family to take advantage of CalWORKs Mental Health Services to cope with the trauma, if the family is approved for CalWORKs.



The Statewide Fingerprint Imaging System requirement continues to apply for CalWORKs applicants.

Medi-Cal

Again, in order to meet the California residence requirement, individuals need only reside in California with the intent to remain. Hurricane Katrina victims meet this requirement automatically, by virtue of their physical presence in Los Angeles County, given the circumstances surrounding Hurricane Katrina.

In the absence of documentation, verification of items such as identity, income, U.S. Citizenship, and resources can be made by affidavit.

Food Stamps

The identity of individuals applying must be determined. In accordance with existing policy, identity can be determined by documentation or by collateral contact. A collateral contact is a verbal confirmation of a person's identity by someone outside the Food Stamp household and can be made by anyone who can provide an accurate 3rd party verification of a household's statement. Examples of a collateral contact could include a phone call to the applicant's friend or relative who lives outside the disaster area.

The Food Stamp applicant and his/her family may be certified as a household separate from anyone they are living, purchasing and preparing food with. If the household has split up, the separate members of the original household may be certified as separate households. Katrina victims who complete the application interview outside the district office may be approved for benefits without being finger-printed. However, the district should attempt to obtain the fingerprint images when the household member(s) is in the office for any reason. The District shall not require the household member to make a special trip into the District office solely for the purpose of Statewide Fingerprint Imaging System (SFIS) requirements. Food Stamp applicants will receive a temporary exemption from the work registration, Employment and Training (E&T), and Able Bodied Adults Without Dependents (ABAWD) requirements. Applicants are eligible under this policy for three full months, plus the month of application.

SSI recipients from another state are potentially eligible for expedited Food Stamp benefits until the State Supplementary Payment (SSP) portion is approved in California.

General Relief

The standard 15-day residence requirement does not apply to victims of Hurricane Katrina. If all other eligibility requirements are met, aid may be issued for a period of up to 90 days.

IHSS

Callers stating to be victims of Hurricane Katrina who request In-Home Supportive Services should be referred by all Bureau of Special Operations (BSO) and Bureau of Workforce Services (BWS) will be referred to Rebecca Brooks at the Central Application Unit. Ms. Brooks will refer non-SSI/SSP individuals to Medi-Cal Long Term Care and Canoga Park



Districts. For SSI/SSP individuals, IHSS Social Workers will expedite the home call and eligibility determination within 5 work days. Until further instructions, an affidavit will be accepted in lieu of documentation of SSI/SSP benefits.

Documentation

Many applicants will not have access to their records and documents. Except as specified above, affidavits are an acceptable form of documentation for hurricane victims who now reside in Los Angeles County.

Social Security Administration

The Social Security Administration has implemented a nationwide procedure to handle benefit claims made by victims of Katrina. Individuals should go to the nearest, local social security office. The “claim” process is accelerated and in most cases individuals should receive benefits checks the same day. **(800) 772-1213**

Disaster Unemployment Assistance (DUA)/Unemployment Insurance

Disaster Unemployment Assistance provides financial assistance to individuals whose employment or self-employment has been lost or interrupted as a direct result of a major disaster declared by the President of the United States. The program is administered by states as agents of the federal government.

Victims of Hurricane Katrina who need to file claims for DUA or unemployment insurance can call a special hotline designated for people who are filing as a result of Hurricane Katrina. **(800) 818-7811**. Hotline hours are Monday through Friday, 6:00am to 5:00pm.

4. Housing

The Department of Housing and Urban Development has established a hotline to assist displaced public housing residents and Section 8 holders. People from the affected areas who lived in public housing or received Section 8 will receive priority for public housing or vouchers wherever they choose to relocate.

(800) 955-2232

Hotline hours are Monday through Sunday, 8:00am to 8:00pm.

People who did not live in public housing or received Section 8 are encouraged to apply for these programs; however, they will not receive the same priority.



House Sharing Offers

The Red Cross is not providing screening or matching for people who are interested in offering space in private home for hurricane victims. We do not know of any local agency that is providing this service. **211 does not encourage calls for offers from people that want to house evacuees in their private residences.** Instead, people who are interested in volunteering their home for survivors of the hurricane, should register on www.HurricaneHousing.com * or call (800) 638-4559, Monday through Sunday, 5:00am to 8:00pm. HurricaneHousing.com is a project of MoveOn.org Civic Action.

People can also provide living space for survivors by registering with www.shareyourhome.com.*

If someone is offering a facility with **housing for 50 or more people, s/he can call the American Red Cross at (800) 540-2000**, Monday through Friday, 9:00am to 5:30pm. People can also **fax this information to (213) 739-4569, to the attention of Eric Brubaker.**

5. Employment

Evacuees seeking employment and employers interested in providing jobs to hurricane victims can contact **WorkSource California**. Callers will be directed to the nearest worksorce center for assistance. **The phone number is (888) 226-6300.** Hours are Monday through Thursday, 7:00am to 6:00pm. The WorkSource California website address is www.WorkSourceCalifornia.com

Evacuees seeking job opportunities can log on to www.KatrinaJobRelief.com * for various employment options throughout the country. This service can connect people to new full-time, part-time, or temporary employment opportunities. This is a FREE service to both job seekers and employers, which is supported by many associations, publishers, and chambers of commerce throughout the country.

6. Postal Service

The U.S. Postal Service is reconnecting displaced and evacuated Hurricane Katrina victims with their mail. People can submit a change of address form online at www.usps.com or call **1-800-ASK-USPS (1-800-275-8777)**. Hurricane victims in areas without telephone service or internet access should go to the nearest post office, complete a change-of-address form.

* *211 is not affiliated nor can vouch for the validity of the information on these websites.*



7. Counseling

Los Angeles County Mental Health has established a **crisis hotline** for people who have been displaced by Hurricane Katrina. **(800) 854-7771**

The hotline also provides counseling referrals as well as refers to psychiatrists and psychologists who accept Medi-Cal. Hotline staff can disperse mobile response teams for individuals who are a danger to themselves or others.

Women Helping Women provides counseling talkline to assist women who have been displaced by Hurricane Katrina. **(877) 655-3807**

National Suicide Prevention Lifeline
(800) 273-TALK or (800) 273-8255

A 24-hour, toll-free service to assist those who may feel suicidal. People are routed to the nearest mental health provider.

8. School Enrollment

All children who are evacuees of Hurricane Katrina are eligible to enroll in school based on the McKinney-Vento Homeless Act. Under this program, State educational agencies must ensure that each child and youth in homeless situations has equal access to the same free, appropriate public education, including a public preschool education, as other children and youths.

Schools must enroll students, even if they do not have school records, medical records, proof of residency or other documents. Students are allowed to attend school while the school obtains previous school records and/or immunization records.

Los Angeles Unified School District (LAUSD)
(213) 241-4500

LAUSD School Locator Line
(213) 241-5437

The Healthy City website provides information regarding other school districts that are available in Los Angeles County. www.healthycity.org



9. Animal Services

Best Friends Animal Society offers assistance to hurricane survivors who have left their animal behind. Also, if anyone knows of an animal that has been left behind. Call the agency at **(435) 644-2001 ext. 398** or e-mail hurricane@bestfriends.org with the following information:

- Name and contact information
- Address where the pet was left
- Pet's name
- Description of pet – species, breed or special markings

Monetary donations are being accepted at the following animal service agencies:

The Humane Society of the United States

HSUS

Dept. DRFHBM

2100 L Street, NW

Washington DC, 20023

(888) 259-5431

www.hsus.org

Check, credit card, phone and online donations are accepted.

Best Friend Animal Society

5001 Angel Canyon Rd.

Kanab, UT 84741-5000

(435) 644-2001

www.bestfriends.org

Check, credit card, phone and online donations are accepted.

Volunteers help rescue, care for, and reunite lost pets with their families in Louisiana and Mississippi.

10. Monetary Donations

Monetary donations are currently being accepted to assist residents of Alabama, Florida, Louisiana, Mississippi and Texas who were affected by Hurricane Katrina. Those sending checks should write "Hurricane Katrina" in the memo line on the check.

United Way of Greater Los Angeles

Attn: Finance Department

523 West Sixth St.

Los Angeles, CA 90014

(213) 630-2100

www.unitedwayla.org

Check, credit card, phone and online donations are accepted. Make checks out to United Way of America with "Hurricane Katrina Fund" in the memo line.



United Way of America

P.O. Box 630568
Baltimore, MD 21263-0568

1-800-272-4630

www.unitedway.org

Check, credit card, phone and online donations are accepted. Make checks out to United Way of America with "Hurricane Katrina Fund" in the memo line.

American Red Cross International Response Fund

P.O. Box 37243
Washington DC 20013

www.redcross.org

Check, credit card, phone and online donations are accepted. Write "Hurricane Katrina Relief Fund" on checks.

(800) HELP NOW (435-7669) **English**
(800) 257-7575 **Spanish**

The Dream Center

2301 Bellevue Ave.
Los Angeles, CA 90026

(213) 273-7100

www.dreamcenter.org

Check, credit card, phone and online donations are accepted.

Faithful Central Bible Church

333 W. Florence Ave.
Inglewood, CA 90301

(310) 330-8000 ext. 236

Check and phone donations are accepted.

Assisting church members who have additional economical burden due to housing family members who have relocated to Los Angeles.

Salvation Army World Service Office

Hurricane Katrina Relief Fund
900 W. 9th St.

Los Angeles, CA 90015

(800) SAL-ARMY or (800)725-2769

www.salvationarmy.org

Check, credit card and phone donations are accepted.

Provides disaster services and relief.



Operation USA

8320 Melrose Ave., Suite 200
Los Angeles, CA 90069

Write "Hurricane Katrina Relief" on checks.

(800) 678-7255 or (323) 658-8876

www.opusa.org

Check, credit card, phone and online donations are accepted.

Provides emergency relief and recovery supplies.

Habitat for Humanity International

121 Habitat St.
Americus, GA 31709-3598

(229) 924-6935

www.habitat.org

Help rebuild houses.

Operation Blessing

Katrina Relief
977 Centerville Turnpike
Virginia Beach, VA 23463

(800) 436-6348

www.ob.org

Check, credit card, phone and online donations are accepted.

Catholic Charities USA

Hurricane Katrina Relief
P.O. Box 25168
Alexandria, VA 22313-9788

(800) 919-9338

www.catholiccharitiesusa.org

Check, credit card, phone and online donations are accepted.

Provides relief and recovery assistance.

America's Second Harvest

35 E. Wacker Dr., Ste. 2000
Chicago, IL 60601

(800) 771-2303

www.secondharvest.org

Check, credit card, phone and online donations are accepted.

Provides emergency food, water and other relief supplies.



Lutheran Disaster Response

P.O. Box 71764
Chicago, IL 60694
(800) 638-3522

www.ldr.org

Check, credit card, phone and online donations are accepted.
Provides emergency relief and recovery supplies.

Mennonite Disaster Service

1018 Main St.
Akron, PA 17501
(717) 859-2210

www.mds.mennonite.net

Check, credit card, phone and online donations are accepted.
Provides relief to hurricane victims.

Adventist Community Services

NAD ACS Disaster Response
12501 Old Columbia Pike
Silver Spring, MD 20904
(800) 227-2702

www.adventist.communityservices.org

Check, credit card, phone and online donations are accepted.
Provides disaster services and relief.

Church World Service

Hurricane Katrina Response - #6280
P.O. Box 968
Elkhart, IN 46515
(800) 297-1516 ext. 222

www.churchworldservice.org

Check, credit card, phone and online donations are accepted.
Provides disaster services and relief.

United Jewish Communities

P.O. Box 30
Old Chelsea Station
New York, NY 10113
(877) 277-2477

www.ujc.org

Check, credit card, phone and online donations are accepted.
Write "Hurricane Katrina Relief" on checks and envelopes.



The Greater New Orleans Foundation Katrina Relief Fund

P.O. Box 3598

Baton Rouge, LA 70821

(877) 387-6126 (*Ask for the Greater N.O. Foundation – phones are answered by Baton Rouge Area Foundation*)

www.gnof.org

Check and phone donations are accepted.

Write “Hurricane Katrina Relief” on check.

Bush-Clinton Katrina Fund

www.bushclintonkatrinafund.org

(212) 348-0132

Or mail checks made out to “Bush-Clinton Katrina Fund” to:

Office of President George H.W. Bush

Re: Bush-Clinton Katrina Fund

10000 Memorial Dr., Ste. 900

Houston, TX 77024

OR

Office of President William J. Clinton

Re: Bush-Clinton Katrina Fund

55 W. 125th St.

New York, NY 10025

Check, credit card, phone and online donations are accepted.

11. In-Kind Donations

In-kind donations are currently being accepted to assist residents affected by Hurricane Katrina and have relocated to California or staying with loved ones in California.

The Dream Center

2301 Bellevue Ave.

Los Angeles, CA 90026

www.dreamcenter.org

Walk in with donation items Monday through Saturday, 9:00am to 8:00pm.

In-kind donation items:

- Gift Cards to Major Retail Stores
- Computers (Pentium III 500MHZ or better) and flat screen monitors
- Bus Passes



“Puppies, Babies and Mommies Too”

7635 Airport Business Parkway
Van Nuys, CA 91406
(310) 270-3332

<http://bellapooch.com/>

Intake hours are Monday through Sunday, 7:00am to 10:00pm.

An organized grass roots relief effort that is working in conjunction with the United Way in LaFayette, LA. Collecting food, water, medical supplies, pet food and pet supplies.

Children’s Network International

5600 Rickenbacker Rd., Building 1B
Bell, CA 90201

(323) 980-9870 Contact – Robert

This agency will accept food donations. Call Robert to set up a time to drop off donations. The agency cannot pick-up donations.

Christian Outreach in Action

515 E. 3rd St.
Long Beach, CA 90802

(562) 432-1440

Intake Hours are Monday through Friday, 10:00am to 2:00pm; and 7:00pm to 8:00pm.

This agency will accept donations of boxes and any *non-clothing* items that will assist victims of Hurricane Katrina; they are no longer accepting clothing donations.

ENCOMPASS

517 S. Myrtle Ave., #200
Monrovia, CA 91016

(626) 358-3442

www.encompass.org

“Teen Clothes Katrina Relief”

This agency is collecting new or gently used clothes, pajamas, shoes, stationary and school supplies for teenaged survivors of Hurricane Katrina. The agency focuses on collecting age-appropriate clothing that teenagers will not be embarrassed to wear.



12. Volunteer Opportunities

For local volunteer opportunities to help survivors of Hurricane Katrina, call the Volunteer Center of Los Angeles – Assistance League of Southern California

8134 Van Nuys Blvd.

Panorama City, CA 91402

<http://vcla.net>

Contact: Racquel Decipeda

(818) 908-5146 9:00am to 5:00pm

(818) 908-5016 After 5:00pm

For agencies that are interested in recruiting volunteers from the Volunteer Center, please call **(818) 908-5143**.

One of the volunteer opportunities offered through this center is at the Westchester Recreation Center. For more information, call John Ramsey at (213) 847-3125.

Volunteer Center – South Bay/Harbor/Long Beach

1230 Cravens Ave.

Torrance, CA 90501

(310) 212-5009

Volunteer opportunities for individuals who want to provide disaster relief to victims of Katrina. They also have a Backpack Program in which people can help collect backpacks and supplies for people in the gulf region.

American Red Cross (ARC)

(800) 627-7000

ARC is accepting calls for volunteers to assist with hurricane victims. Some volunteer positions require that you take specific classes beforehand (see www.RedCrossLA.org for more details).

Medical and mental health professionals are also needed as volunteers.

Christian Outreach in Action

515 E. 3rd St.

Long Beach, CA 90802

This agency will accept **walk in volunteers Monday through Friday, 10:00am to 2:00pm** to help sort clothing that has been donated to assist victims of Hurricane Katrina.