

CITY OF LOS ANGELES EMERGENCY MANAGEMENT DEPARTMENT

PUERTO RICO RESETTLEMENT FAQs



Background

On September 20, 2017 Hurricane Maria made landfall on the island of Puerto Rico. The Category 4 Hurricane caused widespread devastation across the island. The President of the United States approved Major Disaster Declaration FEMA-4339-DR on November 1, 2017. The Presidential Declaration opened up disaster assistance and relief for selected areas in Puerto Rico. Though recovery efforts are still under way, current conditions remain difficult for many residents.

Situation

The Federal Government has approved the resettlement of willing residents and is providing short-term housing options under the Transitional Sheltering Assistance (TSA) Program. To be considered for the program, a disaster survivor must be registered with FEMA. Numerous agencies within Los Angeles County and the City of Los Angeles also provide useful information and services. The following answers to Frequently Asked Questions (FAQs) identify these key agencies and their websites.

FAQs for Resettlement Services in Los Angeles

1. How do I register with FEMA to get short-term housing?

To be considered for short-term housing options under TSA, you must register with FEMA online at DisasterAssistance.gov, via the FEMA Mobile App, or by calling 1-800-621-3362 (voice, 711/VRS-Video Relay Service).

2. Where do I get information on enrolling my children in Kindergarten through 12th grade public schools?

Los Angeles Unified School District (LAUSD) Health and Human Services provides services to students who need to enroll and attend classes.

For more information regarding LAUSD services, refer to the following website: <https://achieve.lausd.net/Page/12911#spn-content>.

- Click on HEP Brochure under Program Information for LAUSD services.

3. Who do I contact to get information on doctors and hospitals?

211 LA County is the 24/7 central source for providing information and referrals for all health and human services in LA County. Trained Community Resource Advisors are prepared to offer help with any situation.

- Refer to the following website: <https://www.211la.org/>.
- Type in your zip code to bring up the places closest to you.
- Immunizations and screening are offered at Public Health Centers. Refer to the following website: <http://publichealth.lacounty.gov/chs/phcenters.htm>.

4. Who do I contact for support services to deal with stress?

The Los Angeles County Department of Mental Health (DMH) directly operates more than 80 programs and contracts to provide a range of mental health services. Refer to the following website:

<http://dmh.lacounty.gov/>

5. Who do I contact to find employment and/or training opportunities?

The State of California Employment Development Department (EDD) is available to assist with a variety of resources. Refer to the following website:

http://www.edd.ca.gov/About_EDD/Emergency_and_Disaster_Assistance.htm

6. Where can I get information on social services, such as health care, financial aid, food nutrition programs, and other community services?

The Los Angeles County Department of Public Social Services (DPSS) provides information on how to apply for many social services programs. Refer to the following website:

<http://dpss.lacounty.gov/wps/portal/dpss>.

- Monday through Friday 7:30 a.m. to 5:30 p.m. phone numbers: Toll Free Number-(866) 613-3777 Local Numbers-(626) 569-1399; (310) 258-7400; (818) 701-8200.

7. How do I find out about public transportation resources?

The City of Los Angeles Department of Transportation (DOT) provides extensive information on transportation services across Southern California.

- Refer to the following website: <http://ladot.lacity.org/links>.
- Links to all transportation agencies can be found under “Resources for taking Public Transportation”.

8. Where do I find information on services for people with disabilities?

The City of Los Angeles Department on Disability (DOD) provides information related to employment, programs, facilities and services for the benefit of people with disabilities. Refer to the following website: www.disability.lacity.org. Click on the “DOD Services and Resources” link in the center box or the bottom right corner of the homepage.

9. Where do I get information on how to obtain a California Driver’s License?

Refer to the following California Department of Motor Vehicles (DMV) website:

www.dmv.ca.gov/portal/dmv.

If you are unable to get assistance or reach any of the listed agencies you can contact the City of Los Angeles, Emergency Management Department at (213) 484-4800.

This FAQ will be updated periodically as additional information becomes available.

NotifyLA is the City of Los Angeles' mass notification system, used to send voice messages, text messages, and e-mail messages to residents and businesses during times of emergencies. Sign up for alerts at www.NotifyLA.org or text “ready” to 888-777.

