

# HOUSING LISTINGS GUIDE



CITY OF LOS ANGELES  
DEPARTMENT ON DISABILITY  
Equity Through Access

## HOUSING GUIDE FOR PEOPLE WITH DISABILITIES







# PREFACE

*Welcome to the Department on Disability's Housing Listings Guide.*

This directory was developed to empower individuals with disabilities to search for affordable and accessible housing.

These listings provide an overview of housing and sheltering resources located in the Los Angeles area. The listings, organizations and rental properties listed on the following pages are privately-owned and managed, and not affiliated with the City of Los Angeles, Department on Disability. If you are interested in obtaining more information on a specific unit, you must apply or contact the management agents.

For those who are experiencing homelessness while looking for housing, this guide also includes a brief overview of homelessness resources.

**PLEASE NOTE:** The information provided in this directory is subject to change. To the best of our knowledge, the information provided is current at the time of printing.

It is recommended that you visit other cities throughout the County to expand your housing search.



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# LOS ANGELES HOUSING DEPARTMENT (LAHD) + ACCESSIBLE HOUSING

The Los Angeles Housing Department's mission is to produce, preserve and protect safe and affordable housing for all Angelenos in all neighborhoods

Services and Resources provided are listed below and can be found and accessed at [housing.lacity.org](https://housing.lacity.org) or by telephone at:

- Toll-free: 866-557-7368
- Hours: 9:00 am - 4:00 pm
- Days: Monday - Friday
- TTY: If TTY is needed, please use
- Telecommunication Relay Services (TRS) or dial 711. To access the following information please visit <https://lahousing.lacity.org/aahr>



## Services

- Online Services: Bill Pay, Rent Registry, etc
- File a Complaint (Violations)
- Looking for Affordable or Accessible Housing?
- File a Tenant's Eviction Notice
- Stay Housed LA (Eviction Defense Program)
- Forms (Landlords, Tenants, and More)
- Property Activity Report
- Property Look Up
- Contact LAHD
- Schedule a Public Counter Appointment



## Most Viewed

- COVID-19 Renter Protections
- Affordable Rental Housing
- RSO Overview
- Housing
- Rental Property Owners
- Contact Us
- File a Complaint



## Resources

- COVID-19 Resources
- Contact Housing Is Key
- Looking for Housing?
- Public and Section 8 Housing
- Homeless Services
- Home Repair: Low-Income Seniors, People with Disabilities
- California Public Records Act (CPRA)
- Rent RSO Calculator
- Find out if You Live in the City of L.A.

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## SCHEDULE AN APPOINTMENT

All in-person visits to any of LAHD's public counters require an appointment.

**PLEASE NOTE:** Appointments can be scheduled in person or virtual (online).

Walk-ins (with no appointment) will be available on a limited basis.

Please schedule an appointment to guarantee to receive services.

If you need assistance, please call our toll-free hotline at (866) 557-RENT [7368].



CITY OF LOS ANGELES  
DEPARTMENT ON DISABILITY

# LOS ANGELES HOUSING DEPARTMENT (LAHD) + ACCESSIBLE HOUSING

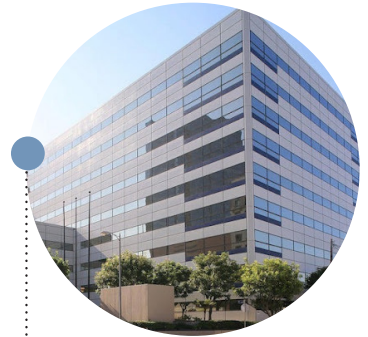
## Housing Department's (LAHD) Office locations:

- Main / Garland  
1200 W. 7th St., Suite 100,  
Los Angeles, CA 90017
- Central / Sunset  
1910 Sunset Blvd Ste 300,  
Los Angeles, CA 90026
- East  
2130 E. 1st St. #2600,  
Los Angeles, CA 90033
- North / Valley  
6400 Laurel Canyon Blvd #610,  
North Hollywood, CA 91606
- South  
8475 Vermont Ave.  
Los Angeles, CA 90044

The LAHD has the Accessible Housing Program (AcHP), The Accessible Housing Program (AcHP) ensures that people with disabilities have an equal opportunity to rent, use, and enjoy housing that has received financial or other assistance from the City of Los Angeles (City) or the Community Redevelopment Agency of the City of Los Angeles (CRA/LA).

ACHP keeps an on-line registry of buildings with accessible units.

- What is Accessible Rental Housing?
- Accessible Housing Laws and Regulations
- Settlement Agreement
- Contact Information
- Covered Housing Developments Under the AcHP
- How Can I find Accessible, Affordable Housing?
- Reasonable Accommodations and Modifications
- Assistance and Service Animals
- Grievance Process for the AcHP
- AcHP Property Compliance Website
- Resource for Tenants and Landlords
- Training and Education on AcHP
- Required Rental Property Management Policies on AcHP
- Existing Covered Housing Retrofit Program
- New Construction



LAHD has a rich history dating back to 1990 when the Housing Preservation and Production Department was established to respond to community advocacy for a new department that would focus on and address the growing shortage of affordable housing in the City.

# LOS ANGELES HOUSING DEPARTMENT (LAHD) + ACCESSIBLE HOUSING

## ON THE REGISTRY, YOU CAN:

- Search for Affordable Accessible Properties
- Start your Pre-Application Online for New Properties
- Track your Pre-Application Status
- Apply for Waitlisted Properties
- Information & Resources

To search for Housing click on the following icon:

How can we help you?

Search

Additionally you can access the following information,  
please visit <https://lahousing.lacity.org/aahr>

## FOR MORE INFORMATION, PLEASE CONTACT THE FOLLOWING :

AchP AT [hcidla.achp@lacity.org](mailto:hcidla.achp@lacity.org) OR CALLING (213) 808-8550

**TTY:** Due to technological changes, if TTY is needed to contact us, please use Telecommunication Relay Services (TRS) such as Text-to-Voice TTY-based TRS, Speech-to-Speech Relay Service, Shared Non-English Language Relay Services, Captioned Telephone Service; IP Captioned Telephone Service, Internet Protocol Relay Service, or Video Relay Service or dial 711.



Menlo Family Housing provides 60 units of permanent and affordable housing targeting low-income households (within 30% - 50% AMI).

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*This Rental Listings Guide provides you with the following information:*

- Section 8 Contacts
- Affordable Housing
- Developers and Companies
- Newly Developed Affordable Housing
- Affordable Housing Listings for multi-family, seniors, and people with disabilities.



CITY OF LOS ANGELES  
DEPARTMENT ON DISABILITY



# INDEPENDENT LIVING CENTER (ILC)

An independent living center is a consumer controlled, community based, cross disability, nonresidential private nonprofit agency that is designed and operated within a local community by individuals with disabilities. ILC's in California offer 7 types of core services: Information and Referral, Advocacy, Independent Living Skills, Peer Counseling, Transition, Personal Assistance Services and Housing.

## HOUSING

ILC's offer one-on-one assistance to qualified consumers to help them locate affordable and accessible housing, as well as to find residential supports and accessing programs and services for which they may be eligible. When reaching out to the local ILC please indicate that you would like to speak to a "Housing Coordinator".

To search for the nearest Independent Living Center near you please visit:  
<https://calsilc.ca.gov/independent-locator/>



CALIF Communications Center.

ILC	Address	Contact Information
Communities Actively Living Independent & Free (CALIF) – Main Office	634 South Spring St. 2nd Floor Los Angeles, CA 90014	Telephone: (213) 627-2477 TTY: (213) 623-9502 Email: <a href="mailto:info@calif-ilc.org">info@calif-ilc.org</a> Website: <a href="http://califilc1.wixsite.com/califnew">http://califilc1.wixsite.com/califnew</a>
Disabled Resources Center (DRC) – Main Office	2750 East Spring St. Long Beach, CA 90806-4429	Telephone: (562) 427-1000 Email: <a href="mailto:info@drcinc.org">info@drcinc.org</a> Website: <a href="http://www.drcinc.org">http://www.drcinc.org</a>
Independent Living Center of Southern California (ILCSC) – Administration Office	14407 Gilmore St. #101 Van Nuys, CA 91401	Telephone: (818) 785-6934 (800) 524-5272 TTY: (818) 785-7097 Email: <a href="mailto:ilcsc@ilcsc.org">ilcsc@ilcsc.org</a> Website: <a href="http://www.ilcsc.org">http://www.ilcsc.org</a>
Independent Living Center of Southern California (ILCSC) – Training House Job Placement	14151 Haynes St. Van Nuys, CA 91401	Telephone: (818) 908-1199 TTY: (818) 908-8574 Email: <a href="mailto:ilcsctrnhs@ilcsc.org">ilcsctrnhs@ilcsc.org</a> Website: <a href="http://www.ilcsc.org">http://www.ilcsc.org</a>

# INDEPENDENT LIVING CENTER (ILC)

ILC	Address	Contact Information
Independent Living Center of Southern California (ILCSC) – Darrell McDaniel Service Office	14354 Haynes St. Van Nuys, CA 91401	Telephone: (818) 988-9525 (877) 452-4227 TTY: (818) 988-3533 Email: <a href="mailto:ilcscserv@ilcsc.org">ilcscserv@ilcsc.org</a> Website: <a href="http://www.ilcsc.org">http://www.ilcsc.org</a>
Independent Living Center of Southern California (ILCSC) – Lancaster Service Office	606 East Avenue K4 Lancaster, CA 93535	Telephone: (661) 942-9726 TTY: (661) 723-2509 Email: <a href="mailto:ilcsclanc@ilcsc.org">ilcsclanc@ilcsc.org</a> Website: <a href="http://www.ilcsc.org">http://www.ilcsc.org</a>
Service Center for Independent Life (SCIL) – Main Office	107 S. Spring St. Claremont, CA 91711	Telephone: (909) 621-6722 Website: <a href="http://www.scil-ilc.org">http://www.scil-ilc.org</a>
Southern California Resource Services (SCRS) – Main Office	830 Quill Dr. Suite D Downey, CA 90242	Telephone: (562) 862-6531 Website: <a href="http://www.scrs-ilc.org">http://www.scrs-ilc.org</a>
Southern California Resource Services (SCRS) – Pasadena Office	2023 Lincoln Ave. Pasadena, CA 91103	Telephone: (626) 587-5010 Website: <a href="http://www.scrs-ilc.org">http://www.scrs-ilc.org</a>
Southern California Resource Services (SCRS) – Arcadia Office	11625 Clark St. Arcadia, CA 91006	Telephone: (310) 617-7035 Website: <a href="http://www.scrs-ilc.org">http://www.scrs-ilc.org</a>
Disability Community Resource Center (DCRC) – Main Office	12901 Venice Blvd. Los Angeles, CA 90066	Telephone: (310) 390-3611 (888) 851-9245 Website: <a href="http://www.dcrc.co">http://www.dcrc.co</a>
Disability Community Resource Center (DCRC) – Wise & Health Aging	1527 4th St. Santa Monica, CA 90401	Telephone: (310) 394-9871 Website: <a href="http://www.dcrc.co">http://www.dcrc.co</a>



# LOS ANGELES HOUSING DEPARTMENT

Los Angeles Housing Department is a free online property-search service that links people with affordable and accessible housing in our communities and serves as the City of Los Angeles Housing Resource Center.

**TO ACCESS ANY OF THE FOLLOWING INFORMATION PLEASE VISIT:**  
<http://www.housing.lacity.org> OR CALL 1-866-557-7368, MONDAY THROUGH FRIDAY, 6:00AM- 5:00PM, PDT

## SCHEDULE AN APPOINTMENT WITH THE HOUSING DEPARTMENT:

All in-person visits to any of LAHD's public counters require an appointment.

**PLEASE NOTE:** Appointments can be scheduled in person or virtual (online). Walk-ins (with no appointment) will be available on a limited basis. Please schedule an appointment to guarantee to receive services.

If you need assistance, please call our toll-free hotline at (866) 557-RENT [7368].



Housing.LACity.org is a free, online property-search service that links people with affordable and accessible housing in our communities.

## HOUSING DEPARTMENT'S (LAHD) OFFICE LOCATIONS:

- Main / Garland  
1200 W. 7th St., Suite 100,  
Los Angeles, CA 90017
- North / Valley  
6400 Laurel Canyon Blvd #610,  
North Hollywood, CA 91606
- Central / Sunset  
1910 Sunset Blvd Ste 300,  
Los Angeles, CA 90026
- South  
8475 Vermont Ave.  
Los Angeles, CA 90044
- East  
2130 E. 1st St. #2600,  
Los Angeles, CA 90033

## THE DEPARTMENT OF HOUSING PROVIDES THE FOLLOWING:

- FREE searching and listing of rental housing;
- Detailed listings that can include pictures, maps, eligibility requirements, and information about nearby amenities such as hospitals and schools;
- Listings of accessible housing;
- Simple and detailed search options that are easy to use;
- Helpful tools, including an affordability calculator, rental checklist, and information about renters' rights and responsibilities;
- 24/7 access online;
- Housing information that is updated daily;
- A resource for families with disabilities or facing housing barriers.



# SHARE! COLLABORATIVE HOUSING

**SHARE! Collaborative Housing is a public-private partnership providing affordable, permanent supportive housing to disabled people in single-family houses throughout Los Angeles County.**

**People with similar issues, such as vets, mental health consumers, people with diabetes, trauma issues, etc. live like college roommates, each paying \$500 or less monthly in a fully-furnished house. The Collaborative Housing Homeowner furnishes the house, pays all utilities, does not collect a Security Deposit and does not require the resident to pay for a credit or background check. Residents pay rent from their disability checks or other income directly to the Homeowner.**

**FOR MORE INFORMATION, CALL 1-877-SHARE-49 (TOLL-FREE) OR WRITE [INFO@SHARESELFHELP.ORG](mailto:INFO@SHARESELFHELP.ORG) TODAY.**

**YOU CAN ALSO VISIT THEIR WEBSITE AT <http://shareselfhelp.org/programs/share-collaborative-housing/>**



SHARE! Culver City and SHARE! Downtown Los Angeles are friendly, accessible and supportive centers where a large community of self-help support groups meet each week, addressing all kinds of issues such as anger management, health, depression, self-esteem, relationships, childhood abuse, substance abuse, reaching goals, and many more.

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SHARE! Culver City  
6666 Green Valley Circle  
Culver City, California 90230  
(310)305-8878

SHARE! Downtown  
425 South Broadway  
Los Angeles, California 90013  
(213)213-0100



CITY OF LOS ANGELES  
DEPARTMENT ON DISABILITY

# U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

HUD administers federal housing and urban development programs with the goal of ensuring affordable, healthy places to live. For general questions contact the HUD office nearest you.

Los Angeles Field Office  
300 North Los Angeles Street  
Los Angeles, California 90012  
Phone: (213) 894-8000 / TTY: (213) 894-8133  
Email: CA\_Webmanager@hud.gov

• Online: <http://hud.gov/california>  
<https://www.hud.gov/>

**HUD RESOURCE LOCATOR INCLUDES INFORMATION ON THE FOLLOWING RESOURCES AT [HTTPS://RESOURCES.HUD.GOV/](https://resources.hud.gov/) :**

- Rental Assistance
- Affordable housing Opportunities Near Me
- Homeless Resources Near Me
- Affordable and Special needs Housing
- Locate public housing
- Rent relief resources
- Report housing discrimination
- Home ownership
- Real Estate Assessment Center (REAC) property and unit inspections



Department of Housing and Urban Development Act of 1965 creates HUD as Cabinet-level agency.

## TALK TO A HOUSING COUNSELOR

Want advice on buying a home, renting, default, foreclosure avoidance, credit issues or reverse mortgages? HUD sponsored housing counseling agencies throughout the country to provide free or low cost advice. Search online for a housing counseling agency near you, or call HUD's interactive voice system at: (800) 569-4287.

If you encounter housing counseling agencies that you believe are not complying with their requirements, you should contact HUD's Office of Housing Counseling.

<https://www.hudexchange.info/programs/housing-counseling/>

## CONSUMER FEES FOR HOUSING COUNSELING

Foreclosure prevention counseling and homeless counseling services are available free of charge through HUD's Housing Counseling Program. Housing Counseling agencies participating in HUD's Housing Counseling Program are not permitted to charge consumers for these specific housing counseling services. Counseling recipients should not pay for these services. However, housing counseling agencies are permitted to charge reasonable and customary fees for other forms of housing counseling and education services, including pre-purchase, reverse mortgage, rental, and non-delinquency post-purchase counseling services, provided certain conditions are met:

- Agencies must provide counseling without charge to persons who demonstrate they cannot afford the fees;
- Agencies must inform clients of the fee structure in advance of providing services;
- Fees must be commensurate with the level of services provided.

If you encounter housing counseling agencies that you believe are not complying with these requirements, you should contact HUD's Office of Housing Counseling.



"Being a homeowner feels good and stable to me. It still feels like a dream to me. I can't believe after 26 years of living in public housing, I now own my own home."





# HOUSING RIGHTS CENTER + LA COUNTY AFFORDABLE HOUSING LISTINGS

**The Housing Rights Center (HRC) is the nation's largest non-profit civil rights organization.**

## **OTHER SERVICES OFFERED**

Speaking to a Housing Counselors

To report discrimination or get help making an accommodation, please call our Housing Rights Hotline at 1-800-477-5977 (TTY: 1-213-201-0867) or email [info@housingrightscenter.org](mailto:info@housingrightscenter.org).

## **OBTAINING GUIDE:**

- Guide is available by clicking on the following link:  
<https://www.housingrightscenter.org/>  
Click on "Services" in the navigation toolbar.  
Select "Project Place: Rental Listing" to view and download the PDF File.
- Call to request a copy to (800) 477-5977, TTY: 1-213-201-0867, [info@housingrightscenter.org](mailto:info@housingrightscenter.org)

*\*\* The Department on Disability Staff are happy to print and provide you with a copy.*

## **THE LIST BELOW WAS ADOPTED FROM PROJECT PLACE LISTINGS**

### **ABODE COMMUNITIES**

Address: 1149 South Hill Street, Suite 700, Los Angeles, California 90015

Contact Number: (213) 629-2702

Website: [www.abodecommunities.org](http://www.abodecommunities.org)

### **CHIRP-LA / HOUSING REFERRALS FOR INDIVIDUALS WITH HIV/AIDS**

Address : 2121 South Flower Street, Los Angeles, California 90007

Contact Number : (213) 741-1951

Toll-Free: (877) 724-4775

Website: [www.chirpla.org](http://www.chirpla.org)

### **A COMMUNITY OF FRIENDS**

Address : 3701 Wilshire Boulevard, Suite 700,

Los Angeles, California 90010

Contact Number : (213) 480-0809

Website: [www.acof.org](http://www.acof.org)

### **EAST LOS ANGELES COMMUNITY CORPORATION**

Address : 2917 E. First Street, Suite 101, Los Angeles, California 90033

Contact Number : (323) 269-4214

Website: [www.elacc.org](http://www.elacc.org)



HRC is the nation's largest non-profit fair housing organization.

# HOUSING RIGHTS CENTER + LA COUNTY AFFORDABLE HOUSING LISTINGS

## **HOLLYWOOD COMMUNITY HOUSING CORPORATION**

Address : 5020 Santa Monica Boulevard, Los Angeles, California 90029

Contact Number: (323) 469-0710

Website: [www.hollywoodhousing.org](http://www.hollywoodhousing.org)

## **HOMES FOR LIFE FOUNDATION/ PERMANENT SUPPORTIVE HOUSING FOR PEOPLE WITH DISABILITIES**

Address : 8939 South Sepulveda Boulevard, Suite 460,

Los Angeles, California 90045

Contact Number : (310) 337-7417

Website: [www.homesforlife.org](http://www.homesforlife.org)

## **LINC HOUSING CORPORATION**

Address : 3590 Elm Avenue, Long Beach, California 90802

Contact Number : (562) 684-1100

Website: [www.linchousing.org](http://www.linchousing.org)

## **MENORAH HOUSING FOUNDATION/ AFFORDABLE SENIOR HOUSING**

Address: 10991 West Pico Boulevard, Los Angeles, California 90064

Contact Number: (310) 475-6083

Website: [www.mhfla.org](http://www.mhfla.org)

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## **MERCY HOUSING - CALIFORNIA**

Address : 1500 South Grand Avenue, Suite 100,

Los Angeles, California 90015

Contact Number : (213) 743-5820

Website: [www.mercyhousing.org/california](http://www.mercyhousing.org/california)

## **SRO HOUSING CORPORATION/ HOUSING FOR HOMELESS AND LOW-INCOME INDIVIDUALS**

Address : 1055 West 7th Street, Suite 3250, Los Angeles, California 90017

Contact Number : (213) 229-9640

Website: [www.srohousing.org](http://www.srohousing.org)

## **WEST HOLLYWOOD COMMUNITY HOUSING CORPORATION**

Address : 7530 Santa Monica Boulevard,

West Hollywood, California 90046

Contact Number : (323) 650-8771

Website: [www.whchc.org](http://www.whchc.org)

## **WSH MANAGEMENT/ SENIOR HOUSING AND MULTI-FAMILY AFFORDABLE AND MARKET HOUSING**

Address : 18881 Von Karman Avenue, Suite 720, Irvine, California 92612\*

\*Various Sites throughout Los Angeles County

Contact Number : (949) 748-8200

Website: <http://www.wshmgmt.com>



New Linc Housing project.



CITY OF LOS ANGELES  
DEPARTMENT ON DISABILITY

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

LOS ANGELES HOMELESS SERVICES AUTHORITY is the lead agency in the Los Angeles Continuum of Care, which is the regional planning body that coordinates housing and services for homeless families and individuals in Los Angeles County.

Los Angeles Homeless Services Authority

INFORMATION LINE: (213) 225-6581

<https://www.lahsa.org>

Hours of Operation: Monday through Friday, 7:30 a.m. to 4:30 p.m.

The following information has been provided by LAHSA website, [lahsa.org](https://www.lahsa.org)



"I feel good, safe." Meet Linda, a woman who experienced homelessness for seven years before getting matched with a home, thanks to the work of DMH, Kingdom Causes, PATH, and LAHSA's outreach team.

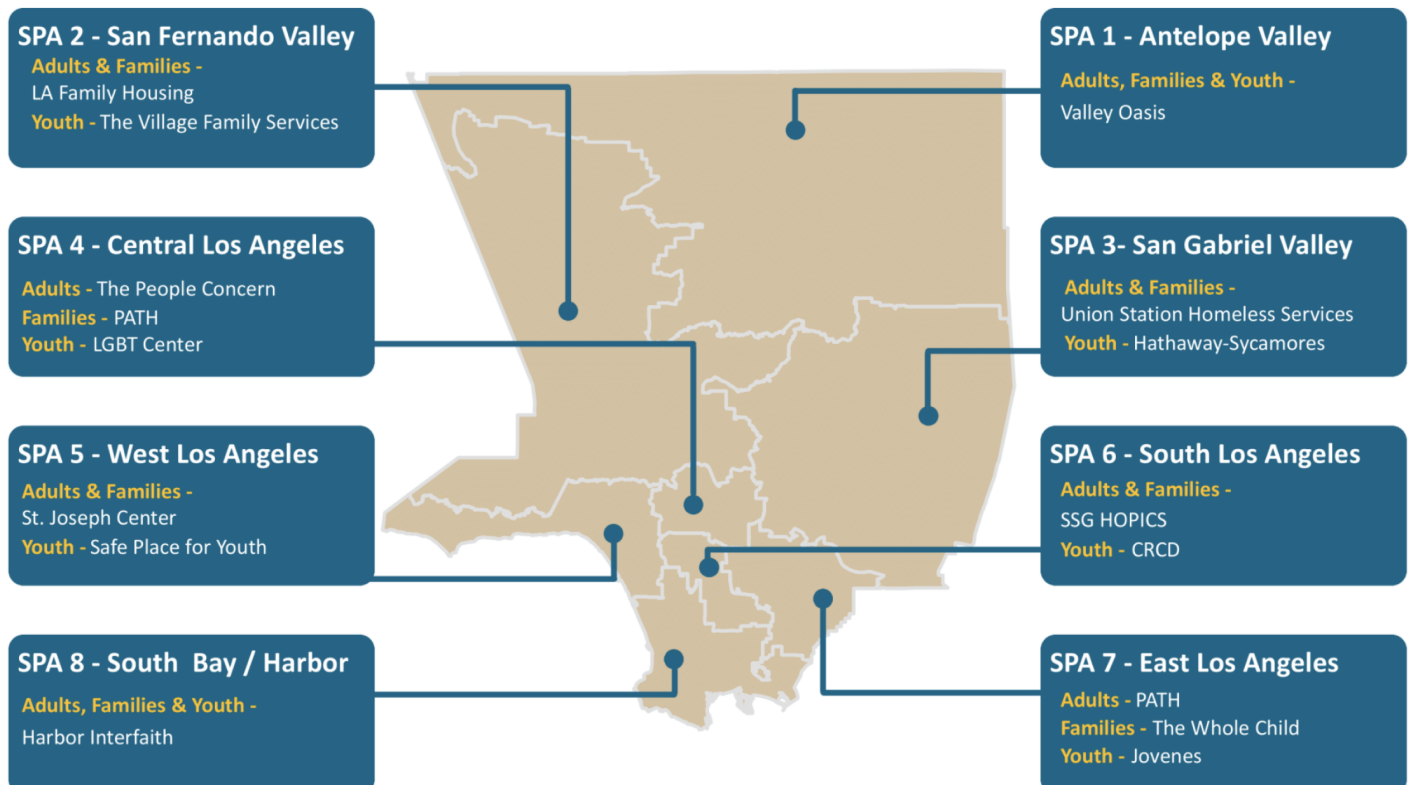
## SERVICE PLANNING AREAS (SPAS)

What Is a Service Planning Area?

A Service Planning Area, or SPA, is simply a specific geographic region within Los Angeles County.

Due to the large size of Los Angeles County has been divided into 8 geographic areas. These distinct regions allow the Department of Public Health to develop and provide more relevant public health and clinical services targeted to the specific health needs of the residents in these different areas

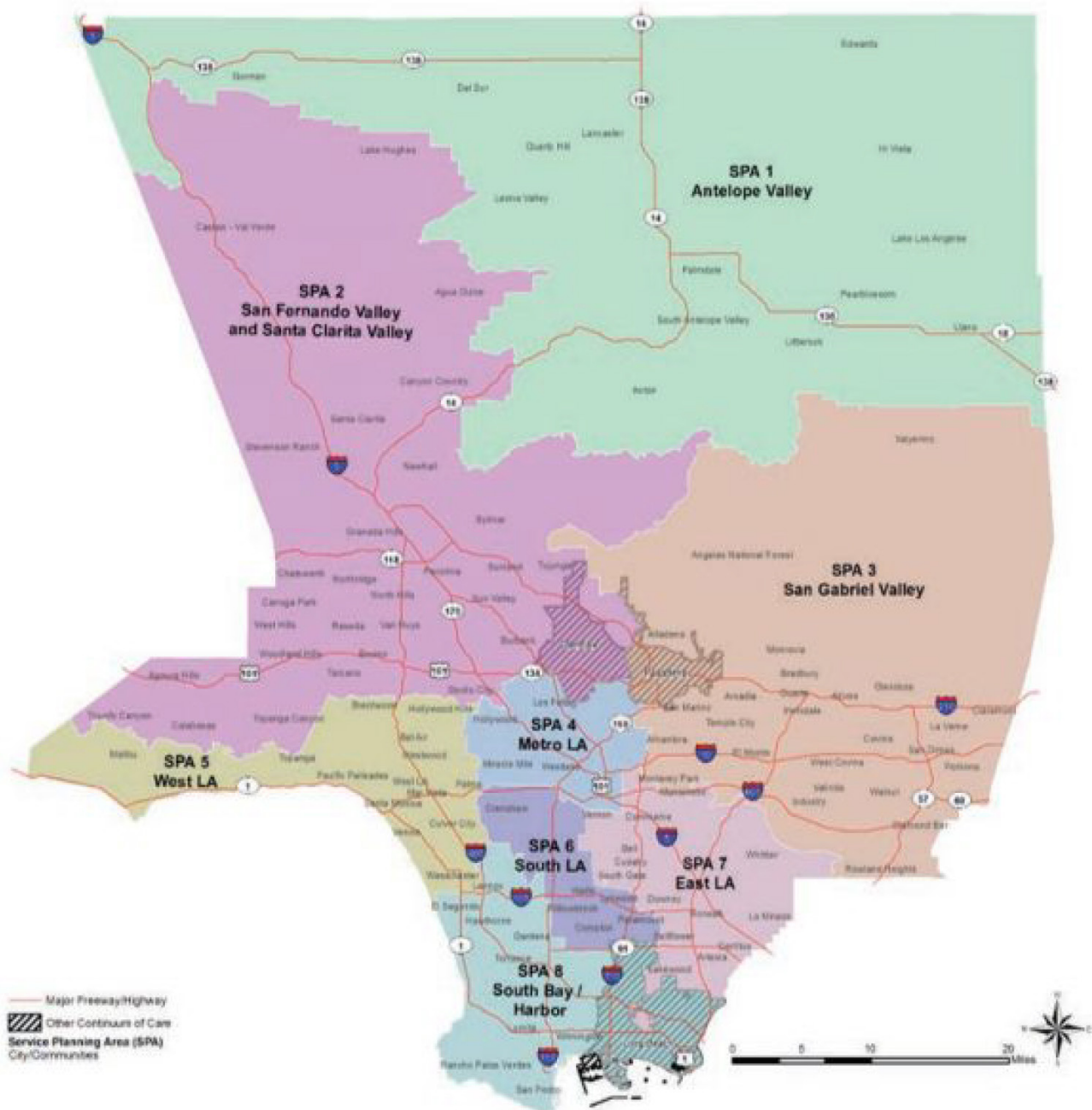
<http://publichealth.lacounty.gov/chs/SPAMain/ServicePlanningAreas.htm>





# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## SERVICE PLANNING AREAS (SPAS)



**SPA 1 – Antelope Valley**  
**SPA 2 – San Fernando & Santa Clarita Valley**  
**SPA 3 – San Gabriel Valley**  
**SPA 4 – Metro Los Angeles**

**SPA 5 – West Los Angeles**  
**SPA 6 – South Los Angeles**  
**SPA 7 – East Los Angeles**  
**SPA 8 – South Bay/Harbor City**

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

**SERVICE PLANNING AREA 1**, or **SPA 1**, serves the communities of Acton, Agua Dulce, Gorman, Lake Hughes, Lake Los Angeles, Lancaster, Littlerock, Palmdale, Quartz Hill, and others.

**SERVICE PLANNING AREA 2**, or **SPA 1**, serves the communities of Burbank, Calabasas, Canoga Park, Canyon Country, Encino, Glendale, LA Cañada-Flintridge, San Fernando, Sherman Oaks, Sun Valley, Van Nuys, Woodland Hills, and others

**SERVICE PLANNING AREA 3**, or **SPA 3**, serves the communities of Alhambra, Altadena, Arcadia, Azusa, Baldwin Park, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Irwindale, Monrovia, Monterey Park, Pasadena, Pomona, San Dimas, San Gabriel, San Marino, Temple City, Walnut, West Covina, and others.

**SERVICE PLANNING AREA 4** or **SPA 4**, serves the Metropolitan Los Angeles communities of Boyle Heights, Central City, Downtown LA, Echo Park, El Sereno, Hollywood, Mid-City Wilshire, Monterey Hills, Mount Washington, Silverlake, West Hollywood, and Westlake.

**SERVICE PLANNING AREA 5** or **SPA 5**, serves the communities of Bel Air, Beverly Hills, Brentwood, Culver City, Ladera, Malibu, Mar Vista, Marina del Rey, Pacific Palisades, Palms, Playa del Rey, Santa Monica, Venice, West LA, Westchester, and Westwood.

**SERVICE PLANNING AREA 6**, or **SPA 6**, serves the communities of Athens, Compton, Crenshaw, Florence, Hyde Park, Lynwood, Paramount, and Watts.

**SERVICE PLANNING AREA 7**, or **SPA 7**, serves the communities of Artesia, Bell, Bellflower, Bell Gardens, Cerritos, City of Commerce, City Terrace, Cudahy, Downey, East Los Angeles, Hawaiian Gardens, Huntington Park, La Habra Heights, Lakewood, La Mirada, Los Nietos, Maywood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, Signal Hill, South Gate, Vernon, Walnut Park, Whittier, and others.

**SERVICE PLANNING AREA 8**, or **SPA 8**, serves the communities of Athens, Avalon, Carson, Catalina Island, El Segundo, Gardena, Harbor City, Hawthorne, Inglewood, Lawndale, Lennox, Long Beach, Hermosa Beach, Manhattan Beach, Palos Verdes Estates, Rancho Dominguez, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, San Pedro, Torrance, Wilmington, and others.

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## LOS ANGELES COUNTY COORDINATED ENTRY SYSTEM (LA CES)

CES Access Centers are call-in or drop-in locations where persons experiencing homelessness can gain initial access to or continue contact with housing and supportive services available through CES. While safety precautions are practiced to help prevent the spread of COVID-19, Access Centers will continue to provide:

- Referrals to Interim Housing programs for persons experiencing unsheltered homelessness
- Referrals to emergency services (domestic violence, emergency physical/mental healthcare) and other supportive services (mental health, workforce development, etc.)
- Referrals to, or direct provision of, basic services such as food provision, storage, and hygiene services

## HOMELESS ACCESS CENTERS FOR ADULTS

HOMELESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
The Salvation Army - Antelope Valley	44517 Sierra Highway Lancaster, CA 93534	(661) 948-3418	Mon.-Fri. 9:00am-4:00pm	1
Hope of the Valley	6425 Tyrone Avenue Van Nuys, CA 91401	(818) 804-5507	Mon.-Fri. 8:00am-3:30pm	2
San Fernando Valley Community Mental Health Center (Jorge Vega Center for Hope)	16650 Sherman Way Van Nuys, CA 91406	(818) 901-4836	Mon.-Fri., 8:00am-5:00pm	2
Volunteers of America-El Monte	4501 Santa Anita Avenue El Monte, CA 91731	(626) 442-4357	Mon.-Fri. 8:00am-4:30pm	3





# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## HOMELESS ACCESS CENTERS FOR ADULTS

HOMELESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
Downtown Women's Center	442 San Pedro Street, Los Angeles, California 90013	(213) 680-0600	7 days a week 8:00am - 3:00pm Except Thursdays 8:00am - 1:00pm	4
Weingart Center	501 E 6th Street Los Angeles, California 90021	(213) 833-5020	Mon.-Fri. 7:30am-5:30pm	4
The Midnight Mission	601 S San Pedro Street Los Angeles, CA 90014	(213) 624-9258	24 Hours 7 Days a Week	4
The Salvation Army - Hollywood	5941 Hollywood Blvd Los Angeles, CA 90028	(310) 450-4050	Mon-Fri 8:30am - 4:00pm	4
St. Joseph Center	404 Lincoln Blvd Venice, CA 90291	(310) 399-6878	Mon-Thurs 8:00am - 4:00pm	5
The People Concern	503 Olympic Blvd Santa Monica, CA 90401	(310) 450-4050	Mon, Wed-Fri 9:00am - 5:00pm Tues 1:00pm - 5:00pm Sat-Sun 9:00am - 12:00pm (Closed 1st & 2nd Wed/month)	5

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## HOMELESS ACCESS CENTERS FOR ADULTS

HOMELESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
SSG/HOPICS	5715 S Broadway Los Angeles, CA 90037	(323) 948-0444	Mon-Fri 8:00am - 4:30pm	6
SSG/HOPICS (Navigation Center)	729 W Manchester Avenue Los Angeles, CA 90044	(323) 814-9100 ext. 711	Mon-Fri 7:30am - 5:00pm Sat 10:00am - 2:00p#	6
Watts Labor Community Access Center	958 E 108th Street Los Angeles, CA 90059	(323) 563-4721	Mon-Fri 8:00am - 4:30pm	6
American Family Housing	11550 Colima Road Whittier, CA 90604	(323) 563-4721 (562) 378-5552	Mon-Fri 8:00am - 5:00pm	7
Harbor Interfaith Services	599 W 9th Street San Pedro, CA 90731	(424) 276-3602	Mon-Fri 8:30am - 5:30pm	8



# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## FAMILIES WITH MINOR CHILDREN OR WITH PREGNANT ADULTS

HOMELESSNESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
Valley Oasis	310 Palmdale Blvd, Suite #A Palmdale, CA 93550	(661) 239-9300	Mon, Wed, Fri 9:00am - 3:00pm Call in Ser- vices: Mon-Fri 8:00am - 5:00pm	1
LA Family Housing	7817 Lankershim Blvd North Hollywood, CA 91605	(818) 255-2766	Mon-Fri 8:00am - 5:00pm	2
Union Station	16029 Arrow High- way, Suite G Irwindale, CA 91706	(626) 337-0140	Telecom- muting Only: Mon-Fri 8:00am- 5:00pm	3
Path	3323 W Washington Bivd Los Angeles, CA 90018	(323) 212-6285	By Appoint- ment Only: Mon-Fri 8:00am - 4:00pm	4
St. Joseph Center	12420 Venice Blvd Los Angeles, CA 90066	(310) 694-6035	Walk-in Ser- vices: Mon-Tues, Thurs-Fri 1:00am - 3:00pm Call-in Ser- vices: Wed 8:00am - 5:00pm	5
HOPICS (Homeless Outreach Program Integrated Care System)	5849 Crocker Street Los Angeles, Califor- nia 90066	(323) 432-4383	Mon.-Fri. 8:00am- 4:30pm	6

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## FAMILIES WITH MINOR CHILDREN OR WITH PREGNANT ADULTS

HOMELESSNESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
The Whole Child	8630 Florence Avenue Downey, CA 902040	(562)204-0640	Mon.-Fri. 8:00am- 5:00pm	7
Harbor Interfaith	599 W 9th Street San Pedro, California 90731	(310) 831-0589	Mon-Fri 10:00am - 5:00pm	8

## YOUTH (18-24 YEARS OLD)

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HOMELESSNESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
Volunteers of America - Lancaster	154 E Avenue I Lancaster, CA 93535	(661) 952-7095	Mon-Fri 8:00am - 4:30pm	1
Volunteers of America North Hollywood	10750 Burbank Blvd N. Hollywood, CA 91601	(818) 691-5506 (213) 610-7531	Mon-Fri 8:00am - 4:30pm	2
Hillsides / YMO	456 E Orange Grove Blvd, Suite 140 Pasadena, CA 91104	(626) 765-6010	Mon & Fri 9:00am - 5:30pm Tue & Thu 11:30am - 8:00pm Wed 11:30am - 5:00pm	3



CITY OF LOS ANGELES  
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# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## YOUTH (18-24 YEARS OLD)

HOMELESSNESS ACCESS CENTER	ADDRESS	CONTACT PHONE	OPERATING HOURS	SPA
LA LGBT Center	1118 N McCadden Place Los Angeles, CA 90038	(323) 860-2280	Mon-Fri 7:30am - 3:30pm Sat-Sun 7:30am - 1:30pm	4
My Friend's Place	5850 Hollywood Blvd Los Angeles, CA 90028	(323) 908-0011 ext. 100	Mon & Wed 10:00am - 11:30am 1:00pm - 4:00pm Tues & Fri 10:00am - 11:30am 1:00pm - 3:00pm Thurs 1:00pm - 4:00pm	4
Safe Place for Youth	340 Sunset Avenue Venice, CA 90291	(310) 902-2283	Mon 9:30am - 1:00pm Tues-Thurs 10:00am - 1:00pm, 2:00pm - 4:30pm Fri 10:30 - 4:30pm	5
CRCD/Ruth's Place	4201 S Central Los Angeles, CA 90011	(323) 432-2440	Mon-Fri 9:00am - 4:30pm	6
Jovenes, Inc.	9826 Painter Avenue, Unit M Whittier, CA 90605	(323) 439-8646	Mon-Fri 9:00am - 5:30pm	7
Sanctuary of Hope	13245 Hawthorne Blvd Hawthorne, CA 90250	(424) 374-8038	Mon-Fri 9:00am - 5:00pm	8

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## SAFE PARKING

The Safe Parking Program provides vehicle dwellers with a safe and legal place to park and sleep at night.

### WHO IS ELIGIBLE FOR THE SAFE PARKING PROGRAM?

Safe Parking Programs may be available to persons who meet the following criteria:

Individual or family who is experiencing homelessness or actively fleeing domestic violence, living in their vehicle, and has an operable vehicle.

### WHAT SERVICES DOES THE SAFE PARKING PROGRAM PROVIDE?

A place to safely park and rest inside your vehicle

- Access and use of a restroom and handwashing station
- On-site security
- Financial Assistance
- Case management and referrals to community resources

### WHERE CAN I ACCESS THIS PROGRAM?

Safe Parking programs can be accessed by contacting or visiting a service provider in your area (*listed below*).



Safe Parking Program provides safe and legal places for adults and families who are living in the cars, vans or campers (RV's allowed) to park and sleep at night.

## 26 Site amenities vary according to each site.

The number of available parking spaces and capacity to accommodate RVs are subject to change and dependent on the make-up of vehicles in the parking lots. Interested individuals should contact service providers to confirm the current availability.

For more information: Please dial 2-1-1, call (800)399-6993, or visit [211LA.org](https://211LA.org). The 2-1-1 phone line is open 24 hours, 7 days a week.

Please note: hours are subject to change.

### Intakes

\*In-person intakes are available with Safe Parking LA by appointment at 942 S. Normandie Avenue, Los Angeles, California 90006 Monday-Friday from 10:00 AM-5:30 PM.

Call (323) 210-3375 or e-mail [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org) to schedule an appointment.



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DEPARTMENT ON DISABILITY

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

**A LIST OF LHASA-FUNDED SAFE PARKING SITES CAN BE FOUND BELOW:**

## **SPA 4- END HOMELESSNESS CA/SHOWER OF HOPE**

*Glassell Park*

Population Served Adults

Days/Hours of Operation 7 p.m.-7 a.m. Daily

Contact Information (424) 343-7752; [safeparking@theshowerofhope.org](mailto:safeparking@theshowerofhope.org)

<https://theshowerofhope.org/other-programs/>

Are RVs Allowed? Yes

## **SPA 4-END HOMELESSNESS CA/SHOWER OF HOPE**

*Westlake*

Population Served Adults

Days/Hours of Operation 7 p.m.-7 a.m. Daily

Contact Information (424) 343-7752; [safeparking@theshowerofhope.org](mailto:safeparking@theshowerofhope.org)

<https://theshowerofhope.org/other-programs/>

Are RVs Allowed? Yes

## **SPA 2-NORTH VALLEY CARING SERVICES**

*North Hills*

Population Served Adults, Families

Days/Hours of Operation 7 p.m.- 7 a.m. Mon-Fri, 7 p.m. to 6 a.m. Sat & Sun

Contact Information (747)217-2968; [referrals@nvcsinc.org](mailto:referrals@nvcsinc.org)

<https://www.nvcsinc.org/safe-parking>

Are RVs Allowed? No

## **SPA 2-NORTH VALLEY CARING SERVICES**

*Canoga Park*

Population Served Adults, Families & Youth

Days/Hours of Operation 7 p.m.- 7 a.m. Mon-Fri,

Contact Information (747)217-2968; [referrals@nvcsinc.org](mailto:referrals@nvcsinc.org)

<https://www.nvcsinc.org/safe-parking>

Are RVs Allowed? No

## **SPA 2-NORTH VALLEY CARING SERVICES**

*Northridge*

20 Parking Spaces Available

Population Served Adults, Families & Youth

Days/Hours of Operation 7 p.m.- 7 a.m. Mon-Fri,

Contact Information (747) 217-2968; [referrals@nvcsinc.org](mailto:referrals@nvcsinc.org)

<https://www.nvcsinc.org/safe-parking>

Are RVs Allowed? Yes

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## **SPA 2-SAFE PARKING LA**

*Reseda*

Population Served Adults & Families

Days/Hours of Operation 8:30 p.m.-6:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? No

## **SPA 4-SAFE PARKING LA**

*Downtown Los Angeles*

Population Served Adults, Families, and Youth

Days/Hours of Operation 7:30 p.m.-7:30 a.m. Daily

Contact Information (323) 210-3375 or [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org)

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RV's Allowed? No

## **SPA 4-SAFE PARKING LA**

*Hollywood*

Population Served Adults, Families, and Youth

Days/Hours of Operation 7:30 p.m.-7:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? No

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## **SPA 5-SAFE PARKING LA**

*Sawtelle*

Population Served Adults, Families, and Youth

Days/Hours of Operation 7:30 p.m.-7:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? No

## **SPA 5-SAFE PARKING LA**

*La Cienega*

Population Served Adults, Families, and Youth

Days/Hours of Operation 7:30 p.m.-7:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? No

## **SPA 5-SAFE PARKING LA**

*West LA VA*

Population Served Adults, Families, and Youth

Days/Hours of Operation 6:30 p.m.-7:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? Yes



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# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## **SPA 5-SAFE PARKING LA**

*Culver City*

Population Served Adults, Families, and Youth

Days/Hours of Operation 7:30 p.m.-7:30 a.m. Daily

Contact Information [intakes@safeparkingla.org](mailto:intakes@safeparkingla.org), (323) 210-3375

[www.safeparkingla.org](http://www.safeparkingla.org)

Are RVs Allowed? No

## **SPA 6-SSG/HOPICS**

*Compton*

Population Served Adults, Families

Days/Hours of Operation 7:30 p.m.-6:30 a.m. Daily

Contact Information (323) 948-0444; [safeparking@hopics.org](mailto:safeparking@hopics.org)

Are RV's Allowed? Yes

## **SPA 6-SSG/HOPICS**

*South Los Angeles*

Population Served Adults, Families

Days/Hours of Operation 8:15 p.m.-7:00 a.m. Daily

Contact Information (323) 948-0444; [safeparking@hopics.org](mailto:safeparking@hopics.org)

Are RV's Allowed? Yes

## **SPA 6-SSG/HOPICS**

*South Central*

Population Served Adults

Days/Hours of Operation 7:00 p.m.-7:00 a.m. Daily

Contact Information (323) 948-0444; [safeparking@hopics.org](mailto:safeparking@hopics.org)

Are RV's Allowed? No

## **SPA 1-VOLUNTEERS OF AMERICA**

*Lancaster*

Population Served Adults, Youth

Days/Hours of Operation 8:30 p.m.-6:30 a.m. Daily

Contact Information (661)723-4873; [jcaves@voala.org](mailto:jcaves@voala.org)

Are RV's Allowed? Yes

## **SPA 2-VOLUNTEERS OF AMERICA**

*Van Nuys*

Population Served Adults

Days/Hours of Operation 9 p.m.-6 a.m. Daily

Contact Information (213)247-6261; [nshea@voala.org](mailto:nshea@voala.org)

Are RV's Allowed? No

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## **SPA 7-VOLUNTEERS OF AMERICA**

*East LA*

Population Served Adults, Families

Days/Hours of Operation 7 p.m.-6:00 a.m. Daily

Contract Information (213) 247-6261; [nshea@voala.org](mailto:nshea@voala.org)

Are RV's Allowed? No

## **SPA 7-VOLUNTEERS OF AMERICA LOS ANGELES**

*Whittier*

Population Served Adults, Families

Days/Hours of Operation 8 p.m.-6:30 a.m. Daily

Contract Information (213) 247-6261; [nshea@voala.org](mailto:nshea@voala.org)

Are RVs Allowed? No

## **SPA 8-VOLUNTEERS OF AMERICA LOS ANGELES**

*San Pedro*

Population Served Adults, Families & Youth

Days/Hours of Operation 6 p.m.-6:00 a.m. Daily

Contract Information (213) 247-6261; [nshea@voala.org](mailto:nshea@voala.org)

Are RVs Allowed? No

## **30 SPA 6-WLCAC**

*Watts*

Population Served Adults, Youth

Days/Hours of Operation 7 p.m.-10:00 a.m. Daily

Contract Information (213) 408-6510; [lzayed@wlcac.org](mailto:lzayed@wlcac.org)

Are RVs Allowed? Yes

## **SPA 8-WLCAC**

*Torrance*

Population Served Adults, Families & Youth

Days/Hours of Operation 7 p.m.-6:00 a.m. Daily

Contract Information (213) 408-6510; [lzayed@wlcac.org](mailto:lzayed@wlcac.org)

Are RVs Allowed? Yes



# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## WINTER SHELTERS

The Winter Shelter Program is held annually to protect people experiencing homelessness during Los Angeles's colder months. Winter Shelters are located all across the County, and will be operating 24 hours a day this year due to COVID-19.

For more information, please call the Winter Shelter Hotline 1 (800) 548-6047 or visit <https://www.lahsa.org/winter-shelter>

## YOUTH (18-24 YEARS OLD)

SPA	LOCATION	SERVICE PROVIDER	ADDRESS	# Of Beds	Population Served
1	High Desert MACC	Volunteers of America LA	45150 60th St., W. Lancaster, 93536	25	Co-Ed
6	AB Adult WSP Site - View St	Abundant Blessings	2155 S. West View St. Los Angeles, CA 90016	16	Male
6	HAL Adult WSP Site Western	Home At Last	8311 S. Western Ave, Los Angeles, 90047	60	Co-Ed
7	WFD Adult WSP Site -Whittier	Whittier First Day	12426 Whittier Boulevard, Whittier, CA 90602	8	Co-Ed
8	FTS Adult WSP Site- Long Beach	First to Serve	1720 Termino Ave., Long Beach CA 90804	81	Co-Ed
6	HAL Facility-Broadway	Home At Last	8770 S. Broadway, Los Angeles, CA 90003	80	Co-Ed

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## LOS ANGELES COUNTY HOUSING FOR HEALTH

The Los Angeles County Department of Health Services Housing for Health division provides housing and services to people with complex medical and behavioral health conditions.

### Programs include:

- Street Based Engagement
- Mobile Clinics
- Clinical Services
- Direct + Contracted Partners
- Interim Housing
- Permanent supportive Housing
- Enriched Residential Care
- Flexible Housing Subsidy Pool

*FOR MORE INFORMATION, PLEASE CALL:*

**32** *MONDAY TO FRIDAY 7:30 AM - 5:30 PM  
GENERAL INFORMATION (323)-274-3600*

[HTTPS://DHS.LACOUNTY.GOV/HOUSING-FOR-HEALTH/OUR-SERVICES/HOUSING-FOR-HEALTH/PROGRAMS](https://dhs.lacounty.gov/housing-for-health/our-services/housing-for-health/programs)



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# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## SOLID GROUND HOMELESS PREVENTION PROGRAM (HPP)

The Solid Ground HPP helps prevent new cases of homelessness for families by stabilizing housing and working with them to build a more financially secure future. Services include housing search and placement, and housing stabilization services such as case management, budgeting/money management, assistance with accessing public benefits, and financial assistance.

To receive HPP services, you must:

- Reside in the City of Los Angeles
- Be at or below 50% of the Area Median Income (AMI)
- Be at high risk of homelessness (delinquent on rent) or facing the risk of homelessness (i.e. enduring a financial hardship that could result in homelessness, but not yet at risk of becoming homeless)

**Does HPP provide financial support?**

Yes, but financial assistance is limited. Please inquire with one of our specialists for more information [CIFD.info@lacity.org](mailto:CIFD.info@lacity.org).

**Will this affect my public benefits?**

No, HPP will not affect you or your family from receiving or continued use of public benefits such as CalFresh, CalWORKS, SSI, SSDI, or other local, state, or federal supported programs.

**Where can I sign up or get more information for HPP services:**

Eight locations currently offer HPP services. See which agency is nearest to you. For more detailed information, call your local agencies directly:

All Peoples Community Center (Southeast)  
Phone: (213) 747-6357

Barrio Action Youth & Family Center (El Sereno/Lincoln Heights)  
Phone: (323) 221-0779

Central City Neighborhood Partners (Westlake/Pico-Union)  
Phone: (213) 482-8618

El Centro de Ayuda (Boyle Heights)  
Phone: (323) 526-9301

# RESOURCES AND INFORMATION FOR PEOPLE EXPERIENCING HOMELESSNESS

## SOLID GROUND HOMELESS PREVENTION PROGRAM (HPP)

El Nido Family Center (Southwest)  
Phone: (323) 998-0093

New Economics for Women (Van Nuys)  
Phone: (818) 786-4098

Bresee Foundation (Wilshire)  
Phone: (213) 387-2822

Volunteers of America Los Angeles (Hollywood)  
Phone: (323)-364-8663



# EMERGENCY ALERTS

## UNDERSTANDING EMERGENCY ALERTS



### SIGN UP TODAY!

*Create an account and enter your contact information using this link:*

<https://member.everbridge.net/453003085619167/new>

NotifyLA is the City of Los Angeles' mass notification system used to provide information regarding necessary actions, such as evacuations, to Los Angeles residents, businesses and subscribers via recorded phone messages, text messages or e-mail in case of emergencies or critical situations. Because NotifyLA uses the 911 database, only land-line numbers are automatically included in the system. In order to receive a notification via your cell phone, Voice over IP (VoIP) number or email, you must register those telephone numbers and/or e-mail address in NotifyLA. NotifyLA uses geomapping so alerts are targeted by geographic location. That means, alerts will only be sent to the subscribers in the area impacted by the emergency.

#### ***How does NotifyLA work?***

It's a free, automated system used to send out alerts to the public about emergency and critical incidents. NotifyLA can reach the public via recorded telephone messages, text messages and emails.

#### ***Why are these messages important?***

This information will keep the public informed when a disaster occurs and will provide preemptive warnings in some cases.

# EMERGENCY ALERTS

## ***Who will receive the communication?***

Landline phone numbers are automatically included in the system from information contained in the 9-1-1 database. Residents can opt into receiving text messages, calls to cell phones and emails by signing up for NotifyLA. Registration is FREE.

## ***What kinds of messages will the public receive through NotifyLA?***

- Early warning notices
- Disaster notifications
- Evacuation notices
- Public health notices
- Public safety notices of imminent or perceived threats to life or property

## ***Is my personal information safe?***

Yes. The information you enter into NotifyLA is secure. The City of Los Angeles will not share or distribute any personal information and it will be solely used for providing emergency notifications only.

While every attempt will be made to contact residents and businesses in response to an emergency, there are factors that may impact the completion of those calls. These factors can include loss of electrical power, telephone company line capacity, busy conditions, caller ID blocking, etc.

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Individuals relying on Telecommunication Relay Services (TRS) includes -such as Text-to-Voice TTY-based TRS, Speech-to-Speech Relay Service, Shared Non-English Language Relay Services, Captioned Telephone Service; IP Captioned Telephone Service, Internet Protocol Relay Service, or Video Relay Service as well as Teletypewriter for the Deaf (TTY) are encouraged to sign up to receive text messages using a smartphone or mobile device by providing a TTY or mobile number.



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## NOTES

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### **FOR DETAILS, CONTACT:**

City of Los Angeles, Department on Disability  
201 North Figueroa Street, Suite 100  
Los Angeles, CA 90012  
E-mail: [DOD.Contact@lacity.org](mailto:DOD.Contact@lacity.org)  
Phone (213) 202-2764  
TTY (213) 202-3452  
FAX (213) 202-2715

*As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities.*



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