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FOR IMMEDIATE RELEASE

May 29, 2025

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New Survivor Support Location to Open in Altadena *Los Angeles County and CalOES Partner to Provide Continued In-Person Recovery Services Following DRC Closures*

ALTADENA, CA – The California Governor's Office of Emergency Services (CalOES), in partnership with the Los Angeles County Department of Consumer and Business Affairs (DCBA) will open a temporary Survivor Support Location (SSL) at the Altadena Community Center beginning Monday, June 2, 2025. This new location ensures continued access to in-person essential services for residents affected by the Eaton Fire, following the scheduled closure of the Disaster Recovery Centers in Altadena and West Los Angeles on Saturday, May 31.

The Survivor Support Location at the Altadena Community Center will offer essential services and recovery resources. Survivors will have access to in-person assistance from the Federal Emergency Management Agency (FEMA), the U.S. Small Business Administration (SBA), L.A. County's Treasurer Tax Collector, the Assessor's Office, and DCBA. Services will include:

- Assistance understanding FEMA correspondence
- Help submitting additional documentation and appealing decisions
- Guidance on applying for low-interest federal disaster loans

DCBA will provide wraparound support, including:

- Consumer counseling
- Guidance on tenant protections
- Worker assistance
- Connections to additional County resources that support long-term recovery for individuals and families

"The road to recovery will be long for many survivors navigating a myriad of challenges," said Rafael Carbajal, DCBA Director. "By opening this location in the heart of Altadena, we are ensuring that residents still grappling with the toll of the fires have a place right in their neighborhood to turn to for support."



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The Altadena Community Center's accessibility and central location make it an ideal site to continue offering one-on-one support during this stage of recovery. While the neighboring Altadena Senior Center was destroyed in the fires, the Community Center remained intact despite sustaining severe smoke damage. Recognizing the urgency, DCBA mobilized quickly to mitigate the damage, anticipating that the facility would become an important hub for the community.

"Establishing a Survivor Support Location here is not only a practical solution; it's an intentional one," said Carbajal. "It's the right thing to do and reflects LA County's commitment to stand beside the Altadena community every step of the way, now and in the future."

Location:

Altadena Community Center
730 E. Altadena Drive Altadena, CA 91001

Operations Begin: Monday, June 2, 2025

Hours of Operation: Monday through Friday, 9 a.m. to 5 p.m

No appointment is necessary to receive services. Residents are encouraged to visit the center to receive personalized support and guidance.

For more information, please contact DCBA at (800) 593-8222 or visit dcba.lacounty.gov/altadena-center.

Since 1975, the County of Los Angeles Department of Consumer and Business Affairs (DCBA) has been the local consumer protection agency serving County consumers, tenants, homeowners, immigrants, and workers. DCBA provides a wide range of services that aim to foster a fair and dynamic marketplace and enhance the economic wellbeing of our communities. This includes investigating consumer fraud complaints, enforcing the County's minimum wage, tenant and worker protections, and providing access to justice programs. More information can be found at dcba.lacounty.gov or by calling (800) 593-8222.

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