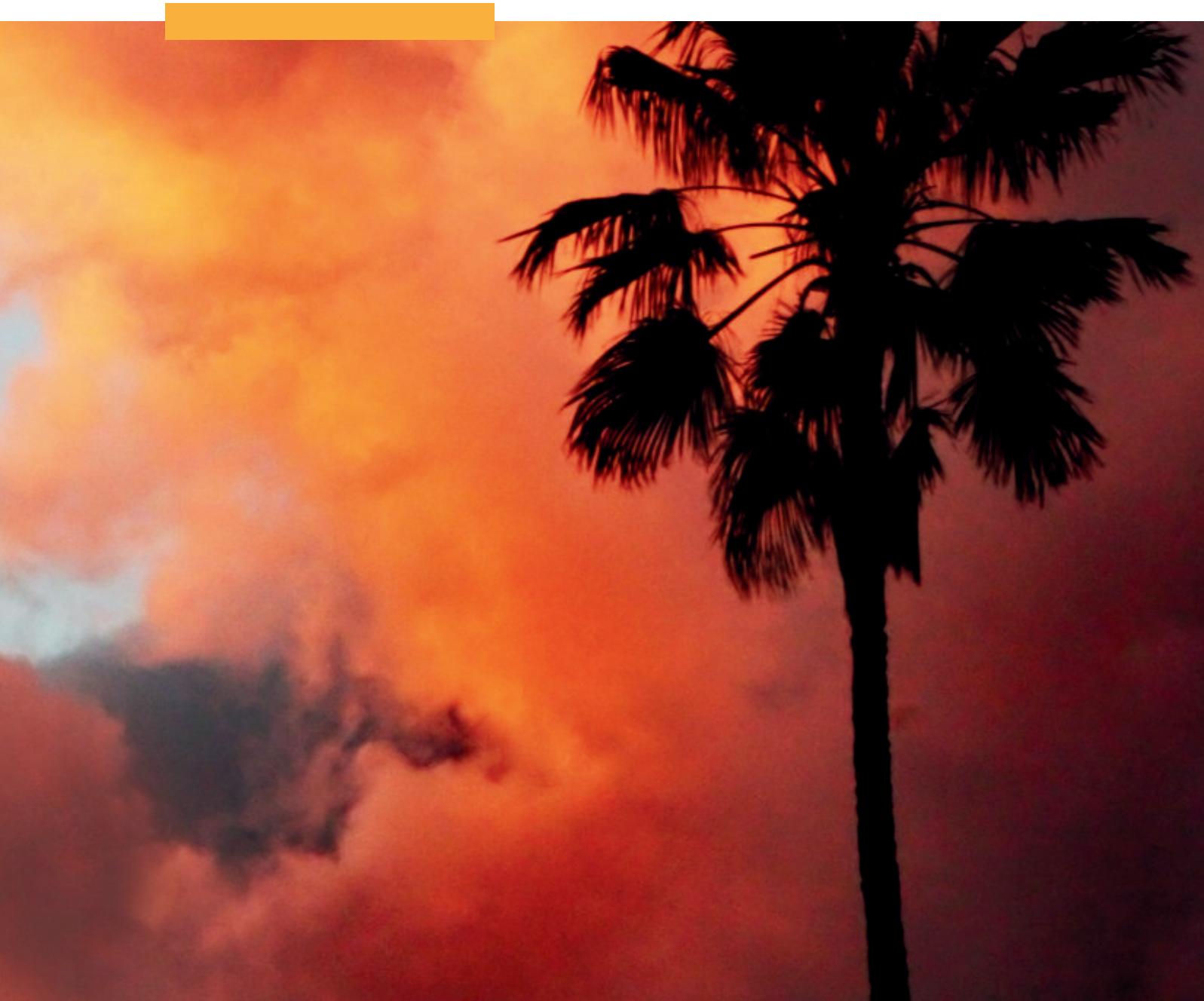


# NOT FORGOTTEN

The Data & Stories of Recovery from the 2025 Los Angeles Wildfires



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# EXECUTIVE SUMMARY

***Dear Friends and Partners,***

The January 2025 wildfires changed lives in a matter of hours. Families were forced to leave their homes with little or no time to gather belongings. Parents tried to explain what was happening to their children while urgently searching for a safe place to sleep. Seniors who had lived in their neighborhoods for decades were suddenly displaced, separated from familiar routines, trusted caregivers, and medical care. Tight-knit communities were scattered almost overnight.

In moments like these, people do not need a list of phone numbers. They need a guide. They need someone who can help them understand what comes next—and stay with them as circumstances change.

That is the role of 211 LA.

When survivors reached out, our team listened first. We helped people understand their options, connected them with trusted partners, and continued to check in as recovery unfolded. This storybook reflects that work through survivor experiences and the data that shows what coordinated care makes possible over time.

For donors and partners, this book also tells a larger story. It shows how collaboration reduces duplication, strengthens outcomes, and ensures resources reach households when they are needed most. As a 501(c)(3) nonprofit, 211 LA does not replace community organizations. We strengthen them by serving as a partner and central access point that connects people, partners, and systems—especially when recovery is complex and long-term.

Recovery does not happen all at once. It takes time, coordination, and trust. We are proud to stand alongside wildfire survivors and our partners for as long as it takes.

With gratitude,



**Maribel Marin**

Executive Director, 211 LA

# INTRODUCTION

## What This Book Represents

In January 2025, wildfires swept through Los Angeles County, forcing thousands of residents to leave their homes with little warning. Neighborhoods in Palisades, Altadena, and the surrounding areas were disrupted within hours. Families scattered. Routines vanished. The question facing many households was immediate and unfamiliar: **What happens now?**

This book exists to answer that question, not in theory, but in practice.

What follows is not a collection of anecdotes. It is a data-driven account of what recovery was required, how long it took, and what coordination was made possible when the disaster did not resolve quickly. The data presented here reflects **7,739** households that engaged with 211 LA through active and closed wildfire recovery cases. Each data point represents a household navigating loss, uncertainty, and systems that were often difficult to access alone.

Recovery does not follow a straight line. Needs evolve. Housing stabilizes for some while remaining out of reach for others.

This<sup>1</sup> book documents that reality, through data, partnerships, and the connective work that holds recovery together.



<sup>1</sup> Data reflects active and closed wildfire recovery cases as of the date of publication.

# WILDFIRE RESPONSE

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## January 7 and the First Weeks After

On **January 7, 2025**, as fires spread rapidly across Los Angeles County, people began reaching out to 211 LA in large numbers. Some were evacuating for the first time. Others were trying to determine whether they needed to leave at all. Many had already lost access to housing, transportation, or basic utilities.

That night, 211 LA was officially activated by the County Office of Emergency Management. Over the days that followed, contact volume surged across every channel, phone, web chat, text, social media, online forms, and in-person support.

In just the first three weeks, 211 LA handled **41,669 wildfire-related contacts (~45% of all contacts answered during this period)**. This was not a brief spike. Demand remained elevated day after day, signaling early that recovery would be long.

Housing emerged as the most urgent need almost immediately. Families needed somewhere safe to go that night, and often the nights that followed. Within the first 48 hours, 211 LA mobilized large-scale emergency housing partnerships. Ultimately, **13,994 households were housed, representing 57,479 people and 13,456 pets. These placements included more than 63,000 nights through Airbnb.org and 20,000 hotel room nights through Hilton (\$23M+ housing valuation)**, allowing families to remain together and avoid congregate shelters at a moment of intense disruption.

In the immediate aftermath of the fires, 211 LA, in partnership with Airbnb.org, supported short-term evacuation stays for 10,452 households and directly coordinated longer-term, 30-day placements for 321 households, providing 8,129 total nights of safe, temporary housing.

*"211 LA has been a real gift to our family, always looking to point us in the right direction to resources helping us in so many ways towards getting back on our feet again. It's been a real testament to the kind-hearted and giving spirit of Angelenos."*

— Eaton Fire Survivor

At the same time, wildfire response intersected with other emergencies. Public Safety Power Shutoffs were activated by Southern California Edison in anticipation of extreme winds, prompting 211 LA to support **491 households with batteries, generators, food, and temporary housing connections**. **Winter shelter** operations activated by the Los Angeles Homeless Services Authority (LAHSA) for unhoused residents were also underway, with **445 motel vouchers issued and fully utilized during this same period**.



To meet demand, 211 LA rapidly expanded capacity. Over time, surge partners, County Disaster Service Workers, and national 211 United Way Worldwide network partners were activated to absorb call volume. Care coordination teams were deployed to Disaster Recovery and Assistance Centers in Palisades, Pasadena, and Altadena, where staff provided real-time navigation, enrollment into recovery support, and direct assistance alongside FEMA, the American Red Cross, and other partners.

The data from this period shows both scale and strain. Call volume rose sharply. Wait times fluctuated. Thousands of households registered for assistance within days. What became clear early on was that response alone would not be enough.

*"I woke up at 5 a.m. to my neighbors knocking, telling me to evacuate. By the next day, the house and everything inside was gone."*

— Eaton Fire Survivor

# RELIEF

## From Emergency Response to Coordinated Support

Relief began when immediate danger subsided, but instability did not.

By late January, **51,072 households had registered for wildfire-related assistance**. Intake data showed that most households were not facing a single challenge. They were navigating housing instability alongside income disruption, transportation barriers, health needs, and complex documentation requirements.

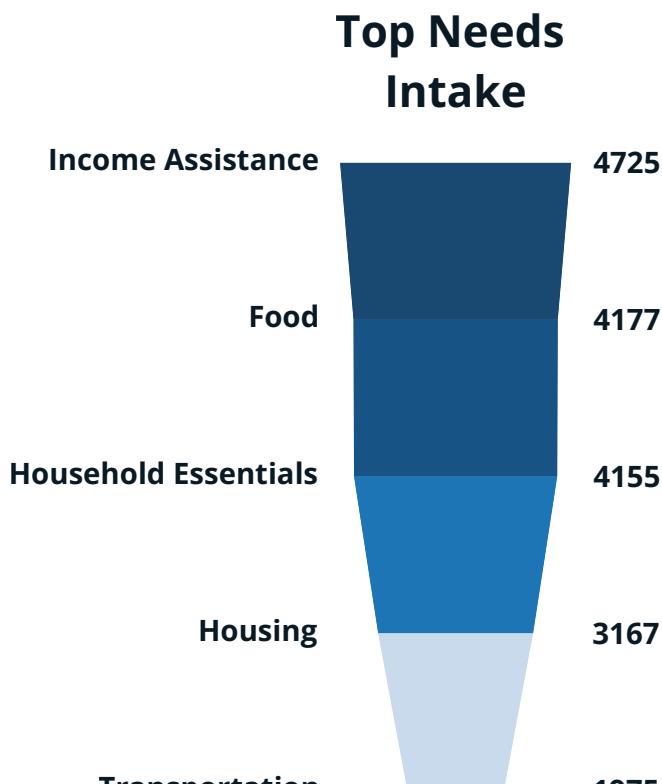
At the first point of contact, households overwhelmingly reported immediate survival needs.

### The most common self-reported needs at intake were:

- Income assistance
- Food
- Clothing and household essentials
- Housing
- Transportation
- FEMA application assistance
- Mental health support

This data confirms what care coordinators heard repeatedly in early conversations: households were focused on stabilizing the present, not planning the future. These were urgent gaps that needed to be addressed before recovery could begin.

This needs profile directly shaped early relief efforts, prioritizing necessities, rapid housing placement, and direct financial assistance.



At intake, households primarily reported immediate basic needs, especially income assistance, food, clothing, and housing, highlighting the urgent need for early stabilization at first point of contact.

**This is where care coordination became essential.**

**In January alone, more than 1,052 households enrolled in 211 LA's Care Coordination program,** even as emergency response operations were still underway.

By February, staffing had expanded rapidly, allowing more than half of enrolled households to be actively supported. By March, care coordinators were able to engage families as they enrolled, rather than after the crisis escalated.

**What followed was not a short-term program, but a year-long recovery journey.**

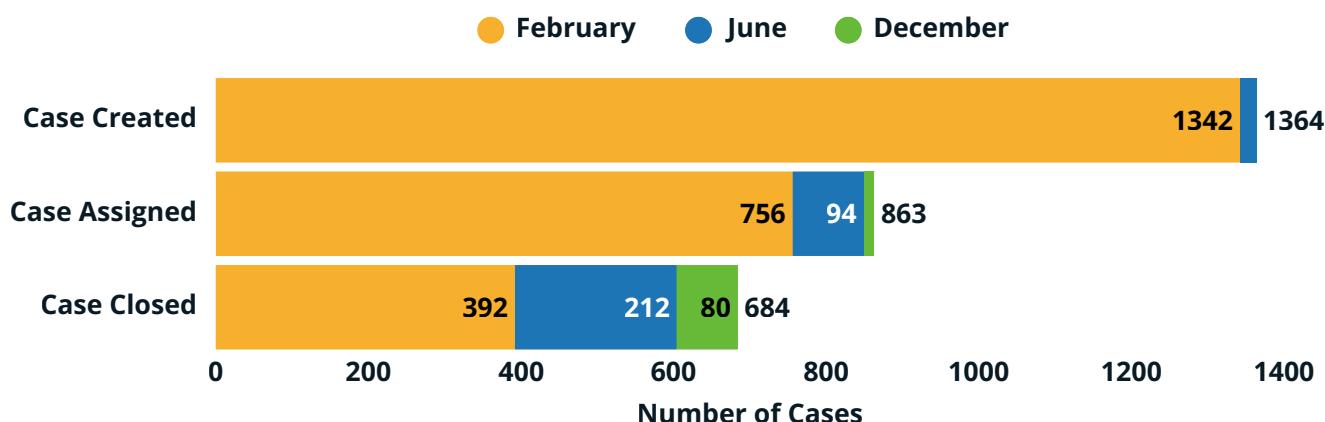
In the early months, the work centered on intake, triage, and stabilization, connecting households to emergency housing, food, income support, and necessities.

As spring approached, the focus shifted toward active coordination, with care coordinators managing complex cases, sequencing services, and helping families navigate FEMA, insurance, and housing searches. By summer and fall, many households were working toward longer-term stability, securing employment, replacing vehicles and belongings, and finding more durable housing arrangements.

Even into the end of the year, recovery remained active for many families, reflecting the slow pace of rebuilding and the constraints of a highly impacted housing market.

**The timeline shows how this transition unfolded month by month.** Referral data shows how care coordination translated need into action.

### Case Events By Month



This chart shows the lifecycle of Care Coordination cases over time, with case creation peaking early in 2025 following the wildfires and steadily declining in subsequent months, while case closures increased over time, demonstrating a shift from rapid intake and assignment to sustained resolution and program wind-down through late 2025 and early 2026.

**The most frequent service referrals over time included:**

- Emergency and immediate relief
- Housing and shelter support
- Food assistance
- Specialized and administrative services
- Financial services
- Legal and government assistance

Many households received multiple referrals for the same service category, reflecting prolonged displacement and the need for repeated support.

This pattern demonstrates that relief was not a single intervention; it required sustained follow-up as households moved through different stages of recovery.

**Across all households served:**

**14,444**

Adults

**5,592**

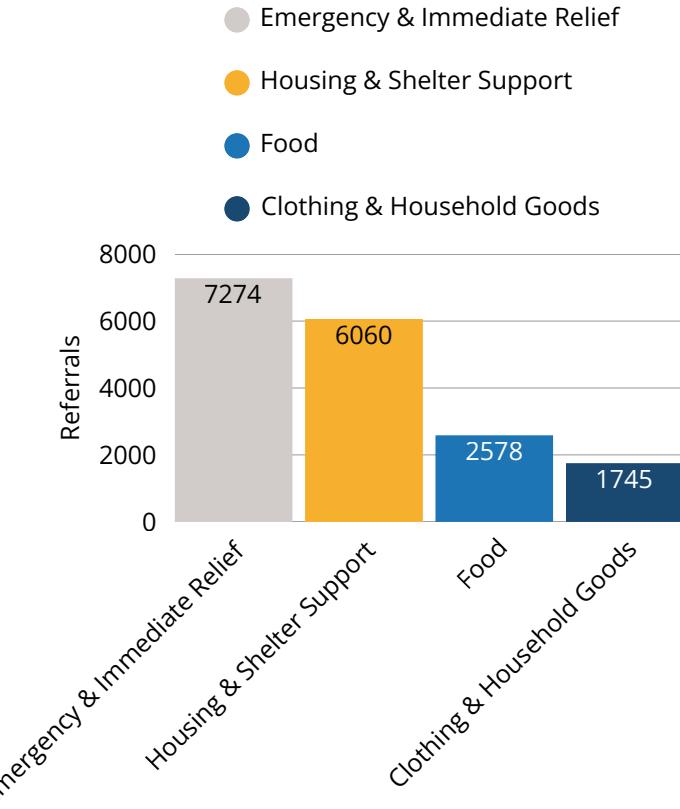
Children

**2,490**

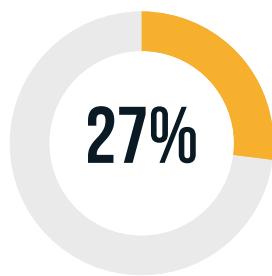
Seniors

**797**

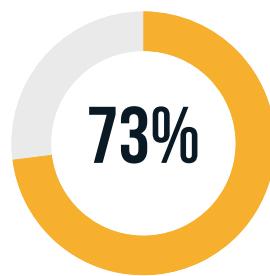
Infants



Across the full duration of Care Coordination, referrals most frequently addressed emergency and immediate relief needs, followed by housing support, demonstrating a sustained focus on urgent stabilization alongside longer-term recovery services.



Single-Person Households



Multi-Person Households

Figures reflect individuals served across approximately 7,739 households with active or closed wildfire recovery cases.

Relief was not a single intervention that reflected the reality of extended displacement. Temporary housing played a critical role in stabilizing households. Multiple interventions were needed and delivered through sustained engagement over months rather than days.

*"I am writing this message to let you know how much I appreciate your support at this very difficult time. Thank you for helping arrange free Airbnb accommodation for 7 weeks when my family could not afford to rent, and for periodically checking on me and informing me of various resources for housing, furniture, food, and clothing to support my long-term recovery. My family and I can't thank you enough!"*

— Palisades Fire Survivor

These extended stays were not incidental. They created time to pursue FEMA appeals, search for housing, stabilize employment, and avoid a more profound crisis while longer-term solutions were pursued.

Care coordinators worked case by case, sequencing support over time. Relief included:

- Direct cash assistance
- Emergency and extended housing placements
- Transportation support, including vehicles
- Replacement of essential household items
- Navigation of FEMA, insurance, and rebuilding systems



211 LA and The San Gabriel Fire Department are recognized in 2025 as the 211 LA team hosts the Annual Holiday Giveaway, delivering in-kind holiday relief to dozens of wildfire-impacted families through valued partnerships.

# PARTNERSHIPS IN ACTION

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## Partnership Ecosystem: How Coordinated Support Translated into Recovery Outcomes

211 LA's wildfire recovery response is powered by a robust and deeply coordinated network of operational and funding partners who play essential roles across every phase of response and recovery.

These partnerships extend well beyond financial support, providing the staffing, housing capacity, data infrastructure, and specialized expertise needed to meet immediate needs while sustaining longer-term recovery efforts.

Wildfire recovery requires far more than a single program or funding stream. It depends on a constellation of partners capable of responding to different needs as households move from crisis toward stability. Through its care coordination model, 211 LA served as the connective infrastructure, aligning partners, sequencing support, and ensuring that the right resources reached households at the right moment in their recovery journey.

To operationalize this approach, partnerships were organized across three core functions: **housing and displacement response, care coordination capacity, and resource and financial stabilization.**

### Housing and Displacement Response

Through strategic partnerships with **Airbnb.org** and **Hilton**, 211 LA directly facilitated approximately **\$23 million in emergency and extended housing support** for wildfire-impacted households, delivering immediate stability during a period of widespread displacement. During the evacuation period, Airbnb.org and Hilton provided emergency housing for displaced households, with Airbnb.org continuing to support extended non-congregate stays through July.

In partnership with Airbnb.org, 211 LA delivered **more than 63,000 nights of non-congregate lodging**, enabling families to remain together with their children and pets while navigating recovery systems and avoiding prolonged shelter stays. These placements promoted flexibility, dignity, and continuity during extended displacement.

Through a parallel partnership with Hilton, 211 LA facilitated **20,000 hotel room nights**, also reducing the reliance on congregate shelters and providing critical stability during the most uncertain early phase of recovery.

In addition, **The Salvation Army** provided rental assistance for eligible households, further supporting the transition from emergency shelter to longer-term housing stability.

### **Expanding Care Coordination Capacity**

At the height of the wildfire response, 211 LA partnered with the **American Red Cross (ARC)** to rapidly expand early care coordination capacity. Through this partnership, ARC mobilized its volunteer network to provide critical staffing support while also providing significant early-response funding that enabled 211 LA to immediately scale operations. This combined support allowed 211 LA to accelerate hiring, stabilize response infrastructure, and ensure that impacted households began receiving coordinated assistance without delay during a period of acute need.

This capacity was further strengthened through coordination with the **County of Los Angeles Disaster Service Workers**, who expanded call-handling surge capacity, and through partnerships with local nonprofit independent living centers (ILCs) **Communities Living Independent and Free (CALIF)** and **Service Center for Independent Life (SCIL)** provided specialized care coordination services for seniors, people with disabilities, and **United Way Worldwide** assisted with activating the national 2-1-1 network to provide surge call-handling capacity and care coordination support for impacted households.

In parallel, **ATLLAS** partnered with 211 LA early in the response to support large-scale data cleanup and address verification for fire-zone-impacted homes. This work improved outreach accuracy, strengthened situational awareness, and ensured that recovery resources were directed to households most severely affected by the fires.

### **Resource Connection and Financial Stabilization**

Through coordinated partnerships, 211 LA rapidly connected wildfire-impacted households to more than **\$1.7 million in direct financial assistance and essential goods**, reducing immediate financial strain and supporting household stability during recovery.



Key resource and stabilization partnerships included:

- **Direct Cash Assistance:** In collaboration with **GoFundMe.org**, 211 LA distributed **\$500,000 in direct cash assistance**, enabling families to cover urgent expenses such as food, transportation, utilities, and temporary relocation costs while pursuing longer-term recovery solutions.
- **Food Security Support:** 211 LA distributed **\$10,000** in food vouchers provided by **IKEA** and **\$100,000** in food coupons provided by **Chobani**, helping mitigate hunger risks during prolonged displacement.
- **Essential Goods and Basic Needs:** Through a partnership with **National Council of Jewish Women, Los Angeles (NCJW|LA)**, nearly **\$100,000 in hygiene items, clothing, and essential supplies** were distributed, including targeted support for families during the holiday period.
- **Community-Based and Faith Network Support:** 211 LA partnered with **CarePortal**, leveraging its faith-based network to deliver essential goods and support supplemental direct assistance to families navigating recovery.
- **Mobility and Transportation Support:** 211 LA partnered with **The Salvation Army** to connect **12 Care Coordination families** to vehicle support through **Genesis Motor**, representing an estimated **\$550,000-\$600,000 in donated new vehicles**.
- **Re-Housing and Home Stabilization:** As households transitioned from displacement to permanent or repaired housing, trusted referral partners such as **A Sense of Home** furnished homes with essential furniture and appliances.

There were many more donors beyond those listed above who contributed an additional **\$500,000 in in-kind goods and material support**.

*“I wanted to share with you my gratitude and the knowledge that your organization and you personally made a huge difference these last few terrible months.”*

— Eaton Fire Survivor

## CLIENT STORY: TREASURE ROBINSON

Treasure Robinson, a single mother of three young children, including an infant, toddler, and an eight-year-old, had just secured housing and employment when the Eaton Fire displaced her family.

In the weeks that followed, they moved between temporary housing arrangements, never knowing how long each stay would last.

Through 211 LA's wildfire relief efforts, Treasure accessed food, diapers, clothing, and essential items through community partners and relief pop-ups. She also received \$1,000 in cash assistance to help meet urgent needs.

Through 211 LA's partnership with Airbnb.org, her family was connected to 28 days of temporary housing, providing safety and stability during a critical moment.



SCAN HERE TO  
READ TREASURE'S  
FULL STORY



# RECOVERY

## From Crisis Toward Stability

Recovery is not defined by a single outcome. Eight months after the disaster, reported needs had shifted.

Responses to a follow-up needs assessment survey conducted in May revealed that while financial assistance and housing stability remained prominent, there was a clear transition toward longer-term recovery challenges, including:

- Rent and mortgage support
- Housing search and stabilization
- Employment
- Rebuilding and remediation
- Insurance-related assistance

Food and clothing needs persisted, but they were now layered alongside complex recovery barriers that require sustained coordination rather than emergency response. Before the fires, most households lived in single-family homes or multifamily apartments. Months later, far fewer had returned to those homes.

	May 2025	June 2025	July 2025	August 2025	September 2025	October 2025	November 2025	December 2025	Grand Total
Currently staying with friends or family	83 (28.2%)	49 (29.7%)	51 (26.2%)	372 (29.1%)	350 (28.2%)	349 (27.5%)	306 (25.6%)	132 (24.7%)	567 (38.3%)
Found new housing solution	49 (16.7%)	38 (23.0%)	33 (16.9%)	310 (24.3%)	333 (26.9%)	369 (29.1%)	387 (32.4%)	177 (33.1%)	549 (37.0%)
Found temporary rental solution	40 (13.6%)	21 (12.7%)	35 (17.9%)	224 (17.5%)	208 (16.8%)	217 (17.1%)	184 (15.4%)	77 (14.4%)	372 (25.1%)
Able to return home	37 (12.6%)	20 (12.1%)	18 (9.2%)	156 (12.2%)	153 (12.3%)	149 (11.7%)	154 (12.9%)	77 (14.4%)	224 (15.1%)
Staying in vehicle	12 (4.1%)	8 (4.8%)	14 (7.2%)	55 (4.3%)	48 (3.9%)	28 (2.2%)	21 (1.8%)	12 (2.2%)	97 (6.5%)
Other	18 (6.1%)	3 (1.8%)	11 (5.6%)	40 (3.1%)	44 (3.6%)	48 (3.8%)	47 (3.9%)	21 (3.9%)	121 (8.2%)
Motel/Hotel Selfpay	10 (3.4%)	10 (6.1%)	13 (6.7%)	56 (4.4%)	46 (3.7%)	44 (3.5%)	40 (3.3%)	8 (1.5%)	92 (6.2%)
211LA/Airbnb	29 (9.9%)	9 (5.5%)	10 (5.1%)	14 (1.1%)					58 (3.9%)

Current 211 LA wildfire care coordination housing data shows:

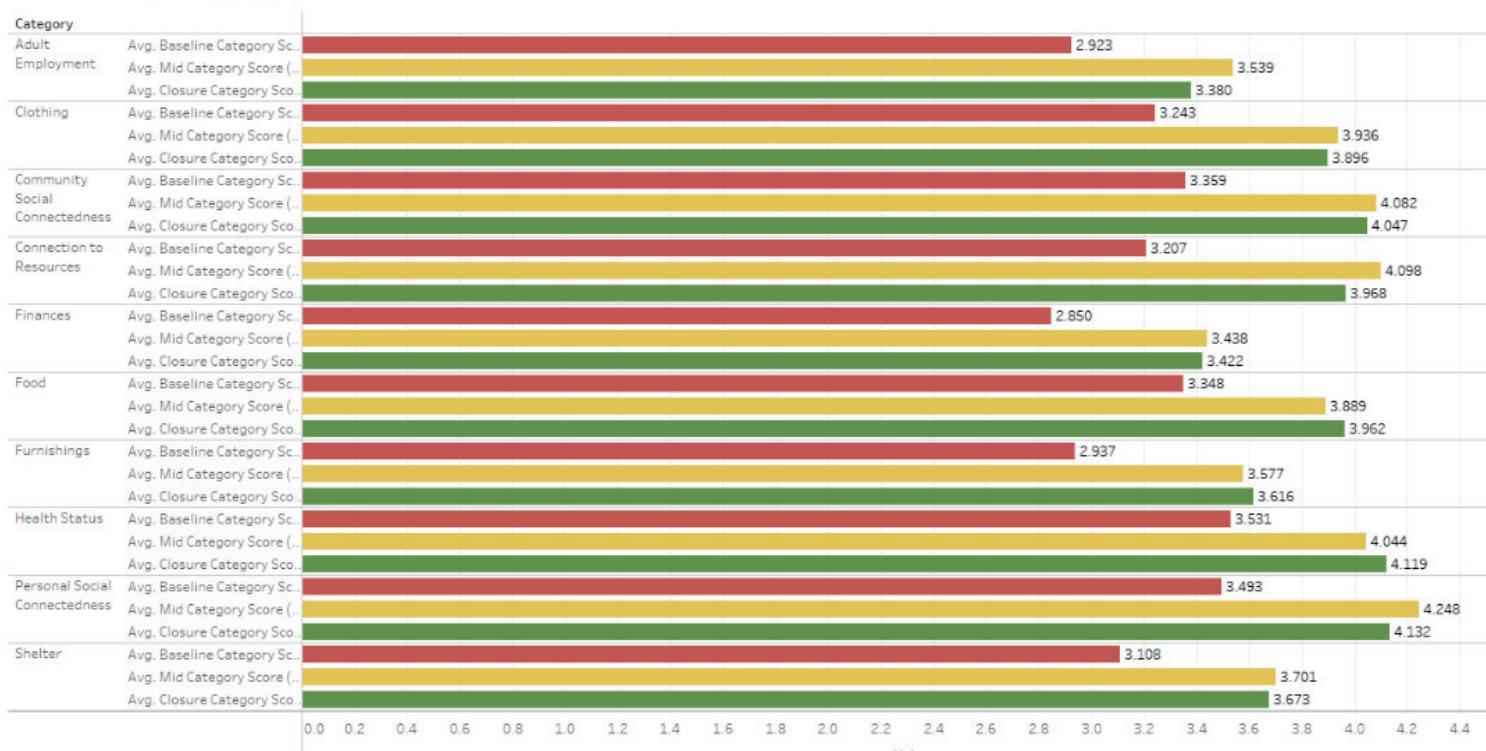
- Increased reliance on temporary rentals
- Significant numbers living with friends or family
- Very few households fully returned to pre-fire housing

This comparison makes visible a central truth of recovery: stability does not always mean returning home.

## Indicators of Stabilization

As care coordination continued into spring and early summer, early recovery indicators began to shift. Social Determinants of Health assessments showed movement across multiple categories, from “in crisis” toward “stabilizing” and “stable.” Preliminary data indicates improvement in areas such as employment, access to clothing and essentials, and household stability among engaged households.

SDOH Score By Category (2)



SDOH scoring shows measurable movement from “In Crisis” toward “Stabilizing” and “Stable” across multiple categories, including:

- Employment
- Access to clothing and essentials
- Household stability

These early gains demonstrate that coordinated support can move households forward, even when long-term housing remains unresolved.

This shift reflects progress, but also duration. Recovery is underway, yet far from complete.

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These gains mattered. They represented households moving out of immediate crisis and into greater capacity to plan.

Months after the fires, **28 percent of households in 211 LA's care have found a new housing solution**. Housing remains the most persistent barrier.

Homeowners accounted for 27% of 211 LA clients, and fewer than a dozen homes have been fully rebuilt. The majority of clients are renters, reflecting the disproportionate impact on this population across all fire-impacted areas. Many families in both categories are still living with friends or relatives, in temporary rentals, or in housing that does not meet long-term needs.

Certain groups continue to face heightened barriers:

- Seniors who are homeowners but have limited income for remediation
- Renters navigating a highly constrained housing market
- People with disabilities requiring accessible housing options

Recovery is happening, but slowly, unevenly, and under significant structural constraints. The data shows progress, but it also shows why ongoing coordination remains necessary.

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## Recovery for Older Adults, People with Disabilities, and Mental Health Needs

Wildfire recovery did not affect all households equally. Data from 211 LA's wildfire recovery cases shows that older adults, people with disabilities, and households with mental health needs represented a substantial share of those seeking support—and often required longer, more coordinated engagement to stabilize.

**Of the 7,739 households engaged in wildfire recovery:**

- 26.3% (2,034 households) included at least one household member living with a disability
- 24.9% (1,930 households) included adults aged 60 and older
- 15.0% (1,158 households) reported mental health-related needs

These households frequently faced layered challenges that extended beyond housing loss alone. Fixed incomes, mobility limitations, accessibility needs, and reliance on familiar environments shaped recovery decisions, particularly for older adult homeowners who sought to remain in place despite smoke damage, remediation delays, or safety concerns.

For households with mental health needs, recovery was further compounded by trauma, stress, and disruption of care. Displacement, documentation requirements, and prolonged uncertainty around housing and finances created barriers that could not be resolved through one-time assistance.

To address this growing need, 211 LA partnered with two Independent Living Centers (ILCs), Communities Actively Living Independent & Free (CALIF) and Service Center for Independent Life (SCIL), to coordinate care for older adults and people with disabilities. As part of 211 LA's care coordination team, CALIF and SCIL secured critical cash assistance for survivors to replace lost or damaged durable medical equipment, leveraging Disability Community Resource Center and Ford Foundation resources.



**Households that engaged in 211 LA care coordination were more likely to:**

- Secure temporary or longer-term housing
- Stabilize income and employment
- Replace essential belongings
- Navigate complex systems without falling back into crisis

The scale of this work—thousands of households, tens of thousands of contacts, and months of engagement—was only possible because systems were connected rather than siloed.

211 LA operated as the central hub linking survivors, partners, and resources through a closed-loop referral model. Survivors began with one trusted access point. Needs were assessed holistically. Referrals were made. Services were delivered. Follow-up occurred. Outcomes were tracked. Support was adjusted as recovery unfolded.

**This approach reduced duplication, strengthened outcomes, and ensured that resources reached households when they were needed most.**



# CLIENT STORY:

## RHEA GRIER

Rhea Grier, whose household was impacted by the Palisades Fire, lost nearly everything just one day after moving into her Section 8 apartment.

Through coordinated care, she was connected to resources that helped her rebuild and stabilize. Support included over \$2,000 in rental assistance and furniture replacement, \$264.55 in clothing assistance, access to food, basic necessities, mental health support, and \$4,400 in grant assistance. Ongoing case management ensured services were aligned, applications were supported, and aid was tracked across partners.

Today, Rhea is living in a new apartment and successfully completed her master's degree. Her experience reflects what the data confirms: when care is coordinated, recovery works.



**SCAN HERE TO READ  
RHEA'S FULL STORY**



# WHAT'S NEEDED NEXT

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## An Alliance for Ongoing Recovery

Recovery does not end when housing is secured. At the same time, the next disaster is never far away.

The work documented in this book reflects an Alliance—a coordinated system of public agencies, nonprofit partners, private-sector contributors, and donors working together to demonstrate region-wide resiliency and unity.

211 LA does not replace other community organizations. It strengthens them by providing the connective infrastructure that allows each partner's expertise to have a greater impact. For partners, this reduces administrative burden and improves referral quality. For donors, it ensures that resources are used efficiently and aligned with real, evolving needs. For survivors, it provides continuity, clarity, and trust throughout a complex recovery journey.

### **Looking ahead, the data makes clear what is still needed:**

- Long-term housing solutions
- Continued care coordination
- Support navigating insurance, rebuilding, and employment recovery
- Sustained investment to prevent households from slipping back into crisis

This Alliance supports 211 LA's capacity to respond to future disasters, and it is not fixed. It continues to grow as organizations, funders, and agencies commit to being ready not only to respond in partnership with the network being established but also to sustain 211 LA's ability to support and partner in recovery when disasters do not resolve quickly.

Strong recovery systems are put in place before disaster strikes. 211 LA's experience documented here shows what is possible when coordination is provided as part of response rather than recovery several months later.

Join 211 LA's Crisis Care Alliance to ensure that we have the capacity and service connections to ensure that Los Angeles County residents have comprehensive support during times of disaster.

**Learn more about how to join: [211la.org/CCPA](http://211la.org/CCPA)**



**THANK YOU FOR  
YOUR SUPPORT.**





# CONTACT US



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