
May 14th, 2020
INTRODUCTION

Ana Acton
Executive Director

FREED
ABILITY REDEFINED.
Nevada, Sierra, Yuba, Sutter Colusa Counties
WHAT WE WILL COVER

- FREED & Independent Living Centers
- Aging & Disability Resource Connections
- Access and Functional Needs Survey
- 2019 California Public Safety Power Shut-offs (PSPS) Timeline
- Stories from the community
- What worked
- Barriers
- Effective strategies that could become best practices
- Listos Campaign
NOTHING ABOUT US, WITHOUT US

FREED is an Independent Living Center (ILC) serving people of all ages including youth and older adults in Nevada, Sierra, Yuba, Sutter, and Colusa Counties.

Independent Living Centers operate from a peer delivered, person-centered model of services to support self-determination of people with disabilities.

Find your California local ILC
http://cfilc.org/find-ilc/
1. Independent living skills training
2. Individual and systems advocacy
3. Peer counseling – individual & group
4. Information and referrals
5. Transition
   - Nursing home to community
   - Diversion from institutions
   - Youth to post-secondary
6. Housing assistance
7. Personal assistance services
8. Assistive Technology
   - AT Reissue
   - Device Lending Library
AGING & DISABILITY RESOURCE CONNECTION (ADRC) OF NEVADA COUNTY

- Goal of ADRC is to streamline access to long term services and supports (LTSS).
- Collaboration between FREED and Agency on Aging Area 4 and other providers of LTSS and safety net services.
- Services and supports based on individuals needs and regardless of age, income, or disability.
- 4 Core services – Enhanced Information & Assistance, Short Term Service Coordination, Person Centered Options Counseling, and Transition
FREED’s ROLE IN EMERGENCY RESPONSE

ONGOING BASIS
• Work with local OES on emergency planning and sheltering needs
• Provide information to consumers on personal preparedness
• Sign-up consumers for notification and alert systems
• Participate in state-wide advocacy regarding AFN
• Identifying individuals who are at-risk due to power shut offs

LEADING-UP & DURING
• Call consumers in our database in the impacted areas
• Work with consumers who have lost AT for replacement
• Suspend normal intake process during emergency
• Embed a staff person in the county operations center
• Visit shelters to provide support to individuals and technical assistance
In October 2019, PG&E executed 5 PSPS event in FREED’s catchment area in the northern Sierra Nevada foothills area due to elevated wildfire risk.

People with disabilities and older adults require power for life-sustaining measures or independent living.
PSPS TIMELINE

September
• Event #1: September 23-25 - Nevada & Yuba

October
• Event #2: October 5th – 6th three counties, Butte, Yuba, and Plumas
• Event #3: October 9th – Oct 12th
• Event #4: Oct 23rd-Oct 24th
• Event #5: Oct 26th-Ot. 28th
• Event #6: Oct. 29th-30th

November
• Almost Event #7: Nov 19th
STORIES FROM THE COMMUNITY

Individuals dependent on power for medical devices or assistive technology.
Serving Nevada, Sierra, Yuba, Sutter, and Colusa
• Received 198 incoming calls
• 80 individuals were served, batteries, hotels, gasoline
• Made 18 hotel arrangements for a total of 67 nights
• Transported 6 individuals to hotels
• Provided 24 people with gasoline for generators
• Distributed 49 back-up battery charging stations
• Charged 26 devices at FREED’s Charging Station - 9 people with multiple devices or returning consumers
• Hotspot purchased in order to continue working while power was out
• FREED staff incurred 24.4 overtime hours
• Designated staff for: (1) intake; (2) hotel and transportation; (3) battery distribution; volunteers for moving and dropping off batteries
• Follow-up and home visits performed
GOAL ZERO Yeti 3000 Lithium Portable Power Station with Wi-Fi

- Works well for c-pap, bi-pap, part-time minimal oxygen, charging wheelchairs
- Most people (unless only using for c-pap or bi-pap) required daytime charging at a CRC or other location
- For some it worked well WITH a generator back-up system
- It requires a certain comfort level with technology – or support for troubleshooting.
- Can take up to 25 hours to receive a full recharge
WHAT WORKED

PG&E Coordination of Resources
- Quick organization and response
- Hotel Vouchers
- Batteries
- Food Vouchers
- Transportation Vouchers
- Provided back up generation to areas of downtown Grass Valley, including hospital, Skilled Nursing Facilities, hotels, gas stations, FREED
- Community Resource Centers – expanded from 1 to 3
WHAT WORKED

• Pre-screening consumers before the PSPS event – assess community need
• County Messaging to Community Partners & Public
• Marketing & outreach - DHHS, PG&E, other community partners
• County Emergency Alerts
• Nevada County OES Facebook
• Local media
• FREED considered a critical service
• Forwarding FREED calls after hours to staff cell phones
• Hot spot to address no internet and phones
• Follow-up calls to consumers who got batteries to improve usability
WHAT WORKED

Coordination

• Emergency Operations Center **Coordination is key**
• 211 operating in the EOC = direct feedback loop
• 211/County/FREED shared database for coordination
• **211 – 24/7 call center pre-screening**
• FREED/Foodbank adapt and serve large populations
• Strong relationship, collaboration, and coordination with County OES and Public Health
• County OES emails to community partners multiple times a day
WHAT WORKED

Coordination Cont.

• Homeless shelter recuperative care coordination
• Hospital Navigation - Reduced hospitalization
• Fire Safe Council
• Volunteer support
BARRIERS

- Back to back PSPS events - some with no power for 7/8 days
- Standing up a program in the middle of PSPS
- Limited fuel sources for vital services and general public
- Access to oxygen
- Single pharmacy
- Inability for individuals to refrigerate expensive medications
BARRIERS

- Community Resource Centers - Limited hours, unmet need for overnight charging of DME, privacy, temporary tents
- Organizations ceasing service during PSPS
- Re-energizing “surges” damaging equipment and household appliances costing business owners and families thousands of dollars

Messaging
- PG&E inconsistent
- Lost Phone and Internet services
- PG&E outage maps not up-to-date
BARRIERS

- Crisis for individuals dependent on electricity for life sustaining devices
- Individuals with no plan
- Dropping temperatures and an ability to stay warm
- Batteries, hotels did not meet all needs
- Batteries too technical for some
STRATEGIES

• Coordinate across public and private partners – organizations that already interface with AFN
• Proactively identify, outreach, and plan with people who depend on power
• Diverse solutions for diverse needs – back-up battery charging stations, whole house systems, hotels
• Organizations build capacity to work remote, without access to power or phones
STRATEGIES

- Utilities develop mechanism to keep power on to critical infrastructure
- Utilities improve communication including to community partners
- Community Resource Centers – overnight, drop off DME, brick and mortar, privacy, charge multiple devices
LISTOS CALIFORNIA CAMPATING

$50 M urgency legislation (AB 72) to establish the “California for All Emergency Preparedness Campaign”

The campaign will bolster the efforts of first-responders by ensuring at least one million of the most vulnerable Californians are connected to culturally and linguistically competent support to plan for emergencies.

Pacific ADA Center Partnership
LISTOS CAMPAIGN NEVADA COUNTY

Pacific ADA Center Nevada County Partners
- FREED
- Nevada-Sierra Connecting Point Public Authority
- Gold County Community Services
- Neighborhood Center of the Arts
- Sierra Foothills Village
- The Food Bank of Nevada County
QUESTIONS
Using the California Public Safety Power Shutoffs (PSPS) for Inclusive Emergency Planning

Christina Mills, Executive Director
California Foundation for Independent Living Centers (CFILC)
Mission Statement

To increase access and equal opportunity for people with disabilities by building the capacity of Independent Living Centers.
CFILC is **not** an Independent Living Center

Independent Living Centers (ILC) make-up CFILCs board of directors and our membership. CFILC’s membership covers 56 of California’s 58 counties.

CFILC and Independent Living Centers:

- Commissioned after action disaster reports
- Sponsor, support and oppose legislation
- Provide expert witness testimony
- Host and participate in disability disaster coalitions
- Regional & local OES coordination and planning
- Functional Assessment Service Teams (FAST)
- Virtual and onsite shelter accessibility support
- Fulfill AT and DME needs or provide referrals
- Advisory committee and board participation
- Established the Richard Devylder Disaster Relief Fund
- Accessible Charging Stations at ILCs
- Pacific Gas & Electricity Contract
Community Assessment

Access and Function Needs
Disaster Survey Results

Type of Disability
Out of total respondents:
- 14% Mental Health
- 9% Seizure
- 7% Deaf
- 5% Blind
- 5% Intellectual/Developmental
- 5% Mobility/Physical
- 3% Other

Disaster Readiness
Are you personally prepared for a disaster?
- Yes: 20%
- No: 75%
- Don't Know: 5%

Needs Should A Disaster Occur
As an individual with a disability/senior what would you need if a disaster or power outage were to hit today? (May select more than one option.)

<table>
<thead>
<tr>
<th>Item</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Accessible/reliable transportation</td>
<td>74%</td>
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<tr>
<td>Back up generator/battery</td>
<td>65%</td>
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<tr>
<td>Land line phone</td>
<td>55%</td>
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<tr>
<td>Cell phone</td>
<td>42%</td>
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<tr>
<td>A place to stay (temp housing)</td>
<td>39%</td>
</tr>
<tr>
<td>Someone to check on you</td>
<td>25%</td>
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<tr>
<td>First aid kit</td>
<td>23%</td>
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</tbody>
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Electric Medical Equipment
Do you use medical equipment on a regular basis that requires electricity?

- Yes: 53%
- No: 31%
- N/A: 17%

Are you enrolled in your utility company's Medical Baseline Program?

- Yes: 40%
- No: 32%
- Not Sure: 6%
- Don't Know: 21%
CFILC Pilot Program

CFILC Disability Disaster Access & Resources Public Safety Power Shutoff (PSPS)

Pilot Program

Funded by Pacific Gas & Electricity

www.disabilitydisasteraccess.org
2019 PSPS Research & Impacts

- Developed relationships with battery vendors
- Small Sample Tests of AT/DME w/ Batteries
- Received over 1000 incoming calls from individuals impacted
- Provided 250 batteries to individuals
- Assisted with over 82 hotels stays
- Over 250 meals were provided
- Assisted over 40 individuals with transportation/gas
Every individual's situation is unique
Eligibility for PSPS resources need to be on an individual-by-individual basis
Batteries are a band aid
Educating and working with individuals to develop a long term sustainable disaster/PSPS plan is critical
Resources are limited and only reach so many individuals
Prioritizing Tier 3 areas of California first and Tier 2 areas second
Statewide uniformed consistency, but with local expertise
Educating and enrolling qualified individuals into the Medical Baseline Programs
Assist in meaningful long-term disaster/PSPS plans
Providing training and public awareness
## Most Vulnerable Counties
### Tier 3

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<thead>
<tr>
<th>Alameda</th>
<th>Nevada</th>
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<tr>
<td>Alpine</td>
<td>Orange</td>
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<td>Amador</td>
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<td>Butte</td>
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<td>Humboldt</td>
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<td>Kern Lake</td>
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<td>Los Angeles</td>
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<td>Medocino</td>
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<td>Monterey</td>
<td>Tuolumne</td>
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<td>Napa</td>
<td>Ventura</td>
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[https://ia.cpuc.ca.gov/firemap/](https://ia.cpuc.ca.gov/firemap/)
All counties are covered by the pilot except for San Diego and Imperial.

20 ILCs are engaged as partners and will be partnering regionally and locally with CBO’s in their respective areas.
What is a Pilot Program?

A small scale preliminary program or study that is conducted in order to evaluate feasibility, duration, cost, adverse events, and improve upon prior to performance of a full-scale program.

There is no road map for what we are doing.
PSPS Pilot Priorities

A) Keep people with disabilities that have access and functional needs safe

B) Provide support and resources to individuals with disabilities who use electric powered AT or DME devices before, during & after a PSPS

C) Bust the Medical Baseline Myth and increase the number of individuals eligible for the program

D) Assist in personal preparedness planning

E) Organize and conduct informational trainings

F) Host and participate in public awareness activities to educate the community on disaster related AT tools & devices during a disaster
How does it work?

Applying for PSPS Resources

Online application **or** Independent Living Center

Individualized Needs Assessment

Support in Enrolling in the Medical Baseline Program

Support in setting up a personalized disaster plan

Determining PSPS Resources Strategy

**SAFETY & WELLNESS!**
Thank you!

Christina Mills – christina@cfilc.org
(916)838-6472

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