

October 2019 PSPS Relief Efforts

Snapshot Review

Who We Helped*

800+

Calls to Independent Living Centers

Counties Served



Far North calls	350
Bay Area calls	200
Central Valley calls	201



28

How We Helped*

Hotel
Nights Provided



82

Batteries
Distributed



250

Meals
Provided



250

Accessible
Transportation
(Taxi/Gasoline)
Provided



40

*Numbers are estimated from staff on site at each center.

Executive Summary

- **Most prevalent needs of callers:**
 - Power for oxygen equipment;
 - CPAP/BiPAP machines;
 - Power wheelchairs

- **Common concerns:**
 - Protocols for regional relief services (communication and coordination);
 - Reaching households in rural/remote locations

Far North

DISABILITY ACTION CENTER (DAC) – CHICO

Serving Butte, Colusa, Glenn, Lassen, Modoc, Plumas, Shasta, Siskiyou, and Tehama counties

- Made 35 hotel arrangements
- Distributed 15 Yeti batteries
 - Including a child consumer who uses several devices

TRI-COUNTY INDEPENDENT LIVING (TCIL) - EUREKA

Serving Del Norte, Humboldt, and Trinity counties

- 350 calls came in related to the PSPS events
- Made 18 hotel arrangements
- Distributed 15 Apex batteries

Concern(s): Communication between TCIL and other service providers was poor. The county would not allow TCIL to share the PSPS proactively.

FREED CENTER FOR INDEPENDENT LIVING (FREED) – NEVADA CITY

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
 - Distributed 49 batteries
 - 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:
 - Concern(s): Older adults had a challenging time using the batteries

Bay Area

DISABILITY SERVICES AND LEGAL CENTER (DSLCL) – SANTA ROSA

Serving Lake, Mendocino, Napa, Sonoma

- Received 200 calls through department of aging and IHSS
- Distributed 21 Yeti batteries
 - One person used a battery for a hospital bed for 3-4 days.

Concern(s): Hotels accommodations not arranged due to power outages, and hotels were not taking any reservations

MARIN CENTER FOR INDEPENDENT LIVING (MCIL) - MARIN

Serving Marin County

- Received 4-6 calls per day during the 3-day shutoff
- Distributed 48 batteries

Concern(s): The lack of communication between community-based organizations was “horrific”. The services being provided at the shelter were negative, and they missed at least 8 people who had disabilities and needed assistance. One consumer with a physical disability was injured and is now using a wheelchair.

CENTER FOR INDEPENDENCE FOR INDIVIDUALS WITH DISABILITIES (CID) – SAN MATEO

Serving San Mateo county

- **Received 4-6 calls per day**
- **Distributed 11 batteries**
 - **Provided to CPAP, Oxygen users, and consumer with a seizure-related disability**
- **Provided 2 hotel vouchers**
- **Served as a charging station on a Sunday (beyond normal business hours)**

Unique circumstances:

- **Went out to several older adult/senior living communities to try and identify who was high risk. If there is a point person onsite, etc.**
- **Provided support to Bennett House, a senior living facility that lost power and did not have an operating generator:**
 - **provided over 200 meals to older adults who were previously featured in the media for lack of support.**
- **Oxygen dependent 11-year-old with a lung transplant that needed a battery**

Concern(s):

- **There are no local protocols**
- **No gasoline available**
- **No hotel accommodations. All the hotels on the coast side were shut down and there are no hospitals in that area**
- **There were consumers in their area that passed away. One passed away when the power came back on because something went wrong with the machine**

INDEPENDENT LIVING RESOURCES OF SOLANO AND CONTRA COSTA COUNTIES (ILRSCC) - SOLANO

Serving Contra Costa and Solano counties

- Many calls from consumers, public health, and other agencies
- No hotel arrangements made. Hotels were already booked
- Visa gift cards were purchased for food
- Served as charging station
- Arranged for more oxygen to be to a consumer who needed more

Concern(s): Consumers were upset with staff because they felt like there were too many questions to qualify

SILICON VALLEY INDEPENDENT LIVING CENTER (SVILC) – SAN JOSE

Serving Santa Clara county

- Proactively called 22 (medical baseline) consumers to see if assistance was needed
- Received 5 calls from consumers who asked to be placed on a relief registry, developed by SVILC
- Received one request N95 mask for a senior living complex. Referred consumer to additional resource for masks
- Developed a list of motels available that have refrigerators in their area

Central Valley

RESOURCES FOR INDEPENDENT LIVING (RIL) - SACRAMENTO

Serving Sacramento and Yolo county

- Proactively called all 15 of the (medical baseline) consumers to see if assistance was needed
- Received 3 calls
 - DSLC consumer who was in a hotel and needed a battery to return home
 - Shingle Springs (El Dorado county) resident on home dialysis who had been borrowing a neighbor's generator refused hotel arrangements due to the difficulty of coordinating access needs
- Received social media attention and gained interest in how RIL can provide support in the future

Concern(s): Reaching rural Yolo County consumers who are “off the grid”

DISABILITY RESOURCE AGENCY FOR INDEPENDENT LIVING (DRAIL) - MODESTO

Serving Amador, Calaveras, Mariposa, San Joaquin, Stanislaus, and Tuolumne

- Distributed 50 of the 62 batteries
 - The last 12 were not distributed because they arrived late
- Made 5 hotel arrangements
- Created new relationships with stakeholders and partners