

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 “horrible”. 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