



# Community Wildfire Safety Program

## Access and Functional Needs Community Outreach

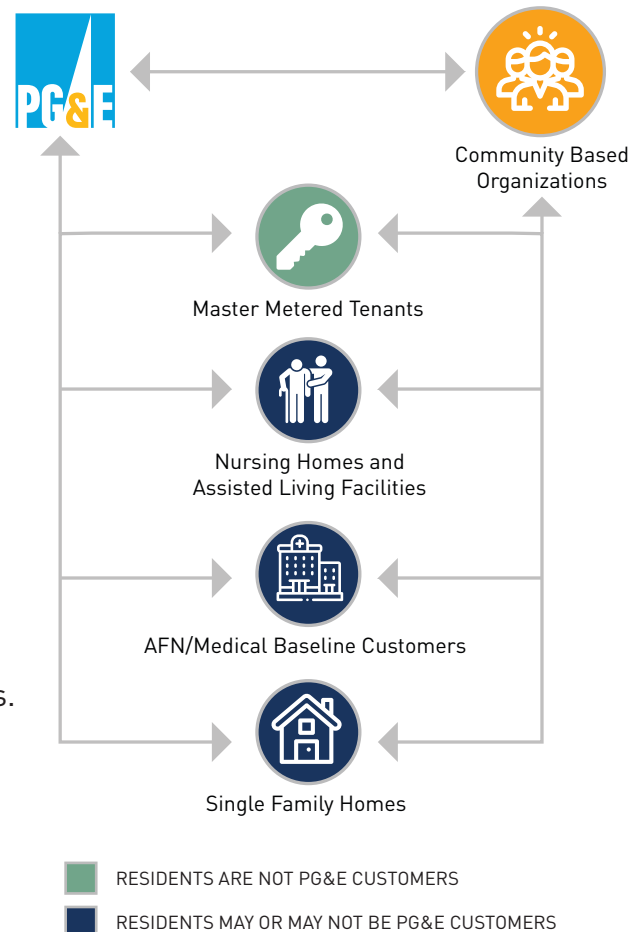
### Helping Customers Prepare for Emergencies

PG&E is working with our most vulnerable communities, including Access and Functional Needs (AFN) customers, to explore collaborations with key community organizations to enhance our engagement about our wildfire safety efforts.

### AFN Outreach Plan for 2020:

This year, we are building upon our 2019 outreach by:

- 
**Funding the California Foundation for Independent Living Centers (CFILC)** to provide support to the AFN community before, during and after a Public Safety Power Shutoff (PSPS) event or other emergency.
- 
**Amplifying our PSPS readiness** message by engaging our community-based organization (CBO) partners and PG&E contractors in a broad PSPS preparedness and education campaign.
- 
**Broadening Medical Baseline customer enrollments** through mass marketing and direct engagement with healthcare stakeholders.
- 
**Engaging more CBOs** in formal partnerships to provide AFN customers with additional support during PSPS events.
- 
**Establishing a PG&E AFN Advisory Council** to identify the emergency preparedness needs of people living with disabilities and the elderly to determine solutions and additional resources.



## AFN Outreach Achievements in 2019

Last year, we successfully:

- ✓ **Conducted 1,500+ proactive calls** to PG&E life support customers to update contact information and provide information about PSPS and emergency preparedness.
- ✓ **Provided in-language PSPS educational materials** in Spanish, Chinese, Korean, Tagalog, Russian and Vietnamese on [pge.com](http://pge.com).
- ✓ **Produced in-language Medical Baseline educational videos** in Spanish, Mandarin, Tagalog, Vietnamese and Hmong.
- ✓ **Emailed toolkits to more than 400 partners from nearly 200 Community Based Organizations (CBOs)** regarding PSPS awareness and preparedness, our Medical Baseline Program and informational webinar invites.
- ✓ **Hosted an AFN-specific webinar for CBOs** regarding our Community Wildfire Safety Program (CWSP).
- ✓ **Aired a public service announcement for customers** who are dependent on medical devices and/or assistive technology requiring continuous electricity, directing them to visit their local Independent Living Center.
- ✓ **Sponsored and participated in over 300 community meetings targeting the AFN population** to provide information on CWSP, PSPS, our Medical Baseline program and backup power.
- ✓ **Participated in numerous conferences and meetings, including:** FREED and Area Agency on Aging "Aging and Disability Conference," Area Agency on Aging Statewide Conference, California Council on Developmental Disabilities Annual Conference, California Conference of Local Health Officers, California In-Home Support Services Consumer Alliance and National Alliance on Mental Illness.

## Resources



PG&E and the CFILC are conducting a pilot program to provide AFN community members with more support. **The Disability Disaster Access & Resources Program ([disabilitydisasteraccess.org](http://disabilitydisasteraccess.org))** is a collaboration between PG&E and the CFILC to better serve the AFN community. **Resources include:**



Disaster preparedness



Food replacement options



Temporary housing (if displaced)



Transportation resources



Portable power stations



Increased Medical Baseline enrollment



Durable medical equipment



Goal Zero portable batteries



Inergy portable batteries



Disaster communications