

Regional Center Emergency Response Learning Session

**Support Through the Disability Disaster Access
and Resources Program and 211 California**

July 15, 2026



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Introductions and Agenda

- 1 Community Wildfire Safety Program
- 2 Support Before and During an Outage
- 3 Backup Power Programs

Presenters

- Lizz Stout**
Access and Functional Needs
Program Manager
- Jenny Limones**
Access and Functional Needs
Program Specialist
- Tamara Rodriguez**
Emergency Preparedness and
Response Officer, CA Department of
Development Services
- Joe Medici**
Emergency Management Coordinator,
Golden Gate Regional Center

Opening Remarks from Tamara Rodriguez

Emergency Preparedness and Response Officer,
California Department of Developmental Services

Support Through the Disability Disaster Access and Resources Program and 211 California

Lizz Stout and Jenny Limones

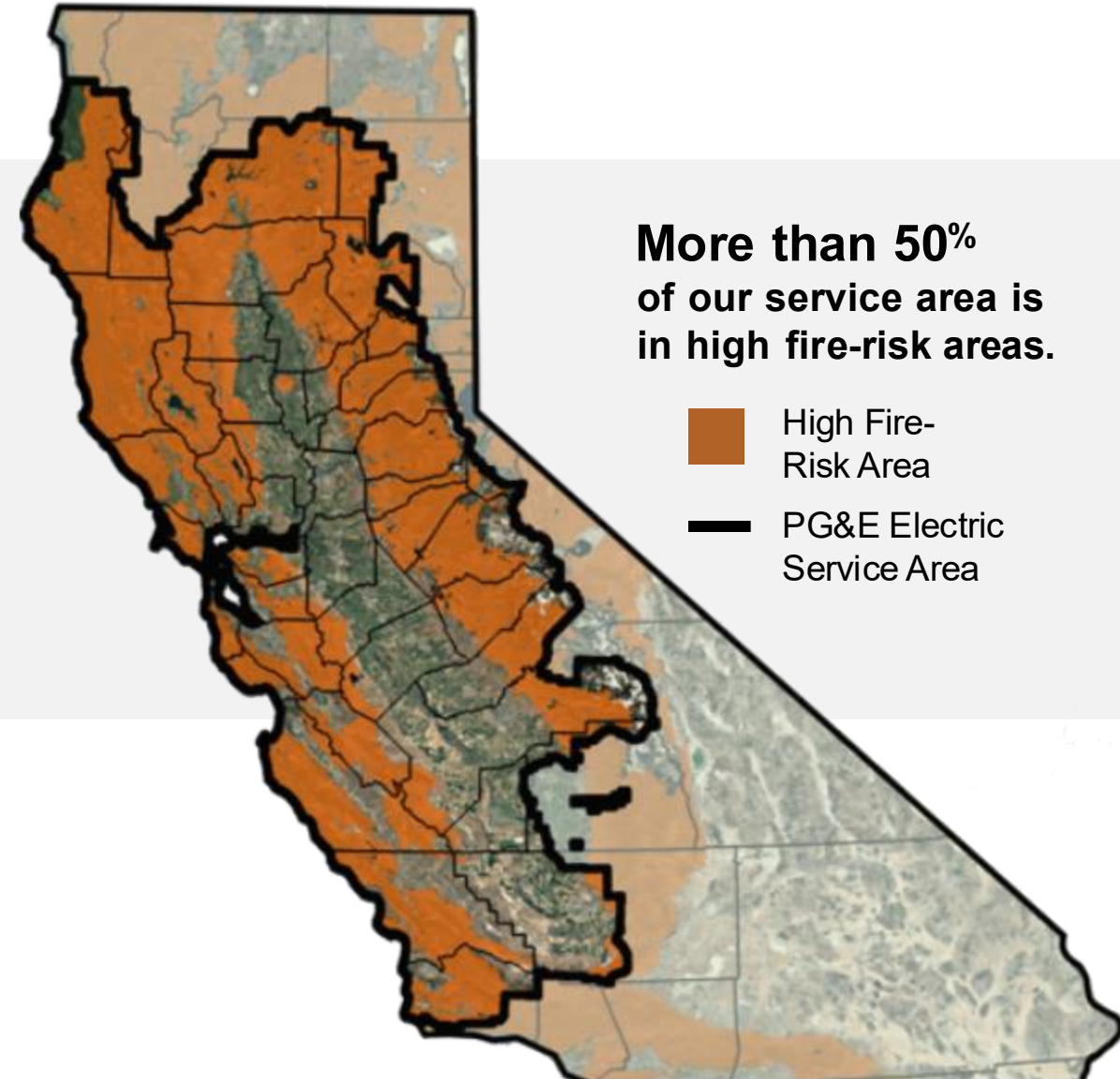


Who We Serve

By The Numbers

5.8M Customers served

70K Square miles served



Comparing Wildfire Safety Outages

Enhanced Powerline Safety Settings

vs.

Public Safety Power Shutoffs



WHY

Automatically turning off power quickly if a hazard is detected on a powerline.

Proactively turning off power to prevent tree branches and debris from contacting energized lines.



MEDIA

Reactive

Proactive



NOTIFICATIONS

No advance notification can be provided because the safety settings are reacting to the presence of a hazard on the line.

Ahead of potential power shutoff through automated calls, texts and emails with updates provided until power is restored.

Customers can find updates and information on both planned and unplanned outages at [pge.com/outages](https://www.pge.com/outages).

Defining the Access and Functional Needs (AFN) Community

The AFN population are individuals who have the following conditions:

- Developmental or intellectual disabilities
- Physical disabilities, chronic conditions, injuries
- Limited English proficiency or non-English speaking
- Older adults
- Children
- People living in institutionalized settings
- Low income
- Homeless
- Transportation disadvantaged, dependent on public transit
- Pregnant



We estimate that over **80% of people** in our service area either have access and functional needs or their safety might be at risk during an outage.

Wildfire Safety Customer Support Programs and Resources

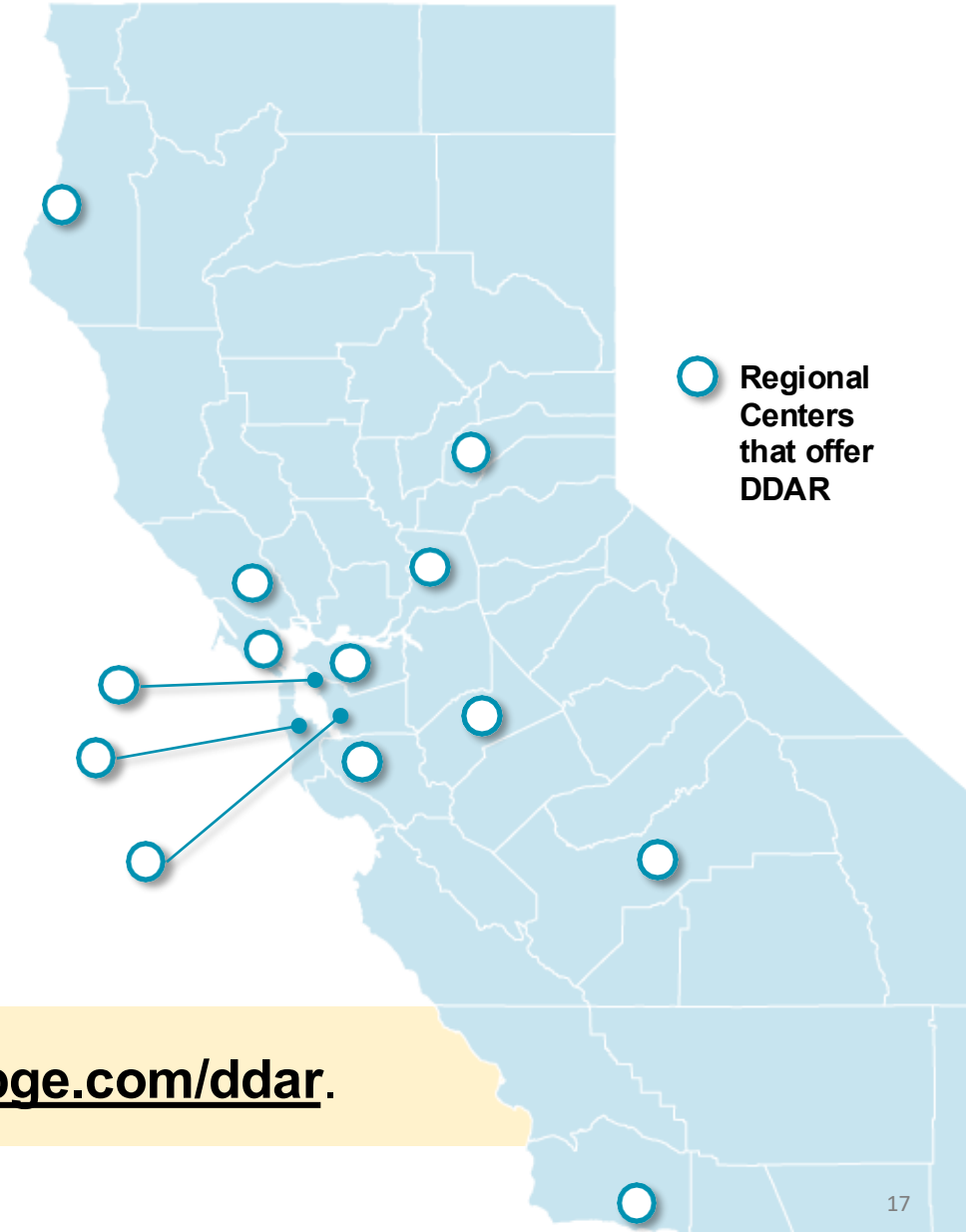
Support Through Disability Disaster Access and
Resources (DDAR)



Overview of DDAR

PG&E partners with CFILC and their network of 13 Independent Living Centers (ILCs) to create the DDAR Program, which assists individuals with access and functional needs before, during and after PSPS and other large-scale outages.

The California Foundation for Independent Living Centers (CFILC) unites these 13 ILCs to increase access and opportunities for people with disabilities.



For more information, visit: pge.com/ddar.

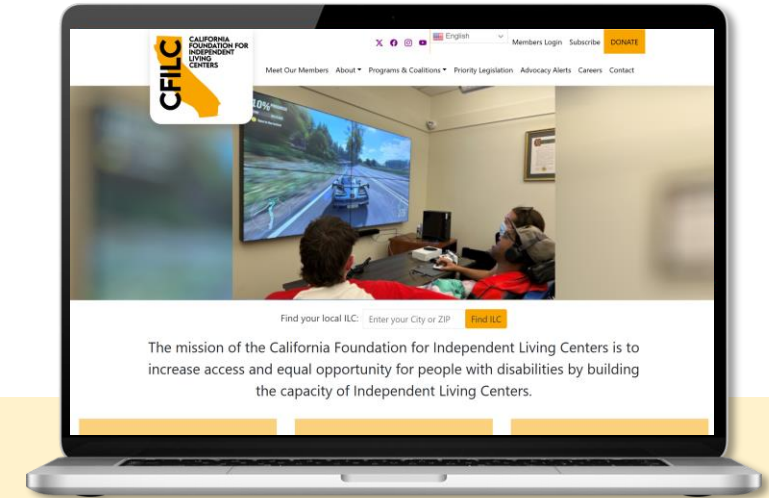
DDAR Eligibility Requirements

To qualify for the DDAR Program, you must:

- ✓ Live in a High Fire-Threat District*
- ✓ And either:
 - Use an electric device or assistive technology for their health
 - Have a disability or chronic condition
 - Rely on electricity to live independently

Medical needs and income will not be considered, and a medical practitioner is not needed to verify a disability or condition.

*To find out if you live in a high wildfire risk area, visit pge.com/cwsp.



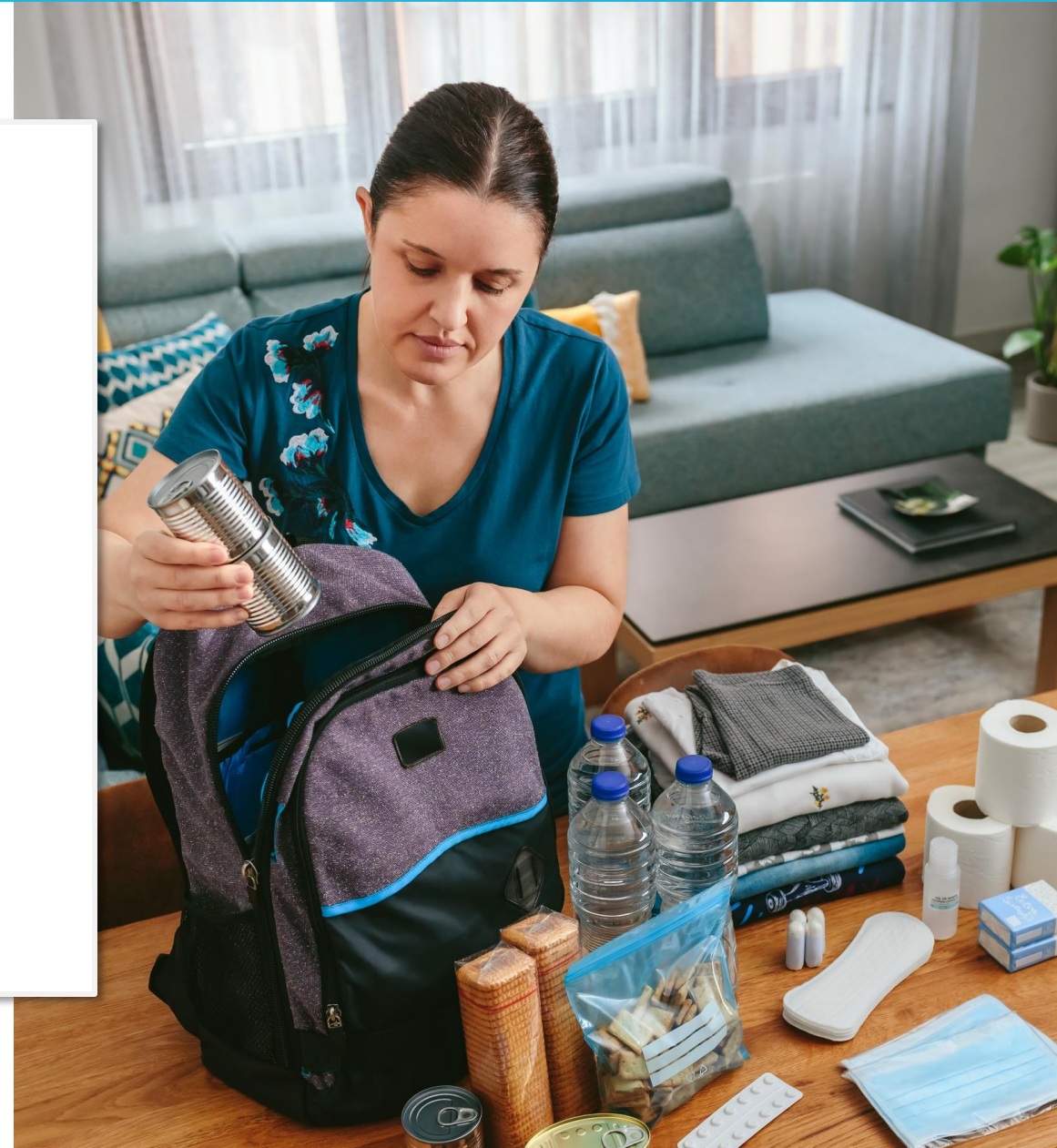
To apply, visit the DDAR website to see where the program is offered at **disabilitydisasteraccess.org**.

The [California Foundation for Independent Living Centers \(CFILC\)](https://www.cfildc.org/) will review applications.

Assistance Before a PSPS Outage

Before a PSPS, DDAR can help you with:

- ✓ Creating an emergency plan, including building a go bag or stay kit.
- ✓ Finding transportation or identifying evacuation routes.
- ✓ Accessing a list of local resources available during and after a PSPS.
- ✓ Enrolling in PG&E programs to receive backup power or financial assistance.



Assistance During a PSPS Outage



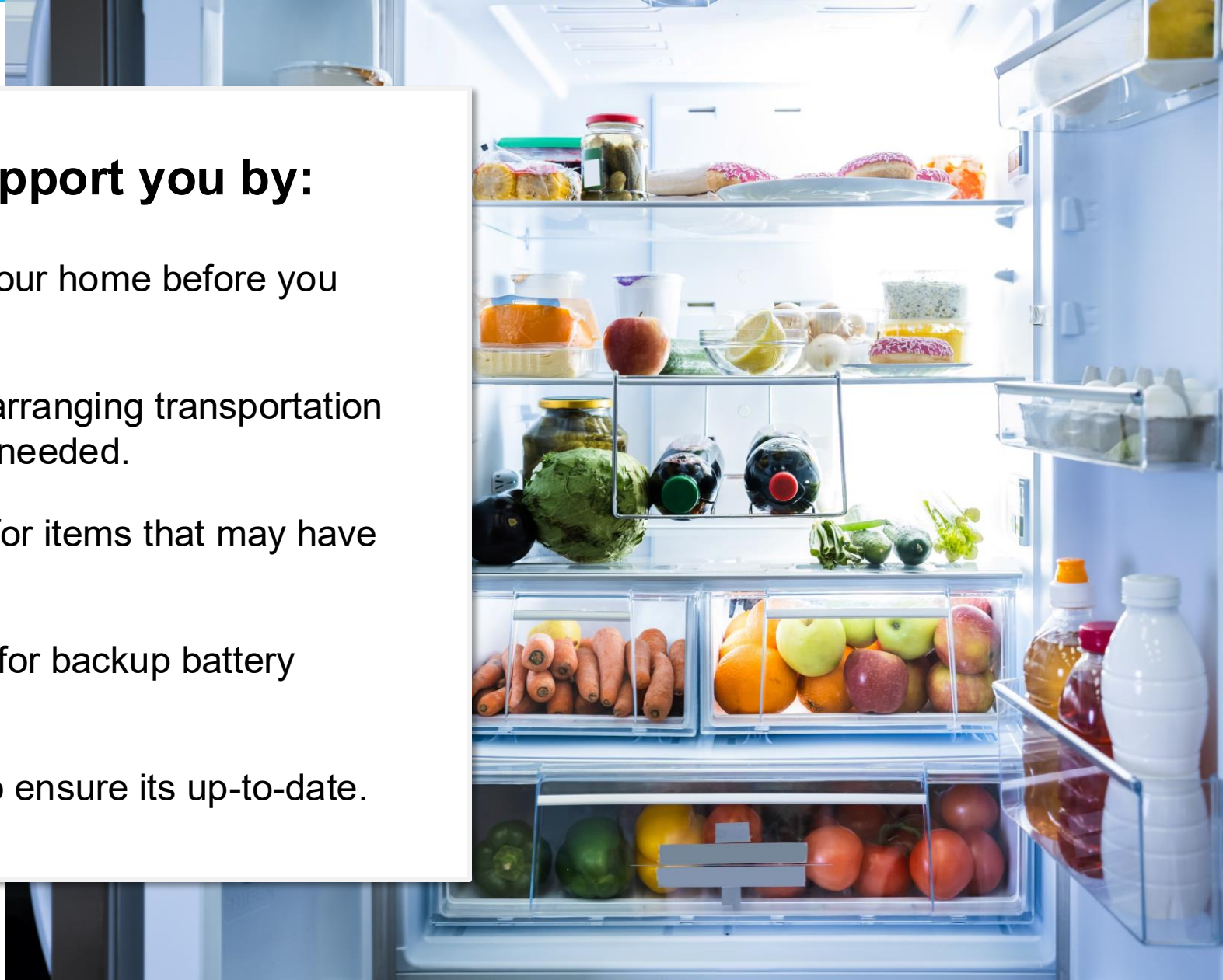
During a PSPS, DDAR can support you by:

- ✓ Confirming that you have received all notifications.
- ✓ Helping you implement your outage plan.
- ✓ Connecting you to the nearest Community Resource Centers, a safe location that helps like device charging, water and accessible restrooms.
- ✓ Connecting you to hotel stays, food vouchers and generator fuel.
- ✓ Providing portable batteries.

Assistance After a PSPS Outage

After a PSPS, DDAR can support you by:

- ✓ Verifying if power is restored at your home before you return.
- ✓ Helping check out of hotels and arranging transportation from hotels back to your home if needed.
- ✓ Assisting with food replacement for items that may have spoiled in your fridge.
- ✓ Providing application assistance for backup battery programs if eligible.
- ✓ Updating your emergency plan to ensure its up-to-date.



Wildfire Safety Customer Support Programs and Resources

Support Through 211 California



Overview of 211 California

211 is free service that provides live, personalized guidance to help you prepare and get connected to local programs.



800+

team
members



25

local Community-Based
Organizations (CBOs)
in the network



14

Contact
Centers



To learn more, you can call **211**, text **PREPARE** to **211-211** or visit **pge.com/211**.



What is 211?

Beyond wildfire safety outage support, 211 can connect anyone in need to local health, human services and community resources.



Crisis Services



Education



Food



Disability Services



Health Care



Housing



Income Assistance



Legal Assistance



Mental Health



Reentry Services



Rent/Utilities



Shelters



Substance Abuse



Transportation

 Available 24/7

 Confidential

 Multilingual

 Serves Anyone in Need

Assistance Before a Wildfire Safety Outage

Before a PSPS, 211 can support you by:

- ✓ Reviewing and documenting your household's unique needs.
- ✓ Co-creating a personalized safety plan that will be sent to your home.
- ✓ Connecting you with appropriate resources and local programs.
- ✓ Assisting with applying for eligible financial and backup power programs.



Assistance During an Outage



During an outage, 211 can support you by:

- ✓ Proactively calling you to see how you are doing ahead of a PSPS.
- ✓ Ensuring you receive notifications regarding the status of a PSPS outage.
- ✓ Providing outage updates for any power outage.
- ✓ Sharing the location and hours of CRCs.
- ✓ Assisting you if you are staying home with getting drinking water, backup batteries, fuel or food.
- ✓ Helping find temporary relocation with hotel vouchers or transportation.

Assistance After an Outage

After an outage, 211 can support you by:

- ✓ Checking-in to see how your safety plan worked and make updates as needed.
- ✓ Offering to co-create a safety plan if you did not have one.
- ✓ Providing a customer feedback survey to assess service quality and satisfaction.





Join Us for our Upcoming Engagement!

Attend the following webinars to hear more about resources for customers with access and functional needs!

**August 18
at 5:30 p.m.**

**Access and Functional
Needs Webinar for
Customers**



Learn more about the Access and Functional Needs webinar sessions, by visiting [**pge.com/webinars**](https://pge.com/webinars).

Contact Us

To find a Regional Center that can help you access these resources, please visit dds.ca.gov/rc/listings/.



Thank You

