During a Public Safety Power Shutoff (PSPS) event, a 211-call center may encounter several challenges. Prior to any active event, our team prepares in advance to understand the reasons for a power outage and receives training to troubleshoot any issues that may arise. Please review the following information. Note that not all problems occur during an active event.

1. Increase Call Volume & Long Wait Times

☑ **Steps to Resolve:**

1. **Encourage Self-Service Options** – Direct callers to utility websites or automated phone lines for basic outage info.

2. **Post Updates Online** – Reduce call volume by sharing FAQs on social media, the 211 websites, 211 via text and community platforms.

2. Misunderstanding & Lack of Updates

☑ **Steps to Resolve:**

1. **Verify Utility Updates** – Check PG&E or SCE websites, emails, or emergency contacts for the latest info.

2. **Cross-Check Sources** – Compare information from local emergency management, state agencies, or 211 leadership.

In January 2025, the caller declined lodging due to her pets. The Center Resource Center (CRC) was reviewed with the caller, and she later visited the confirmed center, expressing her appreciation for the assistance provided.

3. System & Technical Issues

☑ **Steps to Resolve:**

1. **Check Internal Systems** – Ensure phone lines, and databases are functioning. Report any outages to tech. support

2. **Log Issues** – Document any system failures and their impact to improve future response plans.

4. Special Needs & Unmet Resource Requests

☑ **Steps to Resolve:**

1. **Identify Immediate Needs** – Ask if the caller requires medical support, backup power, transportation, or shelter.

In January 2025, the caller mentioned that she has a family member with special needs who relies on medical devices and requires assistance with lodging resources. The caller confirms that her home address is updated and effective each time there is a Public Safety Power Shutoff (PSPS) event. The resolution involved providing the family with a hotel stay during the event.

2. **Check Available Resources** – Center database, local emergency resource lists to provide alternative solutions.

3. **Escalate Critical Cases** – If a caller's health or safety is at risk, notify 911 or appropriate emergency services.

In January 2025, a caller reached out for assistance on behalf of her father, who relies on an oxygen medical device. Lodging resources were reviewed and offered, but they were declined. She decided to take her father to the hospital for safety reasons.

4**. Follow Up When Possible-** If resources are unavailable, take down contact information for follow up

The caller mentioned that she has a high-cost medication that needs to be refrigerated. Lodging was provided, and arrangements were made for her. A follow-up call was conducted because the caller stated that her accommodation was not available, and she requested her room change. This request was approved, and the room was upgraded to her satisfaction. However, the caller later decided to decline her stay at the hotel because she felt unsafe. This concern was taken seriously, and all assistance was withdrawn.

5. Language Barriers & Availability Issues

☑ **Steps to Resolve:**

1. **Use Language Line Services** – If available, connect non-English speakers with translation services.

2. **Document Language Needs** – Report frequent language access issues to improve future preparedness.

6. Coordination with External Agencies

☑ **Steps to Resolve:**

1. **Confirm Points of Contact** – Identify emergency management contacts, shelters, and available assistance programs.

2. **Report Service Gaps** – If a resource is unavailable or overwhelmed, escalate to 211 leadership/administrative.