

State of California HEALTH AND HUMAN SERVICES AGENCY

New Hotline Available to Help California's Most Vulnerable During Power Shutoffs

Hotline, [consumer resources page](#), and personal [emergency plan](#) now available

FOR IMMEDIATE RELEASE

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SACRAMENTO – As utility-initiated Public Safety Power Shutoffs continue to impact residents across California, a nonemergency hotline has been established to help medically vulnerable Californians and health and community care facilities find resources in their communities during power shutoffs.

The hotline is (833) 284-3473.

“As power shutoffs continue, we have been working hard to protect the health and well-being of California’s most vulnerable,” said California Health and Human Services (CHHS) Secretary Dr. Mark Ghaly. “This hotline will serve as an important resource for our families, friends, and neighbors, but especially the elderly and those with access and functional needs.”

The hotline, which was established by CHHS and its Departments, will provide information about resources available during public safety power shutoffs. During power shutoffs or potential power shutoffs, hotline assistance will be available 9:00am-9:00pm. Assistance is available in many languages. 711 Telecommunications Relay Services (TRS) are available for individuals with hearing or speech related disabilities. You can find more information on 711 TRS [here](#).

Individuals experiencing a medical or psychiatric emergency should call 911. Individuals who need medical services or a medication should call their health plan’s member services number. Individuals who have a problem getting services or assistance with their health care can contact the Department of Managed Health Care's Help Center at (888) 466-2219 or www.HealthHelp.ca.gov.

CHHS has also created a new online tool that allows individuals to complete a personal [emergency plan](#). This is designed to help those with access and functional needs be prepared for power shutoffs. Also, a new [consumer page](#) provides various resources available for those in de-energization areas. CHHS has also created a data dashboard for local response partners to allow local governments, state agencies,

and community partners to share information to better plan and respond to power shutoffs. This [data dashboard](#) includes information related to individuals with durable medical equipment, healthcare facilities, community care facilities, weather, and utilities.

The State of California is taking additional actions to help medically vulnerable individuals.

Governor Newsom [announced \\$75 million](#) for local and state governments to mitigate impacts of power shutoffs and, [last week](#), demanded that California's Investor-Owned Utilities adhere to previously-agreed protocols for their power shutoff decisions and coordinate with state and local officials to protect public safety and limit impacts during these events.

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