



KIM JOHNSON
DIRECTOR

CALIFORNIA HEALTH & HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



GAVIN NEWSOM
GOVERNOR

April 24, 2024

PIN 24-06-CCLD
(Supersedes PIN 23-11-CCLD)

TO: ALL COMMUNITY CARE LICENSING FACILITY LICENSEES

FROM: ***Original signed by Kevin Gaines***
KEVIN GAINES, Deputy Director
COMMUNITY CARE LICENSING DIVISION

SUBJECT: **USE OF THE EVERBRIDGE EMERGENCY NOTIFICATION SYSTEM TO NOTIFY LICENSEES AND PROVIDERS OF DISASTERS AND EMERGENCIES**

Provider Information Notice (PIN) Summary

PIN 24-06-CCLD supersedes [PIN 23-11-CCLD](#), dated May 24, 2023. PIN 24-06-CCLD provides information on the Everbridge Emergency Notification System and how it will continue to be used to notify licensees and providers regarding disasters and emergencies such as wildfires, mudslides, earthquakes, and Public Safety Power Shutoffs. Additionally, Everbridge may be used to notify licensees of severe weather-related events, including, but not limited to, extreme heat and flooding.

To effectively respond to disasters and emergencies, including but not limited to, wildfires, Public Safety Power Shutoffs (PSPS), mudslides, earthquakes, extreme heat, and flooding, the Community Care Licensing Division (CCLD) will continue using the Everbridge Emergency Notification System to notify licensed facilities in advance of, and/or during, such events. Licensees will receive these notifications in the form of text messages and/or emails.

There are two types of Everbridge disaster notifications, which will be discussed in detail in this PIN:

1. Notifications which request a response back to Everbridge related to the operational status of your facility.

- a. These notifications are typically used during disaster events with evacuation orders.
2. Notifications which are strictly informational. If your facility is experiencing operational impacts, please notify your Regional Office (RO).
 - a. These notifications are typically used during non-evacuation disaster events, such as PSPS events or extreme weather events. The notifications provide information on when the events may occur, as well as additional helpful resources related to the event.

Everbridge Notifications that Request a Response

For Everbridge notifications that request a response, Everbridge can utilize multiple available contact methods. If you have provided a cell phone number to your RO that can receive text messages, it will be the first level of contact used by Everbridge. If a text message cannot be delivered to you, Everbridge will then attempt to contact you using other provided forms of contact, such as your email address or the facility phone number.

Please note, if Everbridge does not receive a response from you, it will automatically cycle through the available forms of contact one more time in an attempt to capture a response.

Licensees **have one hour to respond** to Everbridge notifications that request a response. If you have not responded after one hour, your local RO will attempt to reach you directly. **Please ensure your local RO has your facility's updated contact information**, including your email, facility phone number, and cell phone number.

Everbridge notifications that request a response will provide a list of options to choose from regarding your facility's current operational status. **It is crucial that you respond to the notification, even if your facility is still operational or has not been impacted by the event.** If you fail to respond, your local RO will be required to contact you by phone to ensure there has been no impact to your facility.

The list below is an example of what response options may look like when receiving an Everbridge notification related to a disaster event with an evacuation order:

1. My facility has not been impacted, it has not evacuated, and it will continue to operate.
2. My facility can operate but is experiencing manageable impacts.
3. My facility has evacuated but is not damaged, it will be able to operate once the evacuation order is lifted.

4. My facility has evacuated and/or has been damaged and will not be able to operate.

Regardless of the type of disaster or emergency, if a notification is requesting a response, you will be instructed to select one of the four stated options by either typing a number in a text message, clicking on the option in an email, or pressing the appropriate number on a phone.

Important! After you respond with your operational status, you will not receive subsequent Everbridge notifications. However, if operational impacts are reported, your RO will continue to reach out until all major impacts are resolved.

Everbridge Notifications that do not Request a Response

Everbridge notifications that do not request a response are typically used for non-evacuation disaster events, such as PSPS events or extreme weather events. Your facility will receive a notification if it is located within an area that may be impacted.

The notification will provide details on the event and will be sent to your facility by email only.

These notifications do not include response options. However, if your facility experiences operational impacts from the event, please notify your RO as soon as possible.

Everbridge Contact Information

The list below displays the phone numbers and email address from which Everbridge notifications will be sent. CCLD strongly encourages you to add these phone numbers and the email address to your contact list to ensure timely delivery:

- Text messages are sent from number 88911.
- Emails are sent from noreply@everbridge.com and will be displayed as “CA Department of Social Services CCL Alert.”
- Phone calls are made from (916) 228-6728.

Please note, when responding to a notification by email, please do not “Reply” to the email. Instead, simply click on one of the options displayed in the email that best fits your situation.

Emergency Plan Requirements and Best Practices

The CCLD reminds licensees to review and update their facility’s emergency/disaster plan to ensure compliance with all applicable statutes and regulations. CCLD recommends the following:

- Review and update your contact information, such as a facility phone number, cell phone number and email, with your RO.
- Review your Emergency Disaster Plan regularly and in accordance with the [California Code of Regulations](#) as applicable to your facility type. If needed, please have your local emergency authorities review your Emergency Disaster Plan.
- Submit a copy of your updated Emergency Disaster Plan to your local RO when updates or changes are made to the plan.
- Ensure any entities listed in your Emergency Disaster Plan are still current and ensure your temporary relocation center is still available and appropriate.
- Review your Emergency Disaster Plan with staff, authorized representatives, and residents/children regularly.
- Ensure you receive official notices from your local authorities and additional emergency alerts via your cell phone number or email address by signing up on the [Cal Alerts website](#) or on the [Listos California emergency alert website](#). It is important that you follow guidance from your local authorities regarding an event.

Additional Information

If you have any questions regarding this PIN, please contact your local CCLD RO:

- [Adult and Senior Care Regional Offices](#)
- [Child Care Regional Offices](#)
- [Children's Residential Regional Offices](#)
- [Home Care Services Branch](#)

Note: This PIN does not address reporting requirements, which have separate requirements as specified in [Title 22 of the California Code of Regulations](#).

For additional resources, please visit the [Community Care Licensing Division Disaster Response webpage](#).