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GAVIN NEWSOM
GOVERNOR

July 26, 2019

PIN 19-08-CCLD

TO: ALL COMMUNITY CARE LICENSED PROVIDERS

FROM: PAMELA DICKFOSS
Deputy Director
Community Care Licensing Division

SUBJECT: **TEST THE EVERBRIDGE DISASTER NOTIFICATION SYSTEM FOR LICENSEES**

Provider Information Notice (PIN) Summary

PIN 19-08-CCLD provides information on the upcoming test of the Everbridge emergency notification system scheduled for August 2019.

The purpose of this PIN is to notify licensees that the Community Care Licensing Division (CCLD) will be conducting a test of a new emergency notification system for all facilities in the **Fresno and Rohnert Park Offices** service areas. The initial test of the Everbridge system will be completed on **Wednesday, August 7, 2019 at 9:00 a.m.**

Everbridge is an Emergency Alert System. In the event of an emergency or disaster, CCLD will utilize Everbridge Alert System to send information to licensees through a mass notification process, usually voicemail to a phone or an email message. Everbridge will use the current telephone or email information on file with CCLD for this test. If you are unsure whether your contact information is current, please contact your Licensing Program Analyst (LPA).

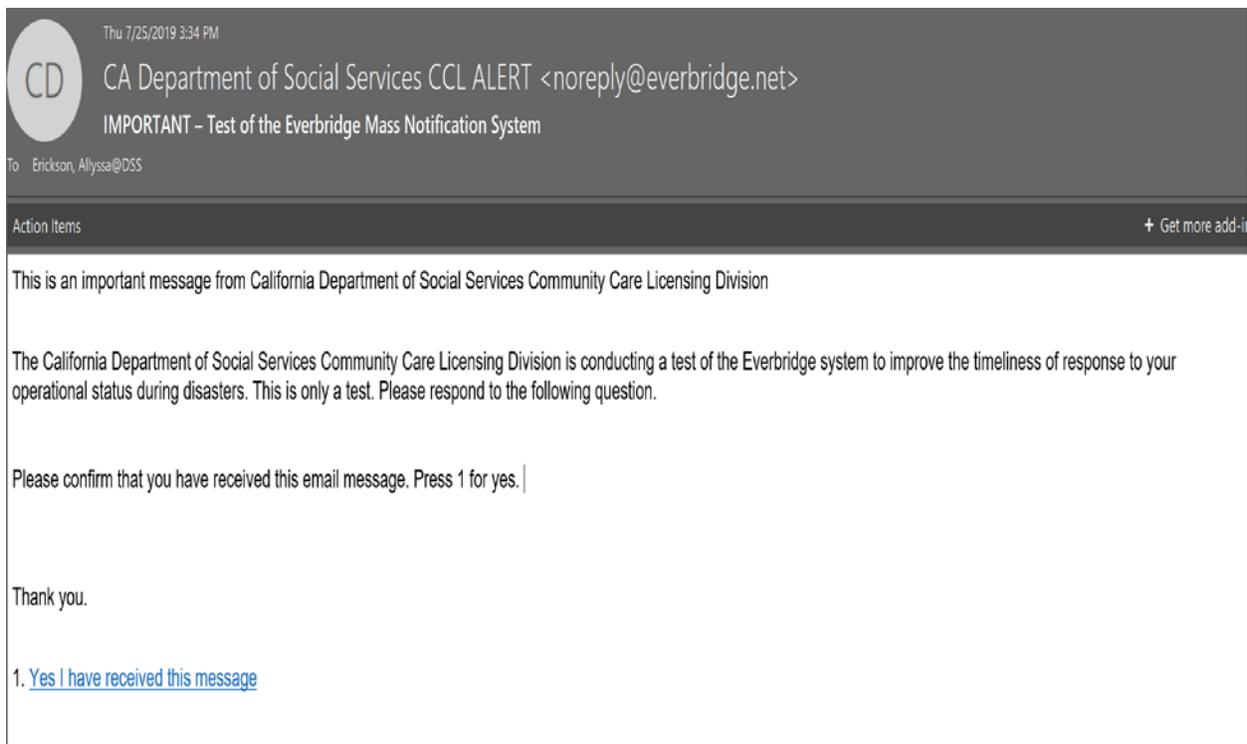
Upon receipt of the notification, licensees will be prompted to respond to the notification either by pressing a one-digit numeric response, such as the number 1, or the appropriate email response to demonstrate the message was received. If you respond to the first message, the test will end. If you are unable to respond to the first phone call and/or email, the system will send an additional notification 30 minutes later.

The second notification will end the test. Please refer to the phone message and screen shot below as examples.

Phone message example:

Please listen to this important test message from the California Department of Social Services Community Care Licensing Division. To improve the timeliness of the response to your operational status during disasters, the Community Care Licensing Division is testing the Everbridge mass notification system. This is only a test. Please respond to the following question. Please confirm that you have received this phone message by pressing #1. Thank you.

Email message example:



The use of Everbridge will provide CCLD with the ability to track the impact of an emergency or disaster before, during and after critical events. CCLD envisions that Everbridge will allow for a quicker and efficient assessment of facility operational status and determination of which facilities will need to be contacted by the LPA in order to collect additional information or provide specific technical assistance. This should dramatically reduce the number of phone calls that Regional Office makes during a disaster.

CCLD will be evaluating the effectiveness of this test to determine if Everbridge will be utilized for actual disaster events. Until we complete any and all testing, CCLD staff will continue to make initial contact with licensees to determine how the disaster has impacted your facility or home.

If you have questions, please contact your Regional Office.