

Contractor Identification

Proposal Purpose: **Emergency Services for Residents with
Severe Physical Disabilities**

Specification Number: **10-10497-C**

Organization: **Easy Does It Emergency Services**

Address: **1636 University Ave.
Berkeley, CA 94703**

Phone Number: **(510) 845-5513**

Primary Contact: **Bonnie MacFadyen, Executive Director**

Federal Tax ID Number: **94-3227346**

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Easy Does It Emergency Services Company Culture

History:

Easy Does It Emergency Services (EDI) was founded in 1994 with the mission of providing assistance to individuals with disabilities and the elderly living independently in the City of Berkeley. Should a disabled person experience an unforeseen crisis or a temporary lapse in his or her own regular attendant care, that person can call upon Easy Does It for assistance at the time of need. EDI has specific experience in providing emergency attendant, transportation and repair services from an Independent Living Model perspective since 1994, when it was founded by Cecelia Weeks, a long-time advocate of Independent Living and Disability Civil Rights.

Easy Does It has integrated the Independent Living philosophy into all aspects of our program. The philosophy assures that people with disabilities maintain full control of all aspects of their lives, and within that, acknowledges that in order for people with disabilities to be independent they need to rely on other people and services. These services must in turn recognize that they operate as directed by the client. Attendant, transportation and working mobility equipment is key to ensure full integration of disabled persons in their community.

EDI stresses listening and communication skills and delivers services to clients with sensitivity and non-judgment. In 1995 EDI gained funding from the City of Berkeley and since 1999 when the residents of Berkeley voted to fund Emergency Services for Residents with Severe Physical Disabilities, EDI has been the sole recipient of the Measure E contract with the City of Berkeley.

Key Personnel

Field Staff:

EDI takes pride in the success of our organization at providing effective services to the disability community in need. The backbone of our strong services is our incredible field staff.

Mr. John Benson, our Transportation and Repair Manager, has been with Easy Does It since its inception and prior when EDI was first coming to fruition and went by a different name, Last Call. Mr. Benson has had over 23 years of experience as a Personal Care Attendant and has been an advocate of the community for even longer. His acute attention to client comfort and satisfaction has granted him trust and praise in the community and his talent for troubleshooting and problem solving repair issues has deemed him invaluable to our organization and the community at large.

Ms. Flor de Maria Chahua, our Lead Dispatcher, has also been with Easy Does It since its inception in 1999. Ms. Chahua exhibits the epitome of our mission. Ms. Chahua makes each clients' needs her priority and maintains an understanding and patient rapport with our clients. Ms. Chahua has filled every field position that Easy Does It has. She has been an Attendant, Driver, Shift Supervisor, and Weekend Manager. And though Ms. Chahua currently fulfills only one role as Dispatcher, she continues to provide an exceptional example to our other seven dispatchers and her input during staff meetings is influential to our staff.

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Each attendant brings their own personality and dedication to our clientele. They are strong in their skill set and consistently provide compassionate and sensitive support to our clients. They memorize various and multiple routines for individual clients and seamlessly provide the services requested. During employee evaluations we ask clients about their experience and satisfaction with the attendant, and often our attendants are praised for their abilities and communication. Our staff provides quality assurance checks and offer support and camaraderie during monthly staff meetings. Without these key members to our personnel, Easy Does It could not fulfill the mandate of the City and its citizens, a goal that Cecelia Weeks envisioned so many years ago.

Field Support Personnel:

To ensure that field staff have the support, training, and resources they need to be effective, we have created three program elements to cover these areas and have recruited the ideal candidates to fill them: EDI Case Management Oversight with Louie Lock, EDI Case Management with Michael Carter, and Attendant Training with Hannah Karpilow.

Mr. Louie Lock joined EDI in 2001 after gaining experience as a Certified Nurses Assistant and Personal Care Attendant in Georgetown, TX. As Mr. Lock trained in this field and upon moving back to Berkeley, he recognized the need of strong attendant care in the disability community and was up to the task. Pairing his skills with his compassion for the community, Mr. Lock quickly became an asset to our program and clientele. He took a leave from EDI in 2008 to take on more fulltime private Attendant work, and has now rejoined the EDI team as an Oversight Case Manager. In this role he will then mentor our staff and ensure the needs of the disability community are met.

Mr. Michael Carter began work at Easy Does It in 2004 and since 2008 has been the Case Manager. Mr. Carter has been providing attendant services through EDI and privately in Berkeley since 2004 and prides himself in the dedication he consistently brings to the community and to our clientele. Mr. Carter puts his best effort forward to secure regular care for our clients.

Hannah Karpilow has worked in the field of Personal Assistance Services since 1981, first as a home-care attendant referred through the Disabled Students' Program at UC Berkeley, and then on through word of mouth. She has worked with EDI in many capacities over the years and we look forward to the continuation of the Attendant Services Program she is currently developing. Her comprehensive knowledge and ability to teach our staff members in detailed and fresh ways have proven effective through their engagement and interest.

Administrative Staff:

Easy Does It has also procured a strong administrative infrastructure that has a proven track record of longevity in the organization and in the community.

Our Executive Director, Bonnie MacFadyen has 38 years of experience in health-related and community based organizations. She has brought an invaluable heart and spirit to Easy Does It. Her involvement in the disability community both personally and professionally has added a much-needed perspective to inter-office systems and organizational development. Ms.

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MacFadyen has unique characteristics for an Executive Director; she pairs impeccable professional skills with an unflinching desire to meet the needs of the community and to advocate for the underrepresented. Drawing from her past experience as an Executive Director and CEO of a community-based clinic she brings advocacy and a commitment to diversity in her management approach.

Our Program Manager, Gina Sasso has been with EDI for nine years. She started out as a data input assistant and has worked her way into her current position. Ms. Sasso has an undeniable flare for social outreach.

Easy Does It's Services Coordinator, Ayanna Keeton, has been with Easy Does It for nine years having started as a data input clerk. Ms. Keeton has a clear passion for the work she does. She provides a strong example to the field staff and acts as a liaison between the field staff and the administrative staff and the community. Ms. Keeton is focused and is successful in tracking the scopes of our services.

Our last member of the administrative staff is our Executive Assistant, Lindsay Keller. Ms. Keller brings with her a 12-year inherited passion for the disability community passed down from her mother who was a Personal Care Attendant. She holds a Masters in Writing and has brought strong organizational, technical, design, and clerical skills to EDI.

Nancy Ferreyra joined Easy Does It as our Bookkeeper in April 2009 and has been a great addition to our office. Ms. Ferreyra brings over 10 years experience in non-profit financial management to her role, including overseeing federal, state, and local grants and contracts. She has also worked in the disability non-profit sector for over 25 years.

Board of Directors and Restructuring:

Easy Does It Emergency Services is also governed by seven individuals, of which over 50% are clients of Easy Does It. Two years ago, this Board of Directors recognized a need for organizational development which led to an administrative restructuring. In order to focus on best practices of agency management and increase capacity, effectiveness and professionalism, the Board of Directors and administrative staff worked with two consultants from Sequoia Consulting Associates. Sequoia's mission is to increase the impact of nonprofit community-based organizations and the people who work and volunteer in them. They deliver a range of high-impact capacity-building services. These consultants stay abreast of and help to shape current best practices and paradigms in nonprofit capacity building. The Sequoia Consulting services have fit the needs identified by the EDI Board.

Beginning in 2008 and through 2009 the Board of Directors met with these consultants outside of regular board meetings twice per month totaling over 60 hours to hone a clear, focused and constructive approach to governing Easy Does It. This process resulted in awareness by the Board Members of their individual roles and the roles of the Board as a whole, their relationship with the Executive Director and individual staff, policy review and determination, budget overview, and protocol. A complete re-structuring of the organization provided the transition necessary to build a company culture that allows for compassionate leadership along with

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accountability to funders and the community, to staff, and most importantly the clients of Easy Does It Emergency Services.

As internal systems have improved, it allows the creativity of the administrative staff to look outward to outreach and education.

This restructuring, for instance, has enabled Easy Does It to easily adapt to the recommendation outlined by the Berkeley City Auditor in her letter of Fiscal Monitoring Visits Results. As of April 15, 2010 our Berkeley City Auditor determined that Easy Does It is “meeting the contractual obligations with the City in regards to fiscal management as a whole.” The immediate result of this transition has been more efficient accountability systems with checks and balances, increased transparency, a higher level of effective communication and clearer roles of the board, Executive Director and staff, thus allowing the focus of the agency to be where it should: the mission and the clients.

Easy Does It has set the bar for these qualified and compassionate staff members and is grateful to have offered emergency services to the Berkeley Disability Community for over 16 years. In Tab 11 we have provided a sampling of support letters from our clients demonstrating a broad level of satisfaction and appreciation of our outstanding services. Easy Does It (EDI) is also uniquely positioned to provide all services listed in the RFP.

Easy Does It is submitting an application for all four program components. Integrated services are cost-effective and efficient. When one agency delivers all services there is no duplication in administrative expenses and it saves the City the cost of monitoring more than one entity. From a client’s perspective, services are easier to access when administered by one agency.

EDI continues to operate with a strong infrastructure and dedicated field staff of 30, already in place to render a multitude of complex services 24 hours/day; 365 days a year. We are a 501(c)(3) nonprofit corporation with a mission and 16-year history of providing emergency attendant care and transportation, including case management as a component of these services, as well as repair of wheelchair and other assistive devices. We have had no terminations of this contract or any other contracts for default or any early terminations.

EDI is able and ready to assure continuity of services on July 1, 2010, the very first day of the Measure E contract, without interruption or delay in any emergency services for the disability community of Berkeley.

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Scope of Services

1. Emergency Attendant Care with Incidental Case Management

Attendants:

EDI Emergency attendants provide personal care required by the clients to avoid institutionalization and maintain independence. Attendants assist clients by listening carefully to the client's instructions and by providing appropriate, reasonable services. Currently there are 16 attendants to ensure that a minimum of one male and one female are available to respond to calls and typically two males and two females during peak times. Both male and female attendants are on-call 24 hours a day/7 days a week for non-medical personal care emergencies, urgent errands, and urgent household needs. There is a charge of \$13.00 the first hour and \$3.25 every 15 minutes after. The attendants provide the following services on an emergency basis 24 hours/day and 365 days/year:

- ✓ Accompaniment to urgent medical appointments
- ✓ Assistance with interpreter needs
- ✓ Assistance with respiration such as self-administered oxygen and ventilators
- ✓ Bathing, oral hygiene, and grooming
- ✓ Care and assistance with prosthetic devices
- ✓ Changes in bed linens and urgent light laundry
- ✓ Clearing ramps and pathways of obstructions
- ✓ Dressing and undressing
- ✓ Garbage removal
- ✓ Meal preparation, feeding and meal clean up
- ✓ Menstrual care
- ✓ Mobility assistance such as ambulation
- ✓ Postural repositioning both in and out of bed
- ✓ Protective supervision up to 3 hours
- ✓ Provide food, water and urgent clean up for service animals
- ✓ Access to medications
- ✓ Range of motion exercises
- ✓ Tactile skin stimulation for circulation
- ✓ Toileting
- ✓ Transferring clients using the following techniques: pivot, sheet, board, dead lift, and/or Hoyer lift transfers
- ✓ Urgent grocery shopping and errands

In Fiscal Year 2008/2009 Easy Does It responded to 4648 attendant calls. We are prepared for any increase in calls that may come from the cuts to IHSS and Medicare/MediCal.

EDI takes particular care in recruiting, screening and monitoring potential attendants. For an attendant applicant to be considered for a position with EDI, they must possess at least one year of attendant experience working with physically disabled persons, must provide three relevant references and complete a detailed application including a check list of experience. Background

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checks and fingerprintings occur before the final employment offer and picture IDs are issued to all staff in the field.

Easy Does It also provides mandatory in-service trainings including aiding our attendants in honing of their strong skill set. The trainings include:

1. CPR and First Aid/Universal precautions
2. Alzheimer's/dementia and other elder health issues including elder abuse
3. Performing various lifts and transfers safely
4. Disability sensitivity
5. Dealing with stress (self-care) and physical health

All attendants are also screened for understanding and awareness of environmental sensitivities.

Employee evaluations are performed for each attendant after 3 months of employment and annually after that. Four EDI clients voluntarily and anonymously answer questions regarding the specific attendant being evaluated in regards to sensitivity to the client's particular situation, ability to remain calm under stress, treating clients with dignity, communication, knowledge, and confidentiality. The client's feedback is paired with administrative feedback regarding response time, ability to work with both sexes, and compliance with policies. Very rarely does an attendant score lower than an 80%, but when they do they are subject to additional trainings and a follow-up evaluation following a meeting with the Program Manager.

Dispatchers:

An integral part of the Easy Does It Attendant Team in the provision of Emergency Attendant Services is the Dispatchers. Dispatchers are adept at recognizing the needs of our clients and are particularly aware of the communication methods and needs of our non-verbal client base. Our non-verbal clients are flagged in our roster and database so we can easily anticipate their needs should they place a call. For instance, we have a particular client who is non verbal and when he calls it is usually around 2pm on a weekday and he is calling for assistance with a meal. We also know that he prefers a particular attendant who has memorized his meal routine. When this client calls and the dispatcher answers the phone, he cannot answer back so they ask him to push a button if he is who we think he is. Then we ask him to push a button if he needs help with lunch, and so on with the attendant preference and time. There are many clients the dispatchers use this method of communication for.

Dispatching in-house ensures a high quality of communication and knowledge of the clients, their needs and situations. Eight dispatchers are available for calls 24 hours/day and 365days/year. Dispatchers track times that calls are received, the times clients are called back by the attendant (within 10 minutes of the client's initial call), times when staff arrive at the client's location, as well as any feedback received from clients or staff about how the service went. Dispatchers maintain constant contact with the client until the emergency attendant arrives. The parameters of response time (from the time the attendant receives the call to the minute they reach the client's home) are 45 minutes at most with a 30 minute target. This response time is

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also a factor in the employee evaluation. The data collected, including the length of time the services required, is monitored by the Services Coordinator.

Dispatchers are also responsible for the triage of clients, which often includes mediating calls between EDI and the Fire Department and the Police Department. There have also been times when an attendant arrives at a client's home and realizes that the emergency service they need may be beyond their scope. The attendant then calls 911 and then informs the dispatcher. Just this past winter one of our attendants called 911 because a client needed immediate medical attention; the client arrived at the emergency room and received the care he needed, later thanking the attendant for handling the situation.

Intake:

Staying within the specific criteria outlined by the City Of Berkeley Required Intake Elements, EDI adapted our intake form to capture client information and meet the reporting criteria. Each new client requesting the services of Easy Does It must be registered. This may occur through office staff, attendants, drivers, or dispatchers. Very often the client requires assistance filling out the New Client Intake Form (see Miscellaneous Materials). The next step transfers to the Services Coordinator, where informational and promotional materials are collected and mailed to the new client. Part of the process of enrolling the new client is to provide them with a handbook (see website www.easydoesitservices.org). The handbook outlines the scopes of services, rates, policies and procedures. Along with this information packet is a request form for entry into the Disaster Response Registry that Easy Does It developed in collaboration with the City of Berkeley Fire Department and the City of Berkeley Police Department. The registry is maintained by the Services Coordinator. Currently, 52% of our active clients have volunteered to participate in the registry.

Training:

Because we have our finger on the pulse of the Berkeley Disability Community trends, we are acutely aware of the fluidity of available and stable attendants in the community. We have identified a need to cultivate a cadre of confident and professional attendants within Easy Does It to maintain the stability of our clients' lives. Our response to this need is to offer an inclusive training for our attendants and other interested people in the community who may have a desire to be an attendant. Because we have a qualified group of attendants we are also able to respond immediately to any changes in services and/or funding from other agencies, strengthening the safety net for the community.

To ensure the availability of a pool of attendants who provide private services, from the Independent Living Model perspective, and to reduce client reliance on emergency services, EDI has developed two programs in conjunction with Hannah Joyce Karpilow and Louie Lock. Easy Does It has developed these programs with Ms. Karpilow and Mr. Lock to ensure the pool of attendants available to the disabled community is knowledgeable, professional, consistent and confident.

Ms. Karilow's program aims to train potential and diverse attendants and includes a free introduction for interested participants. She will explain the role of an attendant, highlighting the

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importance of attendant services in a person's life to enable the disabled person to be out in their community. Ms. Karpilow will provide both morning and evening sessions based on these goals in a 6-week training that will be similarly available to current EDI emergency attendant staff. Concomitantly EDI will offer a program run by Louie Lock for current and potential clients on how to hire, train and manage employed attendants, including interview and screening techniques, placing an ad, and help identifying troublesome triggers. **Such a program with the focus on independence strengthens the safety net for clients and allows for continuity of care, and less reliance on emergency services, thus freeing up availability of emergency attendants for a broader base of need in the Berkeley disability community.** Mr. Lock will also act as an on-site mentor and trainer for new and established attendants. The new attendants emerging from these programs will be available for private hire or become back-up for the emergency roster.

In developing these training programs, Easy Does It hopes to reach a wider spectrum of potential clients in Berkeley. Easy Does It also seeks to employ attendants with a wider range of language capability so that clients who speak languages other than English may also utilize our services with ease. Currently, we have multilingual staff members who speak Spanish, French, German, and Japanese. We are also in the process of having some of our informational materials translated into Spanish, Cantonese, and Vietnamese. EDI also aims to expand our outreach efforts by collaborating with other agencies in the Bay Area including La Pena and the other Senior Centers in Berkeley.

Community Partnership and Collaboration:

Currently EDI has collaborated with and/or continues to collaborate with:

1. Clausen House
2. Strawberry Creek
3. Inclusive Community Resources
4. Redwood Gardens
5. People's Park for our Health Fair
6. The Center of Independent Living
7. Collaborating Agencies Responding to Disaster
8. North Berkeley Senior Center
9. Over 60 Health Center
10. Senior Assets
11. Marin County Public Authority
12. UC Berkley Disabled Students' Program
13. City of Berkeley Health Department (H1N1 Clinic for Staff and Clients)
14. City of Berkeley Police Department
15. City of Berkeley Fire Department
16. City of Berkeley Office of Emergency Services

Please find reference letters from several of these agencies in tab 10.

Currently, Easy Does It and the Center of Independent Living have met to pursue synergistic opportunities as well. EDI would like to strengthen our collaboration with these agencies and

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initiate connections with other services in the community as well. We will do so by providing more informational and promotional materials, organizing panels and presentations and keeping the lines of communications between the agencies consistent.

Our lease agreement with the Ed Roberts Campus Building will certainly facilitate potential collaboration between agencies. We will be one of many agencies in the building “working toward our preferred future” and broadening the services available at the International Center for People with Disabilities.

Easy Does It also maintains a comprehensive database of disability and elder related resources to our clients and the community. As of now, there are over 200 local and national resources listed in the database, which is compiled via excel and readily available in print or electronic version. During the next fiscal year when EDI launches its new website, we will have the database online for easy access.

Case Management:

Easy Does It also provides Case Management services for our clients. The Case Manager is called in when the client needs other services beyond the Easy Does It Scopes of Services. Information and Referral is provided to related programs within government and private social service networks. The Case Manager offers coordination with: In-Home Support Services, The Center of Independent Living, and Scott’s Attendant List.

The Case Manager is also utilized if a client demonstrates over-use of our emergency services, which is typically due to loss of a permanent attendant, or as the case manager determines. The threshold for “overuse” is 25 calls per month. It is rare for clients to reach this level. Some clients may preliminarily communicate a greater need, and this is also assessed by the Case Manager. Easy Does It’s Board of Directors has a Sub-Utilization of Services Committee which oversees this. The Case Manager is also used to help clients hire and supervise permanent attendant staff. He suggests local venues for attendant advertising, such as craigslist.org, *East Bay Express*, and *The Berkeley Daily Planet*. The Case Manager also refers to his roster of attendants compiled of persons forwarded to him by Easy Does It and coordinates the initial communication between the client and potential attendant.

The Case Manager provides monthly reports on all his activity including the assessment of client needs and how he accommodated them, the attendants he has interviewed, how many new clients he interacted with, and the agencies he has referred clients to.

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2. Emergency Transportation with Incidental Case Management

EDI maintains a wheelchair accessible van to transport individuals anywhere within Berkeley and from up to one mile outside of the Berkeley border who have an equipment breakdown or other transportation emergency that leaves them without means to reach their destination. A transportation emergency may include mechanical breakdowns of the wheelchair; malfunctions due to weather or other situations where in the judgment of the dispatcher and in response to the clients' need the call is necessary. The van is also available to assist with transportation upon hospital discharge (emergency vehicles are not wheelchair accessible), or when a client has been taken to the ER without his or her wheelchair.

In March 2010 we had an instance where a client was driven to the emergency room by ambulance, but her wheelchair was left behind because it could not fit in the ambulance. Easy Does It was able to go pick up her wheelchair and bring it to her in the hospital. We also verified that she received her chair.

If an established client gets stranded outside of Berkeley, EDI will travel up to four miles outside the city limits and take him/her to a location of choice within the service area. For instance, one of our clients broke down outside of Berkeley and we were able to go and pick him up and transport him back home. We also assisted in repairing his wheelchair.

Often times a breakdown situation can be mitigated by on-site minor repair by the van drivers, with minor adjustments such as tightening screws and other loose parts, replacing drive belts, fuses and batteries, or repairing flat tires allowing the client to carry on. The EDI van is equipped with a toolbox for these minor repairs. EDI maintains a storage space and shop for all necessary parts and tools needed for repair. The Transportation and Repair Manager, John Benson is available and on-call for more serious repairs (see section 3).

Another transportation situation considered an emergency is when an individual has a medical appointment and the pre-arranged ride either to or from falls through. We also consider transportation to a wheelchair accessible lavatory as an emergency. One of our clients lives in Alameda, but works as a grass-roots canvasser in Berkeley. Occasionally she calls Easy Does It to transport her to an accessible restroom, aid her in toileting, and bring her back where she was.

Our transportation services are unique, providing door-thru-door services rather than curb-to-curb. Drivers provide the kind of service that each individual needs, which can include help with tasks like putting a coat on, help locking the door and carrying something to the van, bringing packages into the house, making sure the client is safely inside, and aiding the client with appointment check-ins. The Drivers aid in preparing for the trip and exiting the location, loading clients into the van and securing them and their assistive equipment. The Driver then transports the client, escorts the individual into the destination and verifies that there is no longer a need for assistance; all the while communicating with the Dispatcher.

Each new driver is trained by the Transportation and Repair Manager in handling clients with a focus on operating and securing the client on the lift and securing the client in the van with the tie-downs. Easy Does It has been developing a Driver Training Manual to accompany the training. There are specific instructions and an operational DVD.

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A charge of \$13 is applied each way to offset van costs such as gas and parking. There is a van log to facilitate effective communication among the driver team. This log includes mileage, gas fill-ups with an envelope for receipts, notes on the service calls including any repairs required by the client, as well as any comments on performance of the van during that shift.

Dispatchers:

An integral component to the transportation service is the Dispatchers who receive the initial call and determine if the client is safe until the Driver can reach the client. From the Dispatcher Reports the Services Coordinator tracks all calls: Attendant, Transportation, On-Demand Calls, and/or Repair. Also tracked is the length of call and response time.

The experienced Transportation staff of Easy Does It is currently in place to meet the anticipated 400–600 calls required in the RFP. In FY 2008-2009 Easy Does It provided 513 transportation calls. From July 1, 2009 through February 2010 the Drivers answered over 300 calls and anticipate meeting last year's target.

Coordination with other Transportation Service:

EDI transportation calls do not in any way supplant calls to other public transit services for the disability community in Berkeley. Easy Does It holds a contract with the Berkeley division of East Bay Paratransit to ensure that our services remain unique in the community and do not overlap with any other available services in Berkeley. In September 2009 we met with both Eugene Biggins and Drew King from the Berkeley Paratransit program to discuss the collaboration between EDI and Berkeley Paratransit and to also verify that EDI was providing our clients with all of the information about Berkeley Paratransit. The meeting resulted in a more knowledgeable administrative staff that has since been able to further our advocacy of the Berkeley Paratransit program.

When clients/potential clients inquire about the Easy Does It services, we stress the definition of emergency services and in elaborating on the transportation part of our program we always offer Berkeley Paratransit information for any regular transportation need they may have. Our transportation services are also very different from the transportation services of Berkeley Paratransit. Though we do work with Berkeley Paratransit to provide our client with On-Demand calls through the voucher system, through our Measure E emergency Transportation program we do not make reservations for transportation or reserve the van for clients, unlike Berkeley Paratransit. Also unlike Berkeley Paratransit, we triage our transportation calls meaning that we serve our clients based on the extremity of the emergency. This secures our scope as emergency only and also emphasizes our client-driven model. The EDI van can also only accommodate 2 wheelchairs and three passengers at a time, whereas Berkeley Paratransit vans can accommodate 3-4 wheelchairs and a couple ambulatory persons.

Intake and Case Management:

During client intake all available services are explained and the Case Manager can determine and assist clients to secure other available transportation on a regular basis, referring them to Paratransit and other available services for disabled individuals. When referring an attendant to a

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client, the Case Manager takes into consideration if the client needs regular transportation and pairs the client with an attendant who either has a vehicle or can drive the client's vehicle.

Van Purchase:

EDI anticipates acquiring a replacement van within the next fiscal year. This would be a one-time cost. This second van will insure no disruption in services if the older van breaks down, but will also certainly enhance the availability of emergency transportation in the community. For instance, some of our clients have severe environmental sensitivity and use of the EDI van requires four hours preparation time to safely transport them and for those four hours the van is out of commission. An additional van ensures the availability of services without pause and allows expansion of emergency transportation capacity.

Additional uses for a second van would be the need to broaden our services for the Senior Community. Though Seniors less often self-identify as disabled, their probable frailty, complications due to medications, hearing and vision impairment, osteoporosis, and needed modification to daily activities due to these challenges include this community in the definition of "severely physically disabled" and thus we must be able to serve them as well. EDI has also identified a great need for services to Disabled Youth and their Parents. The additional van would benefit disabled youth and their parents similarly.

As of now we have been working with NOR-CAL Mobility Inc. to acquire a quote for a new or lightly used van. They have presented us with two options:

1. A lightly used (3300 miles) 2008 Ford E250 Extended Van for \$29,500.00
2. A brand new 2010 Ford E150 Cargo Standard-Length Van for \$35,845.00

Both these quotes incorporate a discount for non-profit organizations and a mobility rebate. The Board of Directors has agreed to use the EDI Savings for the costs, however we would like to access the funds initially earmarked for a van in unspent Measure E monies. Upon securing the contract, EDI will negotiate with the City an equitable purchase arrangement.

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3. Emergency Personal-Assistive Equipment Repair

Easy Does It has a 24 hours/day and ever-expanding section of our program dedicated to the repair of assistive equipment. We have a storage space and shop dedicated to the multitudes of spare parts and equipment readily available to our clients and Berkeley residents. This program allows us to also loan out shower chairs, Hoyer lifts, medical equipment, crutches and other equipment such as standing chair lifts and hand bikes.

As of now our inventory is as follows:

1. One 20'x 8' Storage space
2. 15 power wheelchairs
 - a. Four are complete and available as loaner equipment
 - b. 11 are being broken down into parts (bearings, forks, batteries, tires, tubes, belts, motors, cushions, actuators, seating systems, control boxes, foot rests, and other hardware/electronics)
3. Two push chairs
4. Three Hoyer lifts
5. 32 bins of nuts, bolts, wire harnesses
6. One standing chair lift
7. One hand bike
8. Five large boxes of medical supplies
9. Four boxes of urinary catheter supplies
10. One air mattress
11. Two motors and controller for hospital beds

Most of our drivers are able to perform very basic adjustments, but for on-the-spot routine repairs we call upon our Head Repair Mechanic. You will find his resume attached which outlines the various amounts of experience and abilities he holds in regards to assistive equipment repair. Our Head Repair Mechanic has over 15 years experience in this line of work and has trained in venues such as Grandmar, Inc. when it was located in Berkeley.

The tools available for repair calls include: drill press, chop saw, Dremel, work bench, electronic test-equipment, basic tools (wrenches, screw drivers, etc.), and a welder.

In Fiscal Year 2008/2009 Easy Does It completed 113 repair calls. Due to the closure of local repair shops, such as Grandmar and the UC Berkeley Disabled Students Program repair shop, we expect our repair numbers to increase exponentially in FY 2010/2011. The other factors that may affect our repairs numbers are cuts to In-Home Support Services and Medicare/Medical. EDI used to offer repairs only after the two main repair shops, Wheelchairs of Berkeley and Grandmar, were closed (5:00pm) to ensure that we were only receiving calls on an emergency basis. Also, Wheelchairs of Berkeley only accepts repair calls by appointment. Due to these closures, EDI has adjusted repair availabilities to 24 hours/day.

Besides mobility equipment, there are other types of equipment that people with physical disabilities rely on such as devices to assist in hearing and speaking. Dmitri Belser with the

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Center for Accessible Technology has agreed to provide a training by Jane Berliss on accessible technologies repair to our repair staff.

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4. Disaster-Response Registry

As stated briefly in the previous Emergency Attendant Care with Incidental Case Management section, Easy Does It developed a Disaster Response Questionnaire and Registry in collaboration with the City of Berkeley Fire Department and the City of Berkeley Police Department. The database is confidential and can only be reviewed by authorized city officials. The registry is maintained by the Services Coordinator.

The confidential protocol includes:

- a. Encouraging people to identify themselves and their specific needs
- b. Work with city officials to develop effective protocols
- c. Collect all required data directed by OES
- d. Maintain database
- e. Establish mechanism for ongoing contact with registrants

In September 2009 Easy Does It sent the four-page questionnaire to our entire client roster (about 500 clients) and plans to do so annually to maintain ongoing contact with registrants and reach more people. From those 500 clients, 222 are active clients and 114 returned the questionnaire totaling 52% of our active clients being registered. In September we also met with Berkeley Fire Chief Deborah Pryor, Commission on Disability Secretary Paul Church, Khin Chin from the Office of Emergency Services, and David Sprague of the Berkeley Fire Fighters Association to discuss the revised registry and discuss next steps. We also promote the registry at all outreach events, including our client preparedness information session with Collaborating Agencies Responding to Disaster and with potential clients.

As of now, the registry has been delivered appropriately and there are no future plans to involve Easy Does It in any further disaster preparedness programs except as required by contract as a registration agent. The list is used by the Office of Emergency Services in disaster emergency situations so that they may be able to identify the Berkeley residents in primary need and attend to them accordingly.

As in the past, EDI welcomes collaboration with all appropriate agencies to promote this program.