

# SYSTEMWIDE EMERGENCY MANAGEMENT & CONTINUITY ANNUAL REPORT

2021-2022

This just in, reports of a fire at the Cal State LA chemistry building

**NEWS NEWS NEWS**

MUTE

Chancellor's Office Systemwide Emergency Support Team Exercise in Jun 2021

**CSU** The California  
State University



# INTRODUCTION

## Table of Contents

- Introduction** ..... 2
- Systemwide EM&C** ..... 4
  - Overview of Systemwide Emergency Management & Continuity ..... 5
  - Systemwide EM&C Accomplishments & Events ..... 6
- Campus Highlights** ..... 12
  - CSU Bakersfield ..... 13
  - CSU Channel Islands ..... 14
  - Chico State ..... 15
  - CSU Dominguez Hills ..... 16
  - Cal State East Bay ..... 17
  - Fresno State ..... 18
  - CSU Fullerton ..... 19
  - Cal Poly Humboldt ..... 20
  - Cal State Long Beach ..... 21
  - Cal State LA ..... 22
  - Cal Maritime ..... 23
  - CSU Monterey Bay ..... 24
  - CSUN ..... 25
  - Cal Poly Pomona ..... 26
  - Sacramento State ..... 27
  - Cal State San Bernardino ..... 28
  - San Diego ..... 29
  - San Francisco State ..... 30
  - San Jose State ..... 31
  - Cal Poly San Luis Obispo ..... 32
  - CSU San Marcos ..... 33
  - Sonoma State ..... 34
  - Stanislaus State ..... 35
  - Chancellor's Office ..... 36

# Overview of Systemwide Emergency Management & Continuity

Systemwide Emergency Management & Continuity is a unit within the Systemwide Risk Management (SRM) Department of the Business & Finance Division. A Director of Emergency Management & Continuity position was added in 2020, and an Emergency Management & Continuity Analyst position was added in 2021. While the primary focus is working with campuses to support systemwide emergency management projects, the unit also oversees Chancellor's Office Emergency Management as of 2022.

## Systemwide EM&C Mission and Key Functions

**Enable CSU campuses to build and sustain safe and resilient learning and living environments to support student success.**

- o Serve as a trusted source for Emergency Management & Continuity expertise by developing policies and guidance on key topics, increasing transparency, and responding to campus inquiries in a timely manner.
- o Develop and maintain resources, tools, and procedures to reduce the workload of CSU campus Emergency Management & Continuity staff.
- o Facilitate frequent connection and communication between CSU campuses to encourage sharing good Emergency Management & Continuity practices.
- o Advocate to senior leadership and systemwide partners to enhance awareness and build support for Emergency Management and Continuity resilience initiatives.

## Organization and Structure



**Robert Eaton**  
Assistant Vice Chancellor  
Financing, Treasury, and  
Risk Management



**Jody Van Leuven**  
Director of Systemwide  
Risk Management



**Leona Ching**  
Administrative Analyst



**Zachary Gifford**  
Senior Director of Systemwide  
Risk Management



**Martha Guiditta**  
General Liability  
Claims Manager



**Jenny Novak**  
Director of Systemwide  
Emergency Management  
and Continuity



**Scott Bourdon**  
Senior Manager, Risk and  
Environmental Health &  
Safety



**Stephanie Kim**  
Emergency  
Management and  
Continuity Analyst

# SYSTEMWIDE EM&C

# Systemwide EM&C Accomplishments & Events

## COVID-19 Response & Recovery

### Continued Data Tracking

As the COVID-19 pandemic continued to rage, Systemwide Emergency Management & Continuity continued to support campuses in all aspects from response, surveillance, to cost recovery. Systemwide EM&C continued to collect case data from each campus to compile a weekly executive situation report and maintain a systemwide data dashboard that presented the CSU case data and trends in real time. As fall approached and campuses prepared to repopulate, Systemwide EM&C also gathered data from each campus regarding COVID-19 policies such as testing and masking requirements to help campuses guide each other in decision-making on what policies would be implemented by each campus. Also, with the newly implemented CSU Vaccine Policy in place, systemwide EM&C also worked with other Chancellor's Office Departments to consolidate campus vaccination status tracking reports to monitor systemwide progress in encouraging vaccination in campus communities for the creation of safer learning environments. These combined efforts resulted in weekly reports provided to systemwide executive leadership and then, an automated systemwide system for tracking the data reporting in real-time.

### 49 COVID-19 Executive Situation Reports



### Cost Recovery Support

In addition, systemwide EM&C continued to facilitate monthly Disaster Cost Recovery Forums which bring together campuses and resources for discussion and guidance as they maneuver the FEMA Public Assistance (PA) Claim process to receive reimbursement for costs incurred due to COVID-19. In October 2021, EM&C also worked with other CO departments to cooperate with a State Audit regarding COVID-19 cost recovery reimbursement avenues, which resulted in transparent and real-time reporting of cost recovery efforts through Federal programs - mainly through FEMA PA and the Higher Education Emergency Relief Fund (HEERF).

**12** Disaster Cost Recovery Forum Meetings Held  
**45** FEMA Claims Submitted for CSU System

**Over \$3 BILLION** in HEERF grants received by CSU Campuses for COVID-19 Response Reimbursement

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### How is the Federal government helping CSU respond to the pandemic?

Higher Education Emergency Relief Fund

Federal grants were provided to institutions of Higher Education (IHEs) through legislation passed by Congress and signed by the President: the Coronavirus Aid, Relief, and Economic Security Act, 2020 (CARES), the Coronavirus Response and Relief Supplemental Appropriations Act, 2021 (CRRSAA), and the American Rescue Plan of 2021 (ARP).

The federal Department of Education oversees allocation and administration of the fund and makes grants to IHEs through the Higher Education Emergency Relief Fund (HEERF) grant program. The chart below displays the total grants allocated by the federal Department of Education to 23 CSU campuses. Click the chart for additional information.

Grants of over \$3 billion were made to 23 CSU campuses to support students by providing additional financial aid, reimbursements for cost-recovery expenses allowing campuses to continue to employ faculty and staff, personal protective equipment to provide safe learning and working environments, technology to expand and support online and hybrid instruction, modifications to testing, ventilation, and air conditioning equipment to help protect against infection, and

Higher Education Emergency Relief Fund Grants by Source

**\$3,058,365,777.00**



## Continuing to Support Systemwide Resilience

### Helping to Recruit Quality Candidates

Systemwide Emergency Management & Continuity understands the importance of human resource investments across CSU campuses and the challenges that campus leadership faces when an emergency management / continuity vacancy exists. We have offered our support and subject matter expertise throughout the recruitment process including assistance with position descriptions, sharing job postings, resume review, interview question development and serving on recruitment panels. During the 2021-2022 year, we assisted with recruitments for San Francisco State University, San Diego State University, Cal Poly Pomona, CSU Dominguez Hills, and CSU Fullerton.

**12** CSU Emergency Management Affinity Group Meetings Held

**6** CSU Business Continuity Affinity Group Meetings Held

### GETS Program Reorganization

To ensure that CSU communications can continue during an emergency, the CSU System has maintained access to the Government Emergency Telecommunications Service (GETS) and its related Wireless Priority Service (WPS) for several years. Over the past year, the Chancellor's Office EM&C team worked with the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency (CISA), who provides the GETS/WPS program, to develop a customized organization solution that would allow campuses to individually manage their GETS/WPS programs while still maintaining systemwide connections. With the implementation of this new structure in April 2022, campus emergency managers are now empowered to expand their emergency communication capabilities directly and more efficiently.



### Securing Vital Outside Resources

In late 2021, the CSU Risk Management Authority entered into an agreement with Empathia's Black Swan service to provide crisis support services to campuses in the event of a disaster / disruption. Empathia can provide hotline and call center support, family assistance center support or emergency operations center support if requested by CSU campuses. CSURMA will handle the annual fees associated with the contract and campuses would be responsible for activation costs in the event of a disaster. Two informational sessions were hosted by Black Swan in early 2022 to provide an overview of available services and make connections with CSU campus partners.



## Coordinated Events & Major Projects

### Continued Sharing Success Stories

Due to extenuating circumstances, the Sharing Success Stories Series was put on hold for much of this year. However, the UC and CSU Emergency Management and Continuity Directors worked closely to re-establish the series of 90-minute forums and the series resumed on June 15th, 2022 with a session on “The Future of Building Evacuation Planning”. The session brought together emergency management & continuity professionals to discuss the challenges and innovative solutions that can be utilized in the post-pandemic workplace environment that now includes hybrid work schedules. The session also explored how campuses may update their building marshal or evacuation chair programs to utilize new technologies and best practices.



**52** Sharing Success Stories Participants

### CSUEM Virtual Conference - July 2021

Due to the ongoing pandemic, the CSU Emergency Management Council made the decision to pivot the annual conference to a two-day virtual format featuring six sessions. The sessions included presentations by guest speakers from agencies across the state and covered topics such as leadership skills, addressing DAFN, mental health, and earthquake early warning. In addition, out of the conference came an update to the CSU EM Council Charter and creation of six new committees to work on developing tools and resources for campuses. The CSUEM 21-22 committees were: audit, mutual aid, recovery, training & exercise, veoci, and annual conference committee.



**Schedule • Day One**

- 9 - 9:15 • WELCOME
- 9:15-10:30 • STRENGTHS FINDER - LEADERSHIP  
Steven Beck - The Centre for Organization Effectiveness
- 10:30 - 10:45 • BREAK
- 10:45 - 12 • STRENGTHS FINDER - LEADERSHIP (CONT.)  
Steven Beck - The Centre for Organization Effectiveness
- 12-1 (LUNCH) • ACCESS & FUNCTIONAL NEEDS IN HIGHER EDUCATION  
Vance Taylor - CalOES

CSUEM

Virtual Conference • 14 - 15 JULY 2021

## 23 CSU Emergency Management Council Committee Meetings

**Annual Conference**

Planned the in-person 2022 CSU EM Annual Conference at Cal Poly Humboldt on July 19-21. The committee recruited speakers and organized activities to fill a three-day program.

**Audit**

Analyzed areas of improvement identified in campus EM programs from previous audits as well as current challenges in audit process and met with CO audit team to discuss how future audits can be improved to allow campuses to continue to improve EM programs.

**Mutual Aid**

Worked with Systemwide EM&C to review and update previous CSU Campus Emergency Management Mutual Assistance Agreement for finalization. Also, worked with systemwide EM&C to establish mutual aid position in SW EST that would be filled by campus Emergency manager who can assist in coordinating mutual aid request fulfillment.

**Recovery**

Discussed potential resources for guiding recovery processes on campuses and began early planning for educational sessions for workshops/seminars by other institutions of higher education that can speak on recovery from significant disasters.

**Training & Exercise**

Assisted with SW EST exercise alongside Chancellor's Office Systemwide Emergency Management & Continuity. The committee also developed Training & Exercise repository in Veoci so that campuses may share resources and documents from previous training and exercises.

**Veoci**

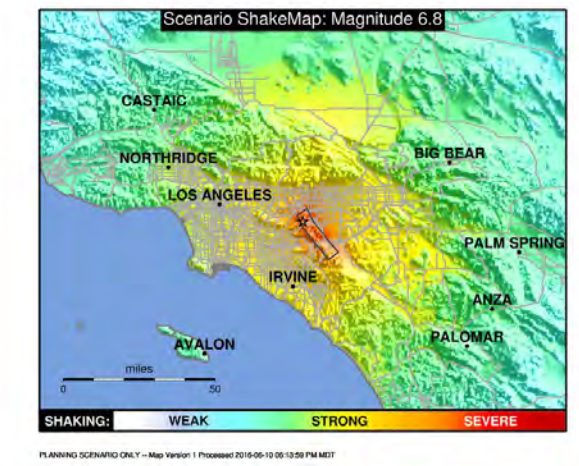
Transitioned CSU EM Council collaboration platform from Sharepoint to Veoci. This allows campus Emergency Managers to practice working in VEOCI during non-disaster times and increase familiarity for ease of use during disasters. The VEOCI site features include file archive, discussion chat, and group notification capabilities. The committee also discussed ideas for rolling out Veoci to campuses and developing campus virtual EOC templates in Veoci for mobilization and further customization.

# Highlight: Chino Hills Shaker Exercise

## Planning for The Chino Hills Shaker Exercise

In early 2022, Systemwide Emergency Management & Continuity began planning the first functional exercise for the Systemwide Emergency Support Team. The Chino Hills Shaker exercise utilized an earthquake scenario to test the coordination between the Systemwide EST and impacted campuses as well as our damage assessment processes. Cal Poly Pomona's Emergency Operations Center also played in the exercise and both sites utilized a common Simulation Cell.

Rather than look toward an outside consultant for assistance on the planning process, Director Jenny Novak convened a planning team comprised of emergency managers throughout the CSU system. These professionals brought a key level of insider knowledge and expertise that facilitated the development of an exercise that addressed unique CSU and higher education emergency management needs. Personnel from a total of 10 CSU campuses assisted with the planning and implementation of the exercise: CSUMB, CSULA, CSULB, CPP, SFSU, SJSU, Cal Poly Humboldt, CPSLO, CSUCI, and Stanislaus State.



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## Chino Hills Shaker

Systemwide Emergency Support Team  
Emergency Exercise  
Thursday, June 9, 2022

EXERCISE SCHEDULE	
0730	Registration / Breakfast
0800	Player Briefing
0815	Exercise Play Begins
1115	Exercise Play Concludes – Break
1130	Hotwash
1200	Lunch

After Action Review will be conducted 8/16/22 at 11AM via Zoom



**10 Campuses Collaborated**

The team utilized the Homeland Security Exercise Evaluation Program (HSEEP) processes to plan the June exercise. This included four exercise planning meetings throughout a five month period as well as several smaller meetings to develop the Master Scenario Event List for the exercise. We also partnered with CPDC Architects to incorporate the Seismic Review Board's emergency response protocol into the exercise design. CSU's Public Information team also participated in the design process. CSULA's Greg Porter served as the MSEL and Simulation Cell Lead while CSUMB's Ken Folsom served as the Lead Evaluator. On the day of the exercise, a VEOCI evaluator and two evaluators from the UC also supported the effort.

## D-Day

On June 9th, 2022, the exercise brought the SW EST staff together in-person for the first time ever at the Chancellor's Office. Participants received a player briefing that described the schedule of events, the parameters of the exercise, the exercise objectives/expectations, and the scenario. The scenario was a large 6.8 magnitude earthquake centered in the Chino Hills area that would likely seriously impact CSU campuses in surrounding Los Angeles and Orange Counties, as well as other counties where CO staff reside. After this, the exercise began to play out as SW EST staff attempted to complete actions that would be necessary to activate the SW EST, gather information for situational awareness, identify and fulfill support needs for the campuses, and meet the activation objectives. Participants interacted with the Simulation Cell (SimCell), which was also present in another room, to receive injects of different hypothetical events or information and also to communicate with other "actors" the CO may need to in these situations. Meanwhile, Cal Poly Pomona concurrently held their EOC exercise for the same scenario and interacting with the same Sim Cell. Throughout this exercise, evaluators observed the participants to assess how each exercise objective was met and the capabilities tested in the exercise.



**25**  
Chancellor's Office Participants



## What Comes Next?

Once the exercise was completed, participants completed a feedback form and they, as well as the evaluators and controllers, contributed to a brief after action discussion regarding how the exercise went and other lessons learned. All of this input was then utilized to develop an After-Action Report (AAR) that was reviewed and shared with relevant systemwide partners and leadership. The AAR included the results of the evaluation and lessons learned, which culminated in an attached improvement plan that outlined next steps to build on weaknesses identified. This improvement plan will be managed by SW EM&C, who will plan and implement the improvements identified.

**Chino Hills Shaker**

After-Action Report/Improvement Plan  
September 2022

The After-Action Report/Improvement Plan (AAR/IP) aligns exercise objectives with preparedness doctrine and related frameworks and guidance. Exercise information required for preparedness reporting and trend analysis is included; users are encouraged to add additional sections as needed to support their own organizational needs.



### Renewed Readiness and Preparedness

As the impact of the pandemic decreased, the campus resumed many of its emergency preparedness activities such as campus-wide evacuation drills, which returned in April 2022, and more advanced emergency exercises. The evacuation drills included a test of the campus Emergency Notification Systems including the campus indoor/outdoor speaker system, Visiplex, and also allowed building marshals to practice for an emergency that would require them to take action. In addition, the campus also conducted a full EOC tabletop exercise in June 2022 that allowed the team to practice for a scenario of an explosion on campus.



### Continuing COVID-19 Response

Throughout this past academic year, the campus Emergency Operations Center (EOC) has continued to maintain a Level 3 (lowest) activation to monitor and support the campus's needs in response to the still ongoing pandemic. The EOC has helped coordinate case management and surveillance as well as supported ongoing campus testing and vaccination operations. It continues to operate in order to ensure that the campus may quickly pivot its response should circumstances worsen once more.

**200**  
Days of COVID-19 testing operations

**80**  
Days of COVID-19 Vaccination operations

**52,000**  
Vaccines administered

### Preserving Campus Safety in Crises

In March 2022, CSUB experienced a gas leak at the Walter Stiern Library which caused a partial closure of the campus including the cafeteria, library, and surrounding buildings. In response, the campus EOC partially activated, serving as the incident response team and quickly triggering CSUB Alerts to notify the campus of closures and ensure staff and students were not exposed to the gas. Furthermore, the campus emergency management team continued to position itself to be ready to respond to and monitor any potential threats to campus safety, including its contingency planning for the significantly large "March for Our Lives" Protest to ensure that students could participate safely in their expression of free speech.



CSUB Campus Main. Walter Stiern Library ACS and ITV will be closed until 8am March 10

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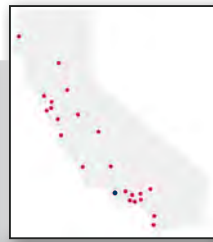
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CAMPUS HIGHLIGHTS

CSU Channel Islands staff during a building evacuation

# Channel Islands



## Deepening Local Partnerships

This year, Ventura County identified CSUCI as a stakeholder for the five-year update of its local hazard mitigation plan (LHMP). As a result, CSUCI's emergency manager participated in monthly steering committee meetings as a special district and developed a campus hazard mitigation plan, which was approved by the County Board of Supervisors and FEMA. In addition, CSUCI participated in a temporary evacuation point (TEP) exercise with Ventura County, which tested whether the potential for the campus to be used as a family reunification area or point of distribution for the County. Since then, the campus is working closely with the County to establish the campus as an official TEP in County emergency plans. Furthermore, CSUCI also participated in additional local jurisdiction exercises including a County Voluntary Organizations Active in Disaster (VOAD) recovery exercise and fire functional exercise with the City of Thousand Oaks.



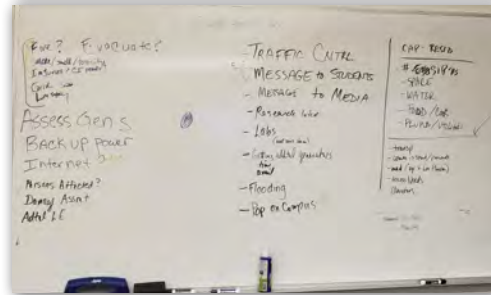
## Continuity Corner

In March 2022, the campus conducted a continuity tabletop exercise with 20 campus staff to work through any potential interruptions due to a power outage from a lightning strike.

**20 Business Continuity Plans Updated**

**2 New BCPs Developed**

**20 People Trained (2 trainings)**



## Responding to the Pandemic and Preparing for the Next

Over the past year, CSUCI continued to establish clear campus processes and develop internal capabilities for testing and surveillance to respond to the COVID-19 pandemic. CSUCI continued to provide on-campus testing Mon-Fri for much of this academic year for a total of 144 days. In September 2021, the campus also hired three COVID-19 Case Managers to assist the COVID-19 Response Team with contact tracing and managing the testing program. During this year, CSUCI Emergency Management also updated the campus communicable disease plan with the new processes formed from the COVID-19 Pandemic and applied the lessons learned from the past two years of response.

## Growing Campus Emergency Capabilities

CSUCI Emergency Management worked with campus professors and students to establish a HAM radio club that can be relied upon to support the university during emergencies. The club provides training for anyone on campus who wants to learn how to use the radio and was established in March of 2022. In addition to the club, the campus also resumed its twice annual trainings for Building Marshals and EOC boot camp, ensuring campus response staff are equipped for emergencies.

- 6 Trainings Conducted**
- 30 People Trained**
- 18 Emergency Notifs. Sent/Tested**
- 6 Exercises/Evac Drills**
- 20 Exercise Participants**



# Chico State



## Being a Strong Community Partner

In January 2022, the campus worked with Chico Fire to coordinate advanced training sessions for three days on campus, utilizing a building that was scheduled for demolition. The trainings allowed Chico Fire to conduct different sessions at different stages of demolition to practice confined space rescue, roof penetration, hose run, navigation of smoke-filled crawl spaces, and similar operations.

In addition, during the Dixie Fire in late July/Early August 2021, Chico State provided temporary shelter in the off-campus housing unit for nursing staff from Seneca Healthcare District in Chester, CA, whose patients had been displaced by the approaching fire. This fire also impacted the campus with poor air conditions and the EOC actively monitored the Air Quality Index (AQI), which exceeded 150 for 7 days.



**Emergency Notifs. Sent/Tested**

**4**

**People Trained**

**25**

**Evacuation Drills**

**20**

**Trainings Conducted**

**2**

## Campus Preparedness

Throughout this past academic year, Chico State has continued to maintain its emergency readiness with regular emergency trainings and drills. Specifically, the campus has worked to expand its Building Evacuation Program to ensure that staff are trained and ready to evacuate smoothly. The campus conducted evacuation drills throughout its housing buildings, while also recruiting and training Floor Evacuation Coordinators (FEC) in its newest science building and the Meriam Library. In addition, the campus continued to maintain its emergency notification system, Chico State Alerts, which it tested each semester.

**365** Days of COVID-19 testing operations

**2** Days of COVID-19 vaccination operations

**1,000** Vaccines administered



# CSUDH



## Campus-Tailored Trainings

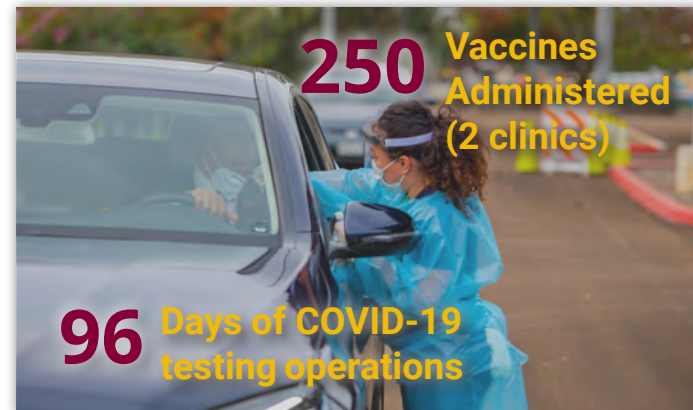
This year, CSUDH provided campus safety trainings that addressed unique and important issues on campus. These included Rape Aggression Defense (RAD) trainings provided by the University Police Department (UPD) to teach female students self-defense techniques to protect themselves. In addition, the Department of Fish and Wildlife also hosted three coyote trainings on campus

in July 2022 to teach UPD and the campus community, the actions that can be taken to avoid dangerous interactions with coyotes and protect both the community and the wildlife.



## Continued COVID-19 Response

Throughout this year, the campus EOC remained active to monitor and if necessary, respond to, any changes to the ongoing pandemic situation. CSUDH continued to offer on-campus testing 2-3 times per week for the entire academic year and also partnered with Rite-Aid to host two vaccination clinics in June 2021 and February 2022 to provide the booster vaccine.



## Practice Makes Prepared

On April 12, 2022, campus UPD participated in an active shooter drill with the LA County Sheriffs Dept., stadium security, LA County Fire Dept., and FBI at the Dignity Health Sports Park Stadium. The drill was a full-scale exercise for the scenario of an active shooter at a stadium event, which would require a coordinated response from multiple agencies. In addition, the campus continued its regular housing evacuation drills and also conducted emergency drills with the Campus Student Health Center for both fire and shelter-in-place in the event of an active shooter. Lastly, the campus participated in the Great Shakeout Earthquake drill, which included a test of the campus emergency notification system and a campus-wide evacuation drill which allowed its floor wardens to practice their roles in each building.



**1,000** People Trained 

**25** Trainings Provided 

**150** Exercise Participants 

**4** Exercises Conducted 

# CAL STATE EAST BAY



## Moving Forward from COVID-19

During this academic year, the campus actively adapted to the ongoing COVID-19 Pandemic and planned extensively for a Fall repopulation even in changing circumstances. Later, due to worsening conditions, the campus pivoted to virtual instruction for two weeks at the start of Spring Semester after winter break, but then repopulated successfully once again. In addition, CSUEB filed a claim for FEMA public assistance reimbursement of costs incurred during its COVID-19 response, which was approved and the campus received \$32,000 in reimbursement.

## Campus Preparedness Progress

In July 2021, the campus completed an update of its Emergency Operations Plan and Business Continuity Plan. In addition, CSUEB continued to strengthen its relationships with its local jurisdiction partners, the City of Hayward and Alameda County, and participated in emergency exercises and drills, which will ensure improved inter-agency responses during an emergency.

## New Face of Emergency Management at CSUEB

In March 2022, CSUEB conducted a search to fill its vacancy for the Emergency Manager position and found a successful candidate. Starting in July 2022, Catrina Christian will be CSUEB's newest Emergency Manager and comes with an extensive amount of experience. Catrina received her Masters in Public Administration with a focus on Emergency Response Planning and Public Safety Management from Walden University and is a Certified Emergency Manager by the International Association of Emergency Managers (IAEM).

She spent over 7 years with the California Office of Emergency Services (CalOES) as an Emergency Services Coordinator, working notable emergency activations such as the 2014 Napa Earthquake and the 2017 Winter storms and fires. Catrina also worked on the Cascadia and San Francisco Bay Area Catastrophic Earthquake plans and spent 3 years with the City of San Leandro as an Emergency Services Specialist. In addition, she has served as president of the Alameda County Emergency Managers Association and a member of the IAEM Region 9 Inaugural Symposium 2022 planning team. As an active member in the field, Catrina will bring extensive subject matter expertise to the CSUEB campus emergency management program.



# FRESNO STATE

Discovery. Diversity. Distinction.

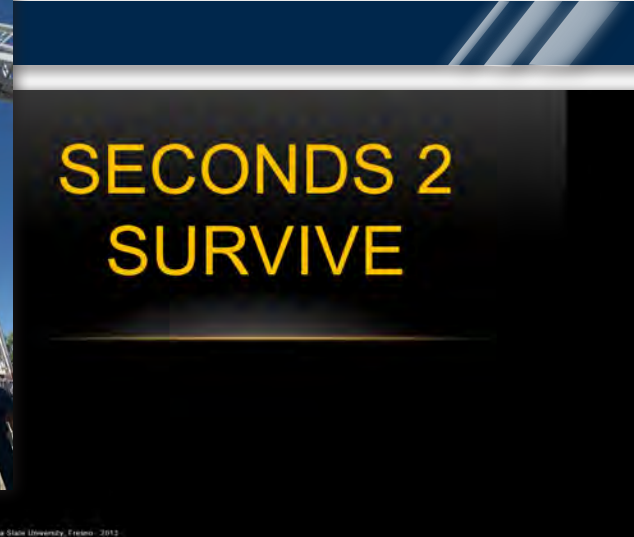


# CALIFORNIA STATE UNIVERSITY FULLERTON



## Community Outreach

During this past academic year, the campus emergency manager worked to actively maintain strong relationships with the local community surrounding the campus. To address concerns about the pandemic, the emergency manager held trainings for the local community on how to prevent the spread and Fresno State's role in combating the virus. In addition, after developing a run, hide, fight active shooter training with the Fresno County Sheriff's dept. which is used throughout the County, the campus emergency manager also conducted trainings not only on campus this year, but also for local community partners such as the local school district, local churches, clinics, and more. In addition, the emergency manager also represented the campus and participated in monthly Citizen Corps Council meetings with local community emergency agencies including CERT, Fire Depts., Red Cross, Cal Trans, and so on.



## Paving the Way for A Future Emergency Manager

After the end of the campus's contract term with their consultant who served as an emergency manager, the Cal State Fullerton made the decision to create a full-time emergency manager position. While preparing for the search process and consulting with the Director of Systemwide Emergency Management & Continuity at the Chancellor's Office, the campus reviewed the results of a staffing analysis and re-evaluated the position. As a result, CSUF elevated the emergency manager position to a Management Personnel Program (MPP) level position that will manage both the campus emergency management and business continuity programs. The search is now ongoing and with the newly-elevated position, the campus seeks an experienced individual who will be able to build and expand upon the campus's readiness and resilience to move emergency management forward.



24

Trainings Conducted



3,300

People Trained



12

Evacuation Drills



15

Business Continuity Plans Updated

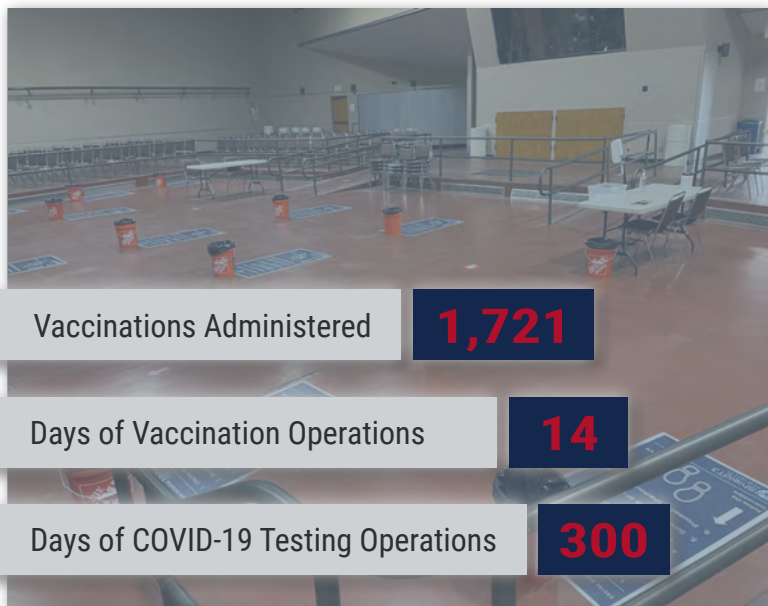


## Expanding Partnership with OSFM

Over the past year, the campus worked with the Office of the State Fire Marshal (OSFM) to re-evaluate and improve event safety measures on campus. During this year's Vintage Days, the OSFM actively observed the event set up and helped increase fire safety measures as well as add temporary infrastructure. Following this, campus event planning, facilities, and emergency management worked closely with OSFM to establish processes to ensure future events follow required fire safety measures.

## COVID-19 Disaster Cost Recovery

In the wake of the COVID-19 Pandemic, many campuses expended countless resources to ensure that they could continue to operate and provide quality education to their students. As a result of the scale of the pandemic, the Federal government made several funding avenues available to help cover these costs. One of the most prominent avenues was through the traditional Federal Emergency Management Agency (FEMA) Public Assistance Program which generally reimburses public entities and jurisdictions for costs incurred in a disaster response. Along with many other campuses, Cal State Fullerton submitted several claims through this program to receive reimbursement for costs incurred in the COVID-19 Response, such as disinfection/sanitizing efforts, Personal Protective Equipment (PPE), and training for staff. Overall, CSUF has submitted five claims for over \$400,000 in costs and two of these claims are soon-to-be approved for reimbursement.



Vaccinations Administered

1,721

Days of Vaccination Operations

14

Days of COVID-19 Testing Operations

300

## Continuing the Fight Against COVID-19

In the Fall of 2021, Fresno State ramped up its testing and vaccination operations to combat COVID-19, increasing testing availability from two to six days per week. In addition, the campus also partnered with the University of California San Francisco Fresno campus to offer mobile vaccination clinics on campus throughout the academic year. As conditions worsened in early spring semester, the campus remained vigilant and flexible to adapt to the surge and delayed its return to in-person instruction from winter break until early February.

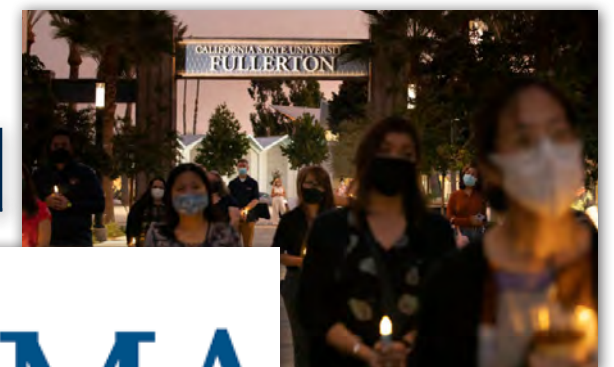


5 Claims

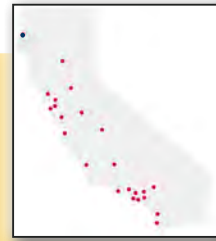
Submitted for Federal Public Assistance COVID-19 Cost Recovery of \$400,000+



# FEMA



# Cal Poly Humboldt.



## Always Prepared for Wildfires

Over the past year, Humboldt has continued to prepare for the threat of wildfires and recently updated their Smoke Decision Making Matrix. This matrix defines the necessary thresholds for different actions the campus will take during wildfire impacts such as when to close the campus due to poor air conditions. The campus continues to update this with the latest information to ensure more immediate decisions can be made based on the most accurate expert recommendations and has included special circumstances such as athletics events, sport practices, and field trips. In addition, in August 2021, the campus also supported its neighbor, Lassen Community College, during a smoke incident and housed their athletics teams and housing residents for a week.

**365**  
Days of Testing Operations

## Recovering From COVID-19

Although the campus continues to monitor the impacts of COVID-19 through its ongoing EOC Activation, the campus has also begun recovery efforts to reimburse costs from its pandemic operations. Through the Federal Emergency Management Agency (FEMA) Public Assistance Program, the campus has submitted several claims for reimbursement - five of which have already been approved. These projects include costs from feeding, sanitation supplies, testing, staffing for the Student Health Center and campus contact tracing operations.

**310**  
Vaccines Administered

**3**  
Vaccination Clinics

**41**



Exercise Participants  
(1 EM Exercise)

**23**



Emergency Notifications Sent/  
Tested

**38**



Business Continuity Training (1)  
Participants



**7**

EM Trainings Conducted



**37**

People Trained

## Expanding Readiness for Any Hazard

Emergency Management (EM) at Cal Poly Humboldt worked to prepare staff for various disasters and emergencies. This year, campus leadership was walked through a drill conducted in partnership with the University Police Department (UPD) to introduce what UPD's initial response and the Emergency Operations Center's role will be during an active shooter situation. This drill allowed leadership to better understand the campus emergency response structure, which will help with their decision making in a crisis. The campus also conducted a full-scale exercise with UPD and Arcata Fire in October 2021, which included actors participating as staged victims to allow practice in triage response.

Campus EM also revamped the Building Evacuation Program to redesign the program and trainings. The newly implemented system involves groundskeepers into the plan and eliminated the previous Floor Captain/Building Marshal program to focus on empowering individuals with knowledge to ensure their personal safety. Following the introduction of this new program, evacuation drills were conducted in every building.



# CALIFORNIA STATE UNIVERSITY LONG BEACH



## Practicing Emergency Response

This past year, CSULB has completed many drills and exercises to ensure that campus emergency response runs smoothly for any kind of disaster. Notably, the campus Emergency Manager developed and conducted two tabletop exercises. Occurring in September 2021, the first was an exercise for Strategic Communications for an officer-involved shooting scenario and included a mock press conference. The second, practiced Post-COVID repopulation scenarios for Deans and Associate Deans in December 2021.

In addition, the campus continued participation in the Annual Great ShakeOut Earthquake Drill and combined it with campus-wide building evacuation drills to create a two-part exercise for a scenario where an initial earthquake is followed by a subsequent fire, prompting evacuations. This included a test of the campus emergency notification system, fire alarms, Public Announcement speakers, use of evacuation assembly areas, and presence of campus Building Marshals. The campus also conducted a training for Housing staff on the fundamentals of mass care and sheltering, to prepare them to assist in an emergency that will require on-campus sheltering of students.



## Responding to Live Events

In February 2022, emergency management (EM) helped respond to a campus-wide power outage caused by extremely high winds. The incident escalated when back-up power also failed, resulting in closure and evacuation of the entire campus. Afterwards, EM conducted debriefings to gather lessons learned into an after-action report. Also, though not directly impacted, CSULB responded to the Uvalde School Shooting by re-emphasizing critical trainings. The campus conducted numerous Active shooter and "Stop the Bleed" Trainings to help the campus community feel prepared for such incidents.

## Preparing for the Future

This year, a heavy focus was placed on preparedness planning for campus athletic facilities and the Library. This included developing/ updating Building Emergency Plans, conducting active shooter training for staff, recruiting new Building Marshals, and conducting safety walkthroughs. The campus also participated in a city-wide committee on Family Assistance Center (FAC) planning and is working on a Memorandum of Understanding (MOU) with the city of Long Beach to be a FAC. Campus EM also partnered with student clubs like the ADAptive Society Club to host a half-day seminar on personal emergency preparedness planning and considerations for students with disabilities, in which seventy-five students attended.



## Investing in the Future

CSULB continued its upgrade and renovation of the campus Emergency Operations Center, which began in 2020. The whole building has been renovated and new technology is being implemented within the EOC, which will include new computer equipment and smart screens. The new EOC is scheduled to be operational fall 2022.

In addition, campus EM hosted two CSULB students as interns for a semester. The students, who were studying Criminal Justice and Journalism, assisted with public outreach and promoting EM messaging on social media.



# Emergency Preparedness



## Exercising Resilience

In October 2021, Cal State LA joined in the international Great ShakeOut Earthquake Drill in the global effort to practice and spread earthquake preparedness. For the ShakeOut, the campus also conducted a full campus evacuation drill with a test of their emergency notification system (ENS), RAVE. Later in the year, in March 2022, the campus also conducted a housing evacuation exercise where all on-campus buildings had an evacuation drill and evacuation procedures for housing buildings were updated.

## Building Preparedness

After the completion of construction, the new South Village Residence Hall, Rongxiang Xu Bioscience Innovation Center, and Student Services Buildings became fully operational in Fall 2021. In preparation for the moving in of students into South Village with the new Fall semester, campus emergency management secured 31 new evacuation chairs for all three towers. With the new openings, campus EM also trained staff on evacuation procedures and implemented a building administrator/floor coordinators program in these new buildings. Furthermore, the campus EM also updated emergency plans for all buildings on campus to ensure that every building –new or old – is prepared for disasters.



## Expanding All Aspects of EM



In addition to preparing the campus for evacuations, Cal State LA Emergency Management also completed various projects to bolster many other aspects of preparedness. This year, the campus completed the implementation of its Automated External Defibrillator (AED) program in June 2022 – adding 12 new AEDs to campus buildings and starting a program for training and monthly testing. Another project completed by campus EM was the development of a Fire Watch guidance document for campus dispatch and other safety related departments, to establish the procedures for actions to be taken during a Fire Watch – the period after fire alarm goes off when campus works to ensure normal operations are restored. In addition, the campus also applied for a JumpStart Grant through the State's Office of Emergency Services (CalOES) to hopefully receive funding for a new Community Emergency Response Team (CERT) Program. Lastly, campus EM also updated its Emergency Preparedness Website to ensure that it is presenting the most accurate and updated information to the campus community.

### Numbers At-A-Glance

- 40 People Trained (2 Trainings)
- 100 Exercise Participants (2 Exercises)
- 12 Days of COVID-19 Testing Operations
- 12 Days of COVID-19 Vaccination Operations
- 300 Vaccinations Administered



# CAL MARITIME



## Empowering the Campus Community

During Fall 2021, CMPD worked to provide resources to the campus community to build emergency preparedness and awareness through the campus's Cal Maritime Emergency Response Team (CMERT). Like other Community Emergency Response Team Programs, CMERT basic training on disaster response skills such as fire safety, light search and rescue, and first aid, was provided by CMPD to community members. In addition, this year, CMERT also hosted a rest stop for the Bike for Bridges cycling event benefiting the Special Olympics of Northern California, and continued to build its relations with the community it serves.



- 5 Evacuation Drills
- ~30 Exercise Participants
- 10 Emergency Notif. Tests

## Working Across Campus to Ensure Preparedness

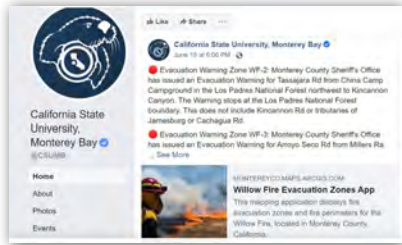
Over the past year, Emergency Management within Cal Maritime Police Department (CMPD) has worked on several projects to enhance the campus's emergency operations. Notably, CMPD hosted a regional training session with its tactical responders in addition to its regular activities to maintain emergency functions. These included working with Student Housing to conduct evacuation drills and monthly tests of the campus Emergency Notification System, Blackboard. Lastly, CMPD also implemented a new radio system for the campus Facilities Department and issued portable radios to be used in case of emergency to directly communicate with CMPD and the Emergency Operations Center.





### Wildfire Response

Campus EM and Communications partnered to post a Wildfire Preparedness 2021 article, which proved very relevant as three wildfires impacted the campus this year. First, in June 2021, EM monitored conditions during the Willow Fire, assessing air conditions and evacuation orders to provide updated information to campus. Soon after, in August 2021, a small wildfire ignited near the East Campus Housing Community, prompting EM and university police (UPD) to prepare for potential evacuation. Then, in January 2022, Monterey County had the Colorado Fire, in which UPD assisted with evacuations and the campus housed the Cal Fire Base Camp and Ground Support Unit, which tested its new pre-plan.



### Growing Business Continuity

In September 2021, CSUMB added a new full-time Business Continuity (BC) position and hired Kendall Emerick as its first BC Specialist and latest member of the Risk Management Environmental Health & Safety Dept. Kendall is a CSUMB Alumni and has since made huge strides to expand the campus's BC program. She drafted and developed a Continuity of Operations Plan and revamped the campus's BC website (<https://csumb.edu/risk/business-continuity-planning/>) with many resources. Kendall developed and implemented a new annual training plan as well as began to update the campus's 50 business continuity plans. Not long after starting, she also volunteered as a co-chair for the CSU systemwide BC Affinity Group, for which she now organizes and facilitates its bimonthly meetings.

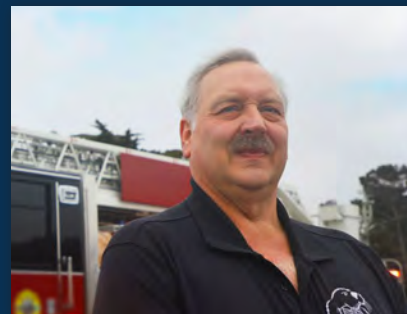


#### Numbers At-A-Glance

- 70 BC Trainings
- ~300 BC Training Participants
- 7 New Business Continuity Plans (BCPs) Developed
- 34 BCPs Updated

### Community Collaborations

CSUMB EM continues to collaborate with numerous partner agencies to build emergency plans and capabilities for the campus and local community. CSUMB took an active role in the Monterey County OES Community Resilience Plan development process and the campus emergency manager, Ken Folsom, was appointed to serve on the Monterey County Operational Area Emergency Management Advisory Committee. In addition, Ken worked with the Monterey County Health Dept. to secure mass casualty response equipment for the Monterey Peninsula Regional Emergency Coordination Center (ECC) Trailer that is housed on-campus. CSUMB also developed a pre-plan and use agreement with Cal Fire to use a portion of the campus as a base camp, in the case of any major incident affecting Monterey County. In addition, campus UPD and EM conducted a Cal Star and California Highway Patrol H70 helicopter operations training, which included a portion where the Monterey County Urban Search and Rescue (USAR) conducted a training in on-campus buildings for local law enforcement agencies and fire departments. Lastly, campus UPD and EM also hosted a vehicle extrication event on-campus for the regional fire departments, with hopes to hold it annually.



#### In Numbers

- 10 EM Trainings
- 320 People Trained
- 7 EM Exercises
- 2,000 Exercise Participants
- 60 Emergency Notif. Tests
- 3 EOC Activations/ Incidents

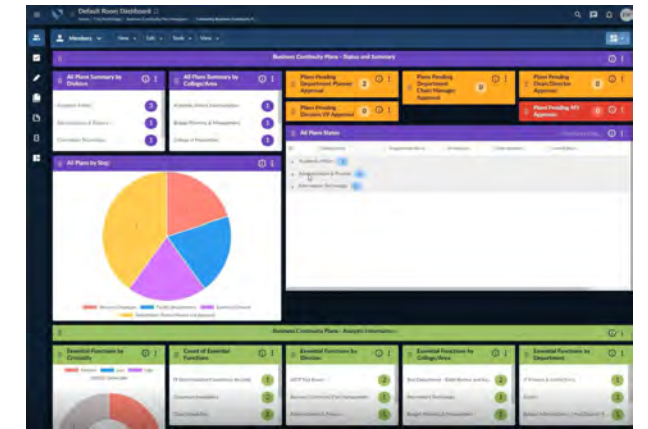


CALIFORNIA STATE UNIVERSITY NORTHBRIDGE



### Building Out Virtual Business Continuity

Over the past year, CSUN business continuity staff has worked to develop their latest system for the campus's BC program, Veoci, which is an online crisis management software that allows campus dept. BC plans to be created, stored, and updated in a virtual platform. In Spring 2022, the campus began implementing this new system, starting with smaller campus units like the President's Office and Admin/ Finance, and provided a demonstration of their system for other campuses during the CSU Systemwide Business Continuity Affinity Group meeting in April. Currently, the BC team is continuing to train campus divisions and departments on how to use Veoci to make or update their BC Plans, and also working with the Veoci team to further develop the system to include a testing module. CSUN BC is currently planning to finish rolling out the system for the larger campus units, such as Student Affairs and Academic Affairs, this coming Fall.



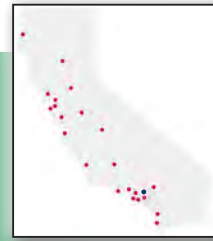
### Unique New Approaches in EM

In March 2022, the campus emergency manager implemented a unique style of tabletop exercise, in which the exercise played out in a cascading fashion with multiple iterations of the same scenario – each occurring with an increasing level of complexity and expanded test of capabilities. For this exercise, the scenario was a complete water shut-off by the city's utilities department due to a biological hazard in the water main, in which case even boiled water would unfit for consumption. This fully-remote exercise took place over a course of two weeks and in two stages. The first stage began with CSUN Police Services patrol and dispatch as well as campus parking, in which actions that would be taken immediately were evaluated. The next stage of the exercise tested actions that would possibly take place after two hours, in which the incident would have become more complex, and escalated through the campus's incident command and the emergency operations center (EOC) operations, planning, logistics, and finance sections.

### COVID-19 Recovery

This year, in February 2022, the campus Emergency Operations Center (EOC) finally ended its 700-day activation for the COVID-19 response. The EOC handed off its functions to the campus's new COVID-19 Operations Department, which now manages testing operations, contact tracing, case tracking, and any other COVID-related response. CSUN emergency management has also worked to recover eligible COVID-19 response costs through the Federal Emergency Management Agency (FEMA) Public Assistance program and submitted a claim to receive reimbursement of \$1.3 million for the campus's COVID-19 testing site costs. The claim is currently in the final stages of review and will hopefully help the campus recoup a large portion of its extensive testing operation costs.

- 9 Trainings Held
- 223 People Trained
- 4 Exercises Conducted
- 26 Exercise Participants
- 200 Days of COVID-19 Testing Operations



### Taking Large Strides in Emergency Management and Continuity

This year, campus emergency management continued to prepare and build campus emergency and continuity capabilities. The campus updated its Emergency Operations Plan in December 2021, and also conducted department trainings on emergency preparedness. In addition, the campus revamped its Business Continuity Program to consolidate the framework from having 152 departmental plans to only 45 Division/ Essential Department Plans. Finally, in May and June of 2021, the campus EM team expanded as it welcomed Arlett Carmona and Elizabeth Munguia, the campus's newest Emergency Management and Business Continuity Coordinators, respectively. Arlett and Elizabeth are both CSU alums and will continue to bolster CPP's EM and BC Programs.



**BCPs Updated**  
**10**  
**95**  
 People Trained

#### Continuing COVID-19 Response

As the pandemic continued, CPP EM continued to provide resources as repopulation took place. In addition to regular on-campus testing operations, CPP also implemented COVID-19 Testing Vending Machines, which provided at-home test kits that the campus community could freely access, throughout the campus. Furthermore, CPP also employed 21 new PPE Hubs, which were restocked weekly, at self-service locations around campus and hosted 8 vaccination pop-up events. These efforts provided helpful resources so that the campus community could continue to protect themselves and helped the campus to fully operate safely throughout this academic year.

**260 Days of Testing Operations**



**20 Days of Vaccine Operations**



#### Actively Exercising Emergencies Capabilities

In October 2021, CPP participated in the annual Great ShakeOut Earthquake Drill, which included a test of the campus Emergency Notification System (ENS). Also in October, campus EM conducted a Crisis Communications Tabletop Exercise with the policy group for the scenario of an Explosion/ Fire in the Science Building. The exercise included impromptu mock media interviews and press conference for the President and Vice President of Student Affairs, where they practiced answering live hostile questions. Later, in the summer, the campus Emergency Operations Center (EOC) also conducted a functional exercise in collaboration with the Chancellor's Office Systemwide Emergency Support Team, to test the EOC's capabilities to respond to a large earthquake. Finally, CPP EM also conducted an internal communication exercise where they tested how core members would be notified for a potential power outage scenario using the ENS.

**37**  
 Exercise Participants

**6**  
 Evacuation Drills



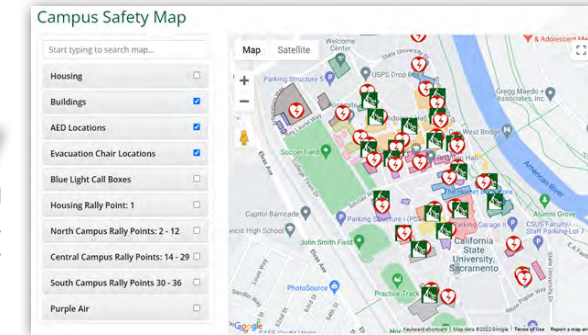
### Active Shooter Exercise With Local Agencies

On March 21<sup>st</sup>, 2022, the campus hosted a full-scale exercise over spring break, alongside the Sacramento County Sheriff's Office, for a unified command response to an active shooter and mass casualty incident. The exercise took place at several campus locations and also provided fundamental training for first responders from multiple law enforcement and fire agencies across the region. The scenario-based exercise included active role-playing by more than 100 campus community volunteers, and loud sounds from theatrical weapons to simulate gunfire at each location. This was the first active shooter exercise on-campus since 2015 and allowed the campus to strengthen its relationships with the local public safety agencies that would help respond to an active shooter on campus, as well as familiarize members of such agencies with the campus. In addition, the campus also successfully won a grant through UASI (Urban Area Security Initiative) for Emergency Operations Center training tabletop exercise, which the campus plans to conduct Spring 2023.



**12**  
 Emergency Notification Tests

**17**  
 Trainings Conducted



### Providing Helpful Resources to Campus

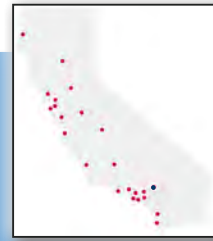
This year, the campus created an interactive map with locations and photographs of helpful safety and emergency resources, such as Automatic External Defibrillators (AED), Stair Evacuation Chairs, Blue Light Emergency Phones, Evacuation Rally Points, and Purple Air Monitors, throughout the Sacramento State campus. Each building description also includes Building Emergency Action Plans (BEAP), which are updated annually. In August 2022, Risk Management also shared at the Business Partner Round Table Meeting—which is an event for campus partners to share updates—about various campus safety and emergency-related topics including the 82020 Safety Hotline, Building Emergency Preparedness Program, and Business Continuity Plans.

#### Building Preparedness

Sacramento State continued to regularly practice and prepare for emergency evacuations across campus. Virtual training for building evacuation procedures and general emergency preparedness is now offered throughout the year for anyone on campus. Building Coordinators and Floor Marshalls are required to complete the training annually and this year, 279 have done so. In addition, quarterly meetings were conducted for building safety teams where the campus provided hands-on evacuation chair training, advised on how to build go-bags, and reviewed Building Coordinators/Floor Marshal emergency procedures.

This year, the campus also purchased additional evacuation chairs to ensure each building is equipped to serve people with access and functional needs. The campus organized numerous building evacuation drills in November 2021 and June 2022, for which campus Risk Management developed an online evaluation form that records findings from drill observations and then, quickly generates a written evaluation report for the building coordinator.





### Emergency Preparedness

During this academic year, campus emergency management continued to work on improving emergency preparedness in various facets of the campus organization. In November 2021, campus EM planned and executed a Crime Prevention Awareness and Resource Fair on campus alongside Title IX, Athletics, College of Extended Learning, Environmental Health & Safety, Facilities, and multiple off-campus partners. In addition, in March 2022, campus EM hosted an inaugural Building Marshal and Floor Warden training program that will better prepare building safety staff on what to do during an emergency. In addition, in June 2022, EM conducted an active shooter tabletop exercise with its entire Emergency Operations Center (EOC) and the event served as a learning opportunity for all EOC section staff.

### Moving Emergency Notification Forward

In the Spring of 2022, CSUSB Emergency Management worked in collaboration with campus ITS, Strategic Communications, and the University Police Dept. (UPD) to transition the campus's Emergency Notification System from Blackboard to RAVE Mobile Safety. Campus emergency management trained UPD and campus Dispatch staff to manage and utilize the platform in an emergency. Then, in June 2022, after the campus experienced a power outage, Rave was utilized to send an alert via text message, email, and phone call to over 22,000 recipients on the campus.



### Combating COVID-19 Throughout Campus

As the campus prepared for repopulation from the COVID-19 pandemic, CSUSB continued to host testing operations on-campus on a regular basis. The testing sites were hosted Monday through Friday from August 2021 to May 2022 on both the main and Palm Desert Campus. CSUSB also continued to make the COVID-19 vaccination readily available to staff, faculty, and students throughout the year and hosted vaccination clinics to provide boosters that would ensure the campus could operate safely.

**GET BOOSTED**  
 CSUSB: YASUDA CENTER  
 Wednesday, Feb. 16 • 11AM-2PM  
 Thursday, Feb. 19 • 10AM-2PM  
 Thursday, Feb. 24 • 11AM-2PM



### Restructuring Emergency Management Team

SDSU is committed to always improving our preparedness efforts and state of readiness. To that end, SDSU began a holistic program review and assessment to better align our efforts with best practices. As a result of this review, SDSU is elevating our emergency manager position to a director-level role and plans to add an additional full-time emergency management manager or coordinator position to support our emergency preparedness efforts.

**10** Evacuation Drills

**4** Emergency Notifications Sent



### Expanding Campus, Expanding EM

In advance of San Diego State's expansion into Mission Valley and the recent opening of the new Snapdragon Stadium, which is slated for August 2022, the campus Office of Emergency Preparedness worked to train stadium personnel and other stakeholders occupying the unified command center during events. This ensures our teams are best suited to triage and coordinate during emergencies. Given the large number of special events at SDSU, the Office of Emergency Preparedness is now a central player in event pre-planning and training to improve our readiness.

### Continuing to Progress Emergency Management

During this academic year, SDSU emergency management continued to maintain campus programs that ensure the campus community is prepared and resilient during a disaster. Campus EM continued to ensure that emergency alarm systems are operating effectively and evacuation drills were conducted in all campus residential halls. In addition, trainings were held for all Emergency Operations Center (EOC) Staff, the campus policy group, and building safety coordinators.

In addition, this year, the campus has been preparing to finally launch SDSU Safe, a new, free phone-based application focused on personal safety, emergency preparedness and readiness. The app is available to the entire campus community and provides training resources, videos, and serves as a platform for urgent communications during emergencies.

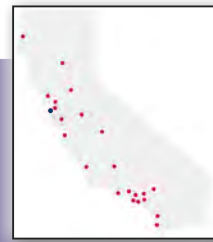


### REPORT AN INCIDENT



### SUPPORT RESOURCES





### New Faces in Emergency Management and Continuity

In October 2021, SFSU brought on board a new Risk Programs Coordinator, Jacqueline Najera. Having worked previously at City of Culver City and as a consultant, Jacqueline brings both public and private sector experience. She administrates the campus business continuity program and has since completed the DRI International Associate Business Continuity Professional Certification. She is currently working to identify business units that urgently need a Business Continuity Plan (BCP) and is in the process of developing 20 new BCPs.



The campus also hired Hope Kaye as its new Director of Office of Emergency Services (OES) in February 2022. Hope has her Master's Degree in Emergency Management and comes with previous private sector consulting experience in EM for K-12 schools. She will also serve as the Clery Director due to a restructuring of certain campus safety functions,, including the transition of OES from being a subsection of the University Police Department to a standalone department under Administration & Finance.



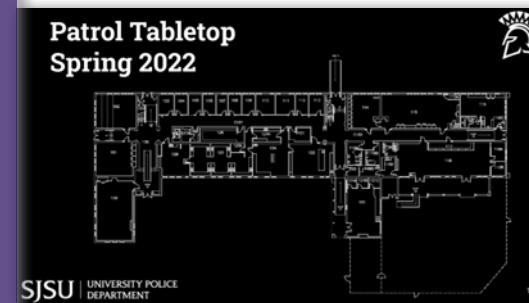
### Increasing Campus Outreach

This year, campus emergency management took on the management of the social media accounts for the University Police Department, in which EM is housed, and grew outreach to followers by 30-40%. In addition, starting in April 2022, UPD/EM hosted monthly community conversations to provide updates to the campus community on what is happening in the department and allow people to provide input and feedback.



### Training and Exercising Emergency Response

During this academic year, SJSU Emergency Management conducted multiple tabletop exercises for both the emergency operations center and UPD. These exercises covered an array of scenarios that included an earthquake, hostage situation, and wildfire smoke impacts. In addition, campus EM also conducted 'Run, Hide, Fight' active shooter training sessions for campus departments and local community partners. Campus EM also continued to conduct regular building evacuation trainings and drills and also organized the annual Great ShakeOut Earthquake Drill that included a test of the campus Emergency Notification System.



### Emergency Preparedness and Response

This year, OES made much progress to bolster campus emergency preparations and continued addressing 2019 audit findings, which led to the restructuring of the OES. To promote this transition and amplify the work of the OES, the new OES Director presented an "Intro to OES & EOC (Emergency Operations Center)" to campus leadership, Extended Cabinet, and various other groups across campus, in addition to establishing monthly EOC meetings. A new centralized EOC storage supply annex was also established and stocked with emergency supplies. OES also led 3 Personal Preparedness sessions for campus faculty, staff, and students to feel more prepared at home, and continues to ensure that the campus is prepared to respond to any emergency. This was shown in the campus EOC's quick ability to activate and respond to incidents, such as a credible threat made in August 2021 and two campus utility outages in both February and May 2022.

#### In Numbers

- 4 EM Trainings
- 30 People Trained
- 500 Exercise Participants
- 10 Evacuation Drills
- 5 Days of EOC Activation
- 7 Emergency Notif. Test/Sent

### Partnerships for Progress

Campus EM and BC continued to build new and deeper partnerships on and off campus. In 2021, they created a Critical Personnel Working Group consisting of campus entities such as Human Resources, OES, BC, Risk Management, and Business Ops. This group was established to identify personnel aligned with critical functions in Business Continuity Plans and discover ways to improve operational resilience. In addition, OES joined the San Francisco Red Cross Leadership Council, the City of SF Department of Emergency Management Training and Exercise Planning Committee, and co-established the Bay Area Higher Education Collaboration Group. OES also joined the Campus Awareness Team, participated in a Community Resilience Planning Workshop with Second Nature and the Nature Conservancy, and established new relationships with neighbors at Parkmerced, Stonestown, and the Neighborhood Empowerment Network.

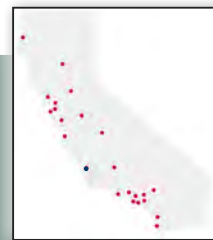
### COVID-19 Corner

In preparation for the Fall campus repopulation, OES organized campus-wide distribution of Personal Preparedness Equipment (PPE) and also purchased 11 flammable cabinets, which were stocked with alcohol-based disinfecting products for distribution to classrooms. In addition, the campus contracted with vendors to install vending machines for COVID-19 test kits and PPE.



- 15 Trainings Conducted
- 150 People Trained
- 11 Emergency Notifs. Sent/Tested
- 4 Evacuation Drills
- 6 Exercises Conducted





### Creating a Campus Culture of Preparedness

This academic year, the Department of Emergency Management (DEM) helped to found Cal Poly SLO's newest Red Cross Club alongside a group of students. The DEM's own Emergency Services and Business Continuity Manager serves as the club's staff advisor and helped guide the group as it established itself and prepared for the years to come. The club helps to promote emergency preparedness and awareness within the Cal Poly SLO campus and local community. After this inaugural year, the club plans to begin holding regular events to carry out this mission and trainings to help build personal resilience and preparedness capabilities for students, staff, and community members.



**12**  
Trainings Conducted



**80**  
People Trained



**300**  
Days of COVID-19 Testing Operations



**6**  
Business Continuity Plans Updated

### Expanding the Team

In July 2022, Cal Poly San Luis Obispo DEM brought on Jennifer Marsano as its newest Assistant Emergency Services and Business Continuity Manager for the Readiness & Logistics Section. Jennifer was originally hired by Cal Poly in September 2021 to manage the campus's COVID surveillance test site, under the direction of the DEM. Following the discontinuation of the testing program as the pandemic wound down, she was invited to join the DEM team. Jennifer has a master's degree in clinical psychology and behavioral health, with previous experience in the healthcare industry. She is currently pursuing her Emergency Management certification and will be a helpful addition to the DEM team.

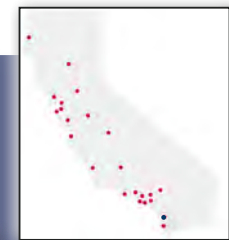


### Staying Ahead with Best Practices

This year, DEM staff actively participated in several important Emergency Management Trainings to continue improving the skills and capabilities of DEM. In April 2022, through a grant from the City of San Luis Obispo, several DEM staff were given the opportunity to attend an Integrated Emergency Management Concepts Training hosted by the Federal Emergency Management Agency in Emmitsburg, Maryland. This included the campus's Deputy EOC Director, Deputy Operations Section Chief, and Logistics Section Chief. In addition, some DEM staff also were able to attend an Intermediate Operations Section Chief Training at the Cal OES California Specialized Training Institute. Continuing to train DEM staff allows Cal Poly to continue keeping up with the field's best practices to remain prepared and resilient.



# California State University SAN MARCOS



### New Faces of Emergency and Continuity

After reconfiguring their vacant business continuity position, CSUSM welcomed TJ Robertson as its new Business Continuity Analyst in February 2022. TJ graduated from San Diego State University with a Master's degree in Homeland Security, where he also served in its Emergency Operations Center (EOC) during the COVID-19 pandemic. Looking to hone his craft in business continuity and emergency management, TJ has completed the Disaster Recovery Journal Business Continuity course and several FEMA courses that include ICS-300, ICS-400, and the Homeland Security Exercise and Evaluation Program (HSEEP). Since joining the Emergency Management Team, TJ has revitalized the Business Continuity Program on campus, meeting and strategizing with almost seventy departments to ensure continuity of business operations. TJ joins Jennifer Ralph, the campus's Emergency Manager, who took over at the end of last academic year following the retirement of her predecessor.



### Emergency Trainings and Exercises

This year, campus EM hosted two in-person tabletop exercises for the campus executive council/policy group, as more than half of the members were new to CSUSM from all over the country. The scenarios covered were a wildfire for the October 2021 exercise and a suspicious package for the January 2022 one. These exercises helped the team confirm their role in emergency activations, become familiar with each other to build teamwork, and explored the relationship with the EOC including communication flow and channels. In addition, CSUSM EM also provided various trainings for staff including New Employee Orientation training and Naloxone Program training. The campus also conducted various drills and exercises that included a campus-wide evacuation drill and lockdown drill; evacuation drills in their housing residences and the Center for Children and Families; as well as additional tabletop exercises and the Great ShakeOut Earthquake Drill.



### Continuing to Fight COVID-19

As the new academic year started and campus fully repopulated, CSUSM complied with CSU vaccination policy requirements and also had mandatory testing requirements for unvaccinated staff and students. The campus hosted an on-campus testing site that remained in operation until June 2022 and also supported an on-campus County testing that was open 5 days a week and will remain open until June 2023.



**260 Days of COVID-19 Testing Operations**

**30** Exercise Participants  
(3 Exercises)

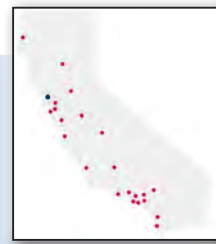
**17** Emergency Notifs. Sent/Tested

**150** People Trained (EM)  
**75** People Trained (BC)

**9** Trainings Conducted (EM)  
**60** Trainings Conducted (BC)

**56** Business Continuity Plans Updated  
**13** New BCPs Developed

# SONOMA STATE UNIVERSITY



## Efforts to Build Campus Preparedness

In June 2022, campus EM conducted a two-day, full-scale exercise for the scenario of a large earthquake. This involved more than 150 participants and split the Emergency Operations Center (EOC) staff into two teams that each went through a replicated iteration. This exercise aimed to specifically evaluate the campus's initial damage assessment processes with placed markers in various locations for simulated building damage to test how information would flow from the field inspection to Facilities/IT Department Operation Centers and then, to the EOC. In addition, the exercise included a drill for campus-wide safety check-in processes used to account for staff after an emergency. Furthermore, campus EM was also involved in other on-campus arenas to increase emergency preparedness outreach. In October 2021, the campus participated in the annual Great ShakeOut Earthquake drill, which included a test of the campus Emergency Notification System and distribution of the Emergency Services Annual Informative Bulletin. Campus EM also participated in the Student Activities' Safety Fair in September 2021 and joined a newly-formed campus committee, which serves to plan and coordinate campus safety programming.



## Wildfire Recovery

Following the Glass Fire last Fall, Sonoma State has continued to manage recovery efforts and the debris clearing process was finally completed in September 2021. The campus received Los Guillicos Wildland Reserve back from CalOES after destroyed structures were removed and is planning for reconstruction and reopening slated for 2023. Campus EM also completed a hazard mitigation process following this incident to decrease the campus's vulnerability to future incidents and is also continuing to finalize cost recovery processes to receive reimbursement for costs incurred as a result of the fire.

### In Numbers

- 3 EM Trainings
- 150 People Trained
- 3 EM Exercise
- 200 Exercise Participants
- 4 Evacuation Drills
- 3 Emergency Notif. Test

**156** Days of Vaccine Operations

~14,000 COVID Tests Administered

**225** Days of Testing Operations

## On-Campus Resources for COVID-19

Sonoma State opened a testing center on-campus through a partnership with Avellino Precision Medicine in August 2021. The testing center produced quick turnaround times within 24-48hrs and also opened up to campus community household members and then, the local community as well. In addition, campus emergency management worked to procure over 30,000 surgical masks and 40,000 N-95s for the campus repopulation and these efforts allowed the campus to fully open once again in the Fall.

# CALIFORNIA STATE UNIVERSITY Stanislaus



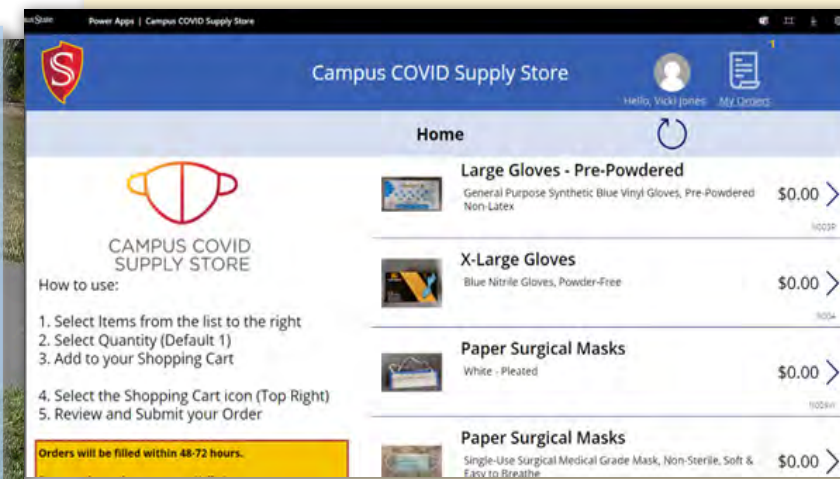
## New Emergency Manager

Following the retirement of Kellie Marshall, after more than 20 years of service, Stanislaus State welcomed Vicki Jones as its new Director of Safety & Risk Management in June 2022. Vicki previously served as the Deputy Director of Environmental Health at Merced County's Community and Economic Development Department and Public Health Department, where she worked for 11 years, and prior to that, also worked at Stanislaus County. Vicki has a Master's of Public Administration from Stanislaus State, where she also received her Bachelor's, and brings over 21 years of expertise in environmental health and public service back to her alma mater.



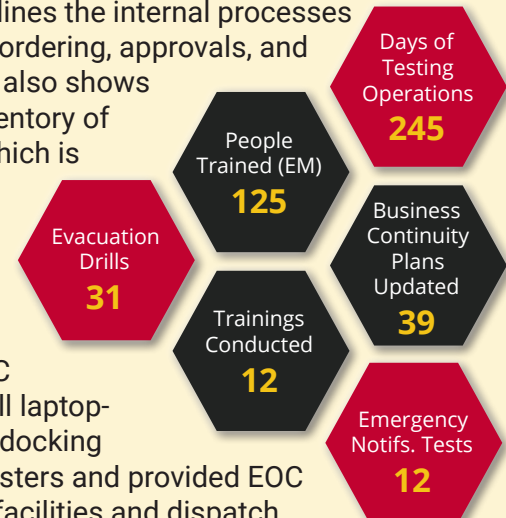
## COVID-19 Supply Store

In preparation for Fall repopulation, campus EM along with the Office of Information Technology (OIT), implemented a campus COVID-19 Supply Store, using PowerBI apps to allow campus departments to order free supplies such as Personal Protective Equipment (PPE), hand sanitizer, and disinfecting wipes. This system streamlines the internal processes for requesting, ordering, approvals, and fulfillment, and also shows an updated inventory of the supplies, which is maintained by Support Services.



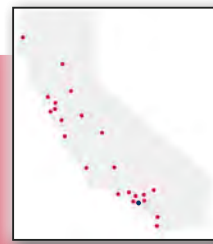
## Improving the Emergency Operations Center (EOC) Capabilities

This year, campus EM worked extensively on developing and improving EOC readiness. Emergency supplies for the EOC were replenished and 6 new Dell laptop-compatible work stations, which included a mouse, monitor, keyboard, and docking station, were added to the EOC. In addition, EM continued to update EOC rosters and provided EOC members with an Initial/Refresher Training that included a tour of the EOC facilities and dispatch center. At the training, EOC members also had an opportunity to have an IT staff member ensure that any EOC equipment was set up and ready to be used from their individual work laptops. A guide for setting up in the EOC was also created and distributed to EOC staff. Campus EM continuously provided training opportunities throughout the year and created an EOC Personnel Training Tracking Spreadsheet to record completed training progress. Emergency Response Personnel ID cards were provided to EOC staff members and campus EM is also currently working on getting generic EOC position-specific email address for better continuity of the EOC communications. Additionally, campus EM is currently working on establishing a second alternate EOC location within the city for increased resilience.



# CSU The California State University

## OFFICE OF THE CHANCELLOR



### COVID Reimbursement Claims

In early 2022, Emergency Management & Continuity joined forces with the Sponsored Programs Administration team to place FEMA COVID-19 disaster cost recovery claims on behalf of the Chancellor's Office (CO). The CO submitted four separate projects for potential reimbursement: 1) Cleaning / disinfecting costs in the early weeks of the pandemic 2) Travel costs associated with relocating students who were placed internationally at the beginning of the pandemic 3) software costs for a simulated learning environment that allowed nursing students to learn and stay on track to graduate and enter the critical healthcare workforce and 4) salary for a COVID-19 coordinator for the CO.

### Reintroducing the CO's Emergency Notification System

This year, the Chancellor's Office EM&C team, along with Public Safety, worked with Titan HST to revamp the system for reintroduction to CO Staff. Titan HST is the CO's Emergency Notification System that has capabilities to send emergency broadcasts/alerts to staff, collect safety statuses through a check-in, and request assistance/report incidents. However, while the system has been live, the implementation and introduction of the system to the CO staff had been interrupted for various reasons over the past few chaotic years. The introduction of the new EM&C team at the CO presents a good opportunity to revamp and reintroduce the Titan HST ENS System. This year, the team has worked to finalize and refine features and socialize the system with staff.



### Just Returned to Office but Remained Prepared

Although the CO remained working in a virtual environment, it still continued to participate in the Great ShakeOut Earthquake Drill in October 2021 to ensure earthquake preparedness of its employees. Because a resurgence in the pandemic caused the return to the office to be postponed, the Drill took place virtually as a test of the CO's Emergency Notification System, Titan HST, which was utilized to send out an emergency alert encouraging staff to drop, cover, and hold on at home. In addition, earthquake preparedness resources were also shared through the alert and a test of the safety check-in function was conducted to practice accounting for employees in an emergency. Also, in the winter, the CO's evacuation diamonds, which designate safe evacuation points for employees in the office, were also repainted in a more intuitive and safety-conscious manner as the parking lot asphalt was renewed. These preparations ensured that the CO and employees remained prepared for emergencies and building evacuations once the office was repopulated in the months that followed.

CSU The California State University + ShakeOut + Titan HST

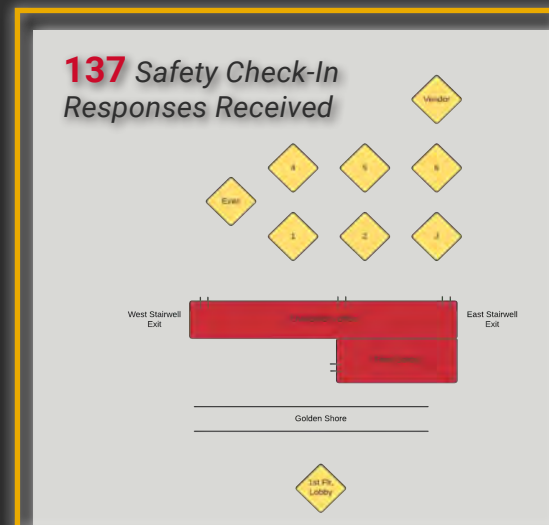
### The Great ShakeOut Is Coming October 21!

Prepare to participate by enrolling in Titan HST, the emergency communication tool of the Chancellor's Office.

- 1) Download the free Titan HST mobile app.
- 2) Select the Microsoft button.
- 3) Enter your CSU email and password.
- 4) Update your contact information from within your Profile.
- 5) You're now set to participate in the Great ShakeOut on October 21 at 10:21 a.m., receive emergency notifications and report issues to security at any time.

**DROP! COVER! HOLD ON!**

[Click here for more information on this year's Great ShakeOut drill.](#)



# ACKNOWLEDGEMENTS

This report is brought to life by the vision of Jenny Novak, Director of Systemwide Emergency Management & Continuity, and to completion by Stephanie Kim, Emergency Management & Continuity Analyst. It is the fruition of the work, skill, and accomplishments achieved by campus Emergency Management and Business Continuity staff, who collaborated to provide the data for this report. The campus emergency management and business continuity managers and coordinators are valuable team members whose work builds lasting resilience and emergency preparedness to our CSU System, ensuring its mission will continue.

Icons used in this report were made from Freepik, Uniconlabs (Training Participant Icon), Those Icons (Earthquake Icon) from www.flaticon.com

## Contributing Campus Emergency Management & Business Continuity Staff

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- Lieutenant Maricela Gonzalez**, Lieutenant, CSU Bakersfield
- Maggie Tougas**, Emergency Manager, CSU Channel Islands
- Marvin Pratt**, Director of Environmental Health & Safety, Chico State
- Mike Thorpe**, Executive Director of Enterprise Risk Management, Chico State
- Chief Carlos Velez**, Chief of Police, CSU Dominguez Hills
- Catrina Christian**, Emergency Management and Business Continuity Manager, Cal State East Bay
- Amy Luna**, Emergency Management & Business Continuity Manager, Fresno State
- Cristina Koczera**, Director of Risk Management & Safety Services, Cal Poly Humboldt
- Allyson Joy**, Emergency Manager, Cal State Long Beach
- Greg Porter**, Emergency Manager & Business Continuity Officer, Cal State LA
- Chief Donny Gordon**, Chief of Police, Cal Maritime
- Corporal Charles Ford**, Corporal, Cal Maritime
- Ken Folsom**, Emergency Manager, CSU Monterey Bay
- Kendall Emerick**, Business Continuity Specialist, CSU Monterey Bay
- Lisa Curtis**, Emergency Manager, CSUN
- Ernest Fierro**, Emergency Management & Business Continuity Manager, Cal Poly Pomona
- Todd Dangott**, Director of Risk Management, Sacramento State
- Christina Lofthouse**, Deputy Chief of Police, Sacramento State
- Meysee Vang**, Compliance Analyst, Sacramento State
- Paul Walker**, Emergency Management & Business Continuity Manager, Cal State San Bernardino
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- TJ Robertson**, Business Continuity Analyst, CSU San Marcos
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- Kendall Newman**, Interim Risk and Safety Business Operations Manager, Sonoma State
- Vicki Jones**, Director of Safety and Risk Management, Stanislaus State
- Misty Strode**, Emergency Management and Continuity, Stanislaus State



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