

EMERGENCY PREPAREDNESS

SAN JOSÉ STATE UNIVERSITY

Audit Report 09-46

September 9, 2009

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ABBREVIATIONS

CalEMA	California Emergency Management Agency
CSU	California State University
DHS	(Federal) Department of Homeland Security
DRC	Disability Resource Center
EO	Executive Order
EOC	Emergency Operations Center
EP	Emergency Preparedness
FEMA	Federal Emergency Management Agency
HR	Human Resources
ICS	Incident Command System
NIMS	National Incident Management System
OES	(California) Office of Emergency Services
ORM	Office of Risk Management
SEMS	Standardized Emergency Management System
SHC	Student Health Center
UPD	University Police Department

EXECUTIVE SUMMARY

As a result of a systemwide risk assessment conducted by the Office of the University Auditor during the last quarter of 2008, the Board of Trustees, at its January 2009 meeting, directed that *Emergency Preparedness* be reviewed. Similar audits of Disaster and Emergency Preparedness were conducted in 2006.

We visited the San José State University campus from May 11, 2009, through June 12, 2009, and audited the procedures in effect at that time.

Our study and evaluation did not reveal any significant internal control problems or weaknesses that would be considered pervasive in their effects on emergency preparedness controls. However, we did identify other reportable weaknesses that are described in the executive summary and body of this report. In our opinion, the operational and administrative controls for emergency preparedness in effect as of June 12, 2009, taken as a whole, were sufficient to meet the objectives stated below.

As a result of changing conditions and the degree of compliance with procedures, the effectiveness of controls changes over time. Specific limitations that may hinder the effectiveness of an otherwise adequate system of controls include, but are not limited to, resource constraints, faulty judgments, unintentional errors, circumvention by collusion, and management overrides. Establishing controls that would prevent all these limitations would not be cost-effective; moreover, an audit may not always detect these limitations.

The following summary provides management with an overview of conditions requiring attention. Areas of review not mentioned in this section were found to be satisfactory. Numbers in brackets [] refer to page numbers in the report.

PROGRAM ADMINISTRATION [6]

The delegation of authority for emergency succession was not current.

EMERGENCY MANAGEMENT PROGRAM [6]

Student health center (SHC) medical emergency plans were incomplete and/or were not reviewed and updated since March 2008.

COMMUNICATIONS AND TRAINING [7]

An updated roster of essential emergency management team personnel was not submitted timely to the California State University Office of Risk Management, and did not include designated backup personnel for a key emergency team member. Additionally, emergency management team members were not issued systemwide identification cards as part of their emergency credentials. Further, a formal emergency preparedness overview training program had not been developed and implemented for newly hired staff and faculty; and documentation was not always maintained to support the completion of required specialized emergency preparedness training for emergency operations center personnel. In addition, emergency plans for the campus and SHC did not formally include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services.

INTRODUCTION

BACKGROUND

Emergency preparedness is the multihazard approach to preparing for emergencies and disasters of a wide variety. The National Safety Council (www.nsc.org) has provided guidance showing that disasters and emergencies are inevitable. These events include personal injuries, fires, explosions, chemical spills, toxic gas releases, natural disasters such as earthquakes, tornadoes, floods, and epidemics, and man-made disasters such as terrorist activities and riots. Anticipating emergencies and planning for an appropriate response can greatly lessen the extent of injuries and health concerns. Emergency preparedness can also limit damage to property, equipment, and materials. Experience tells us that when disasters and emergencies occur, the emergency response based on emergency-preparedness and crisis-training programs will significantly affect the extent of damages and injuries sustained. The president of each of the 23 California State University (CSU) campuses has been delegated the responsibility for the implementation and maintenance of an emergency management program.

In many instances, emergency preparedness is the foresight to plan for disasters such as earthquakes, floods, fires, and man-made disasters (the most common emergency situations in California). There is no single definition of what constitutes a disaster. A disaster can develop quickly, hitting full-force with little or no warning. Other times, a disaster can loom on the horizon for weeks until it becomes large enough to be a threat. Government Code §8680.3 defines disaster to mean:

A fire, flood, storm, tidal wave, earthquake, terrorism, epidemic, or other similar public calamity that the governor determines presents a threat to public safety.

In California Code of Regulations, Title 19, §2402, *Standardized Emergency Management System* (SEMS) Regulations, emergency is defined to mean:

A condition of disaster or of extreme peril to the safety of persons and property caused by such conditions as air pollution, fire, flood, hazardous material incident, storm, epidemic, riot, drought, sudden and severe energy shortage, plant or animal infestations or disease, the governor's warning of an earthquake or volcanic prediction, or an earthquake or other conditions, other than conditions resulting from a labor controversy.

The Federal Emergency Management Agency (FEMA) describes emergency preparedness as multi-hazard mitigation planning and states that mitigation plans form the foundation for a community's long-term strategy to reduce disaster losses and break the cycle of disaster damage, reconstruction, and repeated damage. The planning process is as important as the plan itself. It creates a framework for risk-based decision making to reduce damages to lives, property, and the economy from future disasters. Hazard mitigation is sustained action taken to reduce or eliminate long-term risk to people and their property from hazards. State, Indian Tribal, and local governments are required to develop a hazard mitigation plan as a condition for receiving certain types of non-emergency disaster assistance and FEMA funds available for mitigation plan development and mitigation projects.

The California State Office of Emergency Services (OES), in coordination with all interested state agencies with designated response roles in the state emergency plan and interested local emergency management agencies, established by regulation a SEMS for use by all emergency response agencies.

SEMS is the system required by Government Code §8607(a) for managing response to multiagency and multijurisdictional emergencies in California. As a result of the 1991 East Bay Hills fire in Oakland, Senate Bill 1841 was passed and made effective January 1, 1993. The intent of this law is to improve the coordination of state and local emergency response in California, and it implemented SEMS. SEMS Regulations took effect in September 1994. SEMS consists of five organizational levels, which are activated as necessary: field response, local government, operational area, regional, and state. By standardizing key elements of the emergency management system, SEMS is intended to facilitate the flow of information within and between levels of the system and facilitate coordination among all responding agencies. SEMS incorporates the use of five essential Incident Command System (ICS) functions: command (management), operations, planning/intelligence, logistics, and finance/administration. As a result of OES and SEMS Regulation, all CSU campuses are required to formally adopt and implement SEMS.

In 2004, the federal Department of Homeland Security (DHS) developed the National Incident Management System (NIMS) under Presidential Directive HSPD-5, *Management of Domestic Incidents*. NIMS was designed to improve the national readiness to respond to not only terrorist events but all types of disasters. NIMS is similar to California's SEMS. This similarity is most evident in the NIMS version of the ICS and adoption of the concept of mutual aid. The final version of NIMS was released on March 1, 2004. To fully implement NIMS, DHS created NIMS integration procedures and decided to phase in NIMS over time. As a result of these efforts, all federal departments and agencies, as well as state, local, and tribal governments, are required to be fully compliant with NIMS in order to apply for federal emergency preparedness assistance.

In late 2008, the California Emergency Management Agency (CalEMA) was formed to combine both OES and the California Department of Homeland Security. The goal of the CalEMA is to identify methods and guidance to assist all levels of emergency management in California to meet the requirements of NIMS while maintaining compliance with SEMS.

Executive Order 1013, *California State University Emergency Management Program*, dated August 7, 2007, requires the implementation and maintenance of an emergency management system on each campus that will be activated when an event has the potential for reaching proportions beyond the capacity of routine operations. Each campus plan must be compliant with SEMS, NIMS, and the SEMS/NIMS ICS. In 2006, to be flexible in responding to health-related emergencies, the CSU implemented pandemic influenza preparedness and response plans across all campuses, and those plans were reviewed in the 2006 Disaster and Emergency Preparedness audits. In 2008, as a response to nationwide concerns for campus security, the CSU implemented active shooter drills and training systemwide, and those activities continue throughout the year as detailed procedures and standards evolve.

PURPOSE

Our overall audit objective was to ascertain the effectiveness of existing policies and procedures related to the administration of *Emergency Preparedness* (EP) activity and to determine the adequacy of controls that ensure compliance with relevant governmental regulations, Trustee policy, Office of the Chancellor directives, and campus procedures.

Within the audit objective, specific goals included determining whether:

- ▶ Administration of EP incorporates a defined mission, stated goals and objectives, and clear lines of organizational authority and responsibility, and is adequately funded.
- ▶ Initiatives and investments are underway to improve EP and to maximize EP resources; risks specific to the campus have been identified; and policies and procedures are current, comprehensive, and sufficient to support campus EP.
- ▶ An adequate emergency operations center (EOC) exists; sufficient equipment, supplies, and other critical resources are properly provisioned; and the campus is fully prepared for emergencies.
- ▶ The emergency plan is compliant with SEMS and NIMS and clearly identifies who has authority and responsibility for emergencies and incidents; the emergency organization is sufficient to ensure that campus command/incident command techniques provide command and control when emergency incidents occur; and effective building marshal and volunteer programs have been established.
- ▶ Emergency resources are available; emergency plans have been updated appropriately; and any related/subordinate plans are integrated with the campus emergency plan.
- ▶ Incidents are mitigated timely; lessons learned are evaluated; appropriate after-action reports are prepared; and the campus has sufficient plans for mitigation of any facilities deficiencies.
- ▶ The emergency plan has been adequately communicated to the campus community; the campus is compliant with required communications with the chancellor's office and with emergency management agencies; and grants for emergency communications and operations are adequately managed and tracked.
- ▶ Sufficient training has been provided to new employees, emergency management staff, and building marshals; the finance function has been integrated into the emergency response activities; and specialized training has been provided in the areas of SEMS, NIMS, and incident command systems for the student health center, building marshals, and for disaster service worker program volunteers.
- ▶ The campus has plans for, and adequately administers, testing and drills for emergency incidents, emergency communications, evacuations, active shooter situations, and mutual aid; and written incident action plans follow SEMS/NIMS guidelines.
- ▶ Generators, communications devices, and other equipment and supplies are functional and tested frequently, and the related responsibility is appropriately assigned.

SCOPE AND METHODOLOGY

The proposed scope of the audit as presented in Attachment B, Audit Agenda Item 2 of the January 27 and 28, 2009, meeting of the Committee on Audit stated that emergency preparedness includes review of compliance with the National Incident Management System, Trustee policy and systemwide directives; contingency and disaster recovery planning; backup communications; building safety and emergency egress including provisions for individuals with disabilities; the extent of plan training and testing; and relationships with state and federal emergency management agencies.

Our study and evaluation were conducted in accordance with the *International Standards for the Professional Practice of Internal Auditing* issued by the Institute of Internal Auditors, and included the audit tests we considered necessary in determining that operational and administrative controls are in place and operative. This review emphasized, but was not limited to, compliance with state and federal laws, Board of Trustees policies, and Office of the Chancellor and campus policies, letters, and directives. The audit review focused on procedures in effect from January 1, 2007, through June 12, 2009. In instances wherein it was necessary to review annualized data, calendar years 2007 and 2008 were the periods reviewed.

We focused primarily upon the internal administrative, compliance, and operational controls over the campus-wide emergency operations plan and related management activities. Specifically, we reviewed and tested:

- ▶ The emergency management organization.
- ▶ Emergency management plan and event-specific annexes.
- ▶ Emergency management plan guidelines, policies, procedures, and recordkeeping.
- ▶ The building marshal program, emergency action plans, and the campus emergency hotline.
- ▶ The EOC, emergency equipment, and related emergency supplies.
- ▶ Coordination with other agencies, including mutual aid and assistance.
- ▶ Funding and budgetary controls for emergency management activities.
- ▶ Communication of the emergency management plan.
- ▶ Training for emergency management activities.
- ▶ Evacuation drills and emergency plan testing.

OBSERVATIONS, RECOMMENDATIONS, AND CAMPUS RESPONSES

PROGRAM ADMINISTRATION

The delegation of authority for emergency succession was not current.

We found that the emergency plan pertaining to succession planning as cited in campus Presidential Directive 97-01 included an outdated delegation of authority for campus chain of command during emergencies. During fieldwork, delegation of authority was being reviewed and updated to reflect current expectations.

Executive Order (EO) 1013, *California State University Emergency Management Program*, dated August 7, 2007, delegates to each president or his/her designee the implementation and maintenance of an emergency management system on each campus.

The special operations lieutenant stated that the updating of the delegation of authority for emergency succession was delayed due to the transition of emergency management staff, which led to other priorities.

Failure to maintain current delegations of authority for emergency preparedness increases the risk that the emergency chain of command would not be accurately defined and emergency response could be adversely affected.

Recommendation 1

We recommend that the campus review and update its presidential directive for succession planning and delegation of authority for campus chain of command during emergencies to reflect current expectations.

Campus Response

We concur. We will review and update our presidential directive for succession planning and delegation of authority for campus chain of command during emergencies to reflect current expectations - by the end of October 2009.

EMERGENCY MANAGEMENT PROGRAM

Student health center (SHC) medical emergency plans were incomplete and/or were not reviewed and updated since March 2008.

We found that the Disaster Medical Operations Plan was not signed or dated, and the Critical Incident and Emergency Preparedness Plan was last reviewed in March 2008.

EO 943, *Policy on University Health Services*, dated April 28, 2005, states that SHC staff should review medical disaster plans of the campus emergency plan annually.

EO 1013, *California State University Emergency Management Program*, dated August 7, 2007, requires that each campus develop a campus emergency plan. On an annual basis or more frequently as needed, the plan should be reviewed, updated, and distributed to the emergency management team members and others as identified by the campus.

The director of the SHC stated that the medical emergency plans were scheduled for review and updating later this year.

Failure to maintain updated medical emergency plans increases the risk that SHC emergency responders will not be fully aware of important revisions to the plans, consequently increasing the risk of inadequate response to emergencies.

Recommendation 2

We recommend that the campus review and update the SHC medical emergency plans, including obtaining the requisite approval signatures.

Campus Response

We concur. We will review and update the SHC medical emergency plans, including obtaining the requisite approval signatures - by the end of December 2009.

COMMUNICATIONS AND TRAINING

EMERGENCY PERSONNEL ROSTER

An updated roster of essential emergency management team personnel was not submitted timely to the California State University (CSU) Office of Risk Management (ORM), and did not include designated backup personnel for a key emergency team member.

EO 1013, *California State University Emergency Management Plan*, dated August 7, 2007, states that once a year by December 1 or more frequently as needed, provide the systemwide ORM at the chancellor's office a roster of emergency management team personnel as well as their designated backup essential to the operation of the campus emergency management program such as: the president, the emergency executive, the emergency operations center (EOC) director, the emergency manager/emergency coordinator, and the public information officer. The roster shall include name and office and emergency telephone numbers, including satellite phone numbers. These lists will be kept confidential and used only in emergencies.

The special operations lieutenant stated that the roster of emergency management team personnel had not been updated and submitted to ORM by December 1 due to emergency personnel staffing transitions that delayed completion of this project.

Failure to submit current rosters of essential emergency management team personnel in a timely manner increases the risk of communications delays during a significant emergency incident.

Recommendation 3

We recommend that the campus provide the ORM with a current roster of emergency management team personnel, and ensure that updates are provided by December 1 of each year.

Campus Response

We concur. We will provide the ORM with a current roster of emergency management team personnel by the end of October 2009, and ensure that updates are provided by December 1 of each year.

EMERGENCY CREDENTIALS

Emergency management team members were not issued systemwide identification cards as part of their emergency credentials.

CSU ORM, *Communication on Emergency Identification Cards*, dated September 2007, advised the campuses to utilize an identification card template, provided by the systemwide police coordinator, to standardize campus emergency response personnel identification. The identification cards should include a header, campus name, CSU official seal, employee name, resident's signature, employee picture, campus public safety phone number and card expiration date, and other specific information.

The special operations lieutenant stated that systemwide credentials were not yet in place because the campus had not been aware of the new systemwide requirement due to limited communications on this topic.

Failure to provide emergency management team members with systemwide emergency identification credentials increases the risk that delays may occur when entering campus facilities during significant emergency incidents.

Recommendation 4

We recommend that the campus provide emergency management team members with systemwide emergency credentials based on the template provided by the ORM.

Campus Response

We concur. We will provide emergency management team members with systemwide emergency credentials based on the template provided by the ORM - by the end of October 2009.

NEW HIRE EMERGENCY PREPAREDNESS TRAINING

A formal emergency preparedness overview training program had not been developed and implemented for newly hired staff and faculty.

EO 1013, *California State University Emergency Management Program*, dated August 7, 2007, states that campuses must train the campus community on the SEMS, NIMS, and ICS compliant campus plan to include, at a minimum, overview training of every employee within one year of employment. The EO further states that training records for all campus training shall be kept for a minimum of seven years.

The director of internal control stated that human resources did not have a training program specifically in the area of emergency preparedness for new hires.

Failure to provide emergency preparedness training for new hires increases the risk that emergency response would be inadequate due to incomplete training and preparation.

Recommendation 5

We recommend that the campus develop and implement an emergency preparedness overview training program for all newly hired staff and faculty, including the assignment of responsibility for the training and the completion and retention of required training documentation.

Campus Response

We concur. We will develop and implement an emergency preparedness overview training program for all newly hired staff and faculty, including the assignment of responsibility for the training and the completion and retention of required training documentation - by the end of October 2009.

SPECIALIZED EMERGENCY PREPAREDNESS TRAINING

Documentation was not always maintained to support the completion of required specialized emergency preparedness training for EOC personnel.

Specifically, the campus was unable to provide adequate documentation to support NIMS required IS 100 and IS 700 training for six of ten EOC team members selected for review.

EO 1013, *California State University Emergency Management Program*, dated August 7, 2007, states that campuses should train the campus community on the SEMS, NIMS, and ICS compliant campus plan to include, at a minimum, specialized training annually for employees designated either as building coordinator or building floor marshal, EOC team member, or member of the campus emergency management team. Specialized training includes, but is not limited to, SEMS, NIMS, ICS, and crisis response. The EO further states that training records for all campus training shall be kept for a minimum of seven years.

The National Incident Management System (NIMS) *Five-Year NIMS Training Plan (Training Plan)*, dated February 2008, states that personnel need adequate training to gain the knowledge, skills, and abilities to fulfill NIMS functions, and the experience to demonstrate proficiency and become qualified to serve in a position that fulfills NIMS functions. Training goals include the recommendation that stakeholders should identify individual responsibilities/skills needed to work within functional domains. The Training Plan states that emergency operations personnel must complete IS 100 and IS 700 training. It further states that it is incumbent upon federal, state, tribal, and local emergency management/response personnel to determine who within their organizations requires additional IS training other than IS 100 and IS 700.

The special operations lieutenant stated that mandatory specialized emergency preparedness training for EOC personnel had been completed, but the campus did not retain all records.

Failure to maintain documentation of specialized emergency preparedness training for EOC personnel increases the risk that emergency response could be inadequate due to a lack of training.

Recommendation 6

We recommend that the campus maintain documentation for a minimum of seven years to support required specialized emergency preparedness training for EOC personnel.

Campus Response

We concur. We will maintain documentation for a minimum of seven years to support required specialized emergency preparedness training for EOC personnel - by the end of October 2009.

STUDENT HEALTH CENTER TRAINING AND ASSIGNMENT

Emergency plans for the campus and the SHC did not formally include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services.

EO 943, *Policy on University Health Services*, dated April 28, 2005, states that campus emergency plans should include provision for the training and assignment of SHC staff in disasters that may require emergency medical services. The SHC staff should review medical disaster plans of the campus emergency plan annually.

The SHC director stated that although training was ongoing and the assignment of staff was a regular procedure, the emergency plans did not contain provision for the training and assignment of staff due to an oversight.

Failure to address the requirement for training and assignment of SHC staff in emergencies that may require medical services increases the risk that SHC emergency response would be inadequate.

Recommendation 7

We recommend that the campus update both the campus and SHC emergency plans to include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services.

Campus Response

We concur. We will update both the campus and SHC emergency plans to include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services - by the end of December 2009.

APPENDIX A: PERSONNEL CONTACTED

<u>Name</u>	<u>Title</u>
Jon Whitmore	President
Marianne Alvarez	Lieutenant, Administrative Services, University Police Department (UPD)
Shannon Amidon	Executive Assistant to the Dean, College of Business
Andre Barnes	Chief of Police, UPD
Adam Bayer	Director, Energy & Utilities, Facilities, Development, and Operations
Frank Belcastro	Special Operations Lieutenant, UPD
Rick Casillo	Associate Director, Employee Support Services, Human Resources (HR)
Maria De Guevara	Associate Vice President, HR
Roger Elrod	Director, Student Health Center
John Empey	Instructional Support Technician, College of Social Sciences
Chandra Gowda	Hazardous Materials Specialist, Facilities Development and Operations
Gloria Gutierrez	Manager of Employee Support Services, HR
Patricia Harris	Director of Media Relations, Public Affairs
Stephanie Hubbard	Associate Director, Residence Life, Housing Coordination
Patricia Julien	Budget and Finance Coordinator, UPD
Claire Kotowski	Executive Assistant to the Chief of Police, UPD
Josee Larochele	Director, Budget Management, University Budget Office
Rose Lee	Vice President for Administration and Finance
Mark Loftus	Associate Director of University Risk and Compliance
Ninh Pham-Hi	Director of Internal Control
Yvette Phillips	Emergency Coordinator, UPD
David Ramirez	Equipment Mechanic, Auto Shop and Transportation
Frances Roth	Director, Associated Students Child Development Center
Amy Ruiz	Training Specialist, Human Resources
Martin Schulter	Director, Disability Resource Center (DRC)
Lucille M. Surdi	ADA Compliance Specialist, DRC

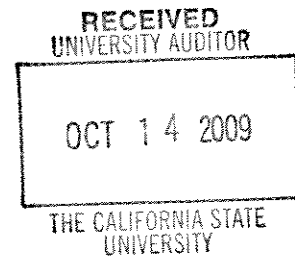


San José State
UNIVERSITY

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October 13, 2009



Mr. Larry Mandel
University Auditor
The California State University
401 Golden Shore, 4th Floor
Long Beach, CA 90802

**Campus Response to Emergency Preparedness Audit (09-46) at
San José State University**

Enclosed is San José State University's response to the EP Audit.
The campus is committed to addressing the issues identified in this
audit report.

Please let me know if I can provide you with additional information.

Rose L. Lee

ROSE L. LEE
Vice President for Administration and Finance

Enclosure

c: Jon Whitmore, President
Ninh Pham-Hi, Director, Internal Control

The California State University:

Chancellor's Office, Bakersfield, Channel
Islands, Chico, Dominguez Hills, East Bay,
Fresno, Fullerton, Humboldt, Long Beach,
Los Angeles, Maritime Academy, Monterey
Bay, Northridge, Pomona, Sacramento, San
Bernardino, San Diego, San Francisco, San
José, San Louis Obispo, San Marcos,
Sonoma, Stanislaus

EMERGENCY PREPAREDNESS

SAN JOSÉ STATE UNIVERSITY Audit Report 09-46

PROGRAM ADMINISTRATION

Recommendation 1

We recommend that the campus review and update its presidential directive for succession planning and delegation of authority for campus chain of command during emergencies to reflect current expectations.

Campus Response

We concur. We will review and update our presidential directive for succession planning and delegation of authority for campus chain of command during emergencies to reflect current expectations, by end of October 2009.

EMERGENCY MANAGEMENT PROGRAM

Recommendation 2

We recommend that the campus review and update the SHC medical emergency plans, including obtaining the requisite approval signatures.

Campus Response

We concur. We will review and update the SHC medical emergency plans, including obtaining the requisite approval signatures, by end of December 2009.

COMMUNICATIONS AND TRAINING

EMERGENCY PERSONNEL ROSTER

Recommendation 3

We recommend that the campus provide the ORM with a current roster of emergency management team personnel, and ensure that updates are provided by December 1 of each year.

Campus Response

We concur. We will provide the ORM with a current roster of emergency management team personnel, and ensure that updates are provided by December 1 of each year - by end of October 2009.

EMERGENCY CREDENTIALS

Recommendation 4

We recommend that the campus provide emergency management team members with systemwide emergency credentials based on the template provided by the ORM.

Campus Response

We concur. We will provide emergency management team members with systemwide emergency credentials based on the template provided by the ORM - by end of October 2009.

NEW HIRE EMERGENCY PREPAREDNESS TRAINING

Recommendation 5

We recommend that the campus develop and implement an emergency preparedness overview training program for all newly hired staff and faculty, including the assignment of responsibility for the training and the completion and retention of required training documentation.

Campus Response

We concur. We will develop and implement an emergency preparedness overview training program for all newly hired staff and faculty, including the assignment of responsibility for the training and the completion and retention of required training documentation - by end of October 2009.

SPECIALIZED EMERGENCY PREPAREDNESS TRAINING

Recommendation 6

We recommend that the campus maintain documentation for a minimum of seven years to support required specialized emergency preparedness training for EOC personnel.

Campus Response

We concur. We will maintain documentation for a minimum of seven years to support required specialized emergency preparedness training for EOC personnel - by end of October 2009.

STUDENT HEALTH CENTER TRAINING AND ASSIGNMENT

Recommendation 7

We recommend that the campus update both the campus and SHC emergency plans to include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services.

Campus Response

We concur. We will update both the campus and SHC emergency plans to include provision for the training and assignment of SHC staff in disasters/emergencies that may require medical services - by end of December 2009.

THE CALIFORNIA STATE UNIVERSITY
OFFICE OF THE CHANCELLOR



BAKERSFIELD

November 9, 2009

CHANNEL ISLANDS

CHICO

MEMORANDUM

DOMINGUEZ HILLS

EAST BAY

TO: Mr. Larry Mandel
University Auditor

FRESNO

FROM: Charles B. Reed
Chancellor

FULLERTON

HUMBOLDT

SUBJECT: Draft Final Report 09-46 on *Emergency Preparedness*,
San José State University

LONG BEACH

LOS ANGELES

In response to your memorandum of November 9, 2009, I accept the response as submitted with the draft final report on *Emergency Preparedness*, San José State University.

MARITIME ACADEMY

MONTEREY BAY

CBR/amd

NORTHRIDGE

POMONA

SACRAMENTO

SAN BERNARDINO

SAN DIEGO

SAN FRANCISCO

SAN JOSÉ

SAN LUIS OBISPO

SAN MARCOS

SONOMA

STANISLAUS