FITTING
THE PIECES
TOGETHER
THURSDAY, NOVEMBER 7, 2013 - CONFERENCE DAY 1

Opening/Announcements
9:30 - 10:15 a.m.  

**Opening Remarks**
Dr. Benjamin Quillian, Executive Vice Chancellor & Chief Financial Officer

**Human Resources Update 2013**
Gail Brooks, Vice Chancellor, Human Resources

Concurrent Session - 1
10:30 - 11:45 a.m.

**Getting the Right Message Across in a Tabletop Exercise**
Suzanne Blake & Frank Castro-Wehr (Witt O’Brien’s)

**A Comedy or Tragedy: Is Your Campus Theater As Safe as You Think?**
Brent Cooley (UC)

**Emergency Operations in Residence Halls**
John Kane (D-Prep, LLC)

**Safety Culture Shift After an Enforcement Order at San José State University**
David Krack (SJSU)

**Civil Rights Laws in the Workplace: Understanding the Fair Employment & Housing Act and the Best Practices for Interactions with DFEH**
Nelson Chan (DFEH)

**Think Globally, Act Locally: Creative Resolutions of Workers’ Compensation and Related Claims**
Matt Brueckner (Law Office of Matthew Brueckner)

Concurrent Session - 2
1:30 - 3:00 p.m.

**Emergency Management Training for the New Generation**
Keith Clement (CSU Fresno) & Maggie Tougas (CSUCI)

**Sport Clubs Resource Guide 2013 Update**
Pam Su (SFSU), Rob Leong (Alliant) & Rick Craig (CSUSB)

**Crisis Intervention for LEO: Responding to Incidents Involving Mental Health Issues**
Chief Soderberg (Humboldt), Dale Allen (Low, Ball & Lynch)

**The University of California Settlement Agreement: A New Standard of Care for Academic Laboratories in the US**
Ken Smith (UCOP)

**Mandated Child Abuse Reporting Requirements & Training**
John Swarbrick (HR)

SESSION APPLIES AS NOTED: **ALL** = General; **EHS** = Environmental Health & Safety; **EP** = Emergency Preparedness; **HR** = Human Resources; **PS** = Public Safety/Police; **RM** = Risk Management; **WC** = Workers’ Compensation
### Thursday, November 7, 2013 - Conference Day 1

**Concurrent Session - 2**
1:30 - 3:00 p.m.
(continued)

**Managing Return to Work and the Interactive Process in Workers’ Compensation**
- Linda Schaedle (CSUMB)
- Kelly Mode (Stanislaus)
- Matt Brueckner (Law Office of Matthew Brueckner)

**Concurrent Session - 3**
3:30 - 5:00 p.m.

- **Professional Development Opportunities: Using Online Learning**
  - Robin Innes (CO)
- **Contracts: How to Review and What to Look For**
  - Daniel Howell (Alliant)
- **Seconds 2 Survive**
  - Chief Huerta (Fresno)
- **Storm Water Permit Update: Addressing the Challenge**
  - Steve Lohr (CPDC), Kevin Brady (CSULA), Kim Porter (SLO), John Kelly (Wheeler & Gray)
- **Case Study: Progressive Discipline, Performance Reviews and Complaint Handling**
  - Joyce Suzuki (Sonoma), Juanda Daniel (OGC)
- **Workers’ Compensation: What Do You Know - What Should You Know?**
  - Cindy Parker & Patricia Daniels (Sedgwick), Jacki Graf (Alliant)

### Friday, November 8, 2013 - Conference Day 2

**General Session**
9:00 - 10:00 a.m.

**Sex Abuse on Campus: The Six Steps to Protecting Minors**
- Aaron Lundberg, Praesidium, Inc.

**Concurrent Session - 4**
10:15 - 11:45 a.m.

- **Cyber Risk: Mitigation and Response to Loss**
  - William Perry (IT Security), Daniel Howell (Alliant)
- **Lessons Learned - Campus Events (CSULA and CSUCI)**
  - Kevin Brady (CSULA), Maggie Tougas & Katharine Hullinger (CSUCI)
- **Why, How, and Implementation of a Learning Management System**
  - Regina Frasca & Humberto Garcia (CSUSM), Tommy Godbold (MaxIT)
- **EPL: 12 Steps to Avoiding Liability**
  - T. Oliver Yee (Liebert Cassidy Whitmore)
- **Employer Level Investigations: AOE/COE, Subrogation and Fraud**
  - Dale Banda (JD Wesson)

**Concurrent Session - 5**
1:00 - 2:15 p.m.

- **CSYou: The What, Why and How of the Systemwide Intranet**
  - Robin Wade (Communications)
- **Foreign Travel: Good Practices & High Hazard**
  - Michael Martin (SFSU), Zachary Gifford (CO), Stacey Weeks (Alliant)
- **MOU’s in an All-Hazard, Whole-Community Environment**
  - Dick Bower (CSUMB)
- **“Smart” KPI Dashboards: How Delivering Self-Service Business Intelligence Improves Enterprise Risk Management Performance**
  - Mike Christensen (CSUS)

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**Session Applies As Noted:**
- **ALL** = General
- **EHS** = Environmental Health & Safety
- **EP** = Emergency Preparedness
- **HR** = Human Resources
- **PS** = Public Safety/Police
- **RM** = Risk Management
- **WC** = Workers’ Compensation

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NOVEMBER 7-8, 2013 | DOUBLETREE SACRAMENTO HOTEL, SACRAMENTO, CA
FRIDAY, NOVEMBER 8, 2013 - CONFERENCE DAY 2

Concurrent Session - 5  
1:00 - 2:15 p.m.  
(continued)

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<tr>
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<tr>
<td>(HR, RM, WC)</td>
<td>When the FEHA and the Labor Code Collide: Practical Tips for Reconciling California’s Disability Accommodation and Workers’ Compensation Requirements</td>
<td>Daniel Ojeda (OGC)</td>
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<td>(HR, RM, WC)</td>
<td>Tips From WCC’s: How Your WCC Can Impact the Campus</td>
<td>Alisha Brown (Fullerton), Jill Millican (CSUEB)</td>
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Concurrent Session - 6  
2:45 - 4:00 p.m.

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<td>(ALL)</td>
<td>CSYou Collaboration Site Specifics: Questions &amp; Answers</td>
<td>Robin Wade (Communications)</td>
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<tr>
<td>(HR, PS, RM)</td>
<td>Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act: “You Have Received Clery Notification but Where Do You Fit In?”</td>
<td>Andrew Jones (CO)</td>
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<td>(ALL)</td>
<td>CRISIS on Campus Game</td>
<td>Rebecca Skidmore &amp; Martha Guiditta (CO)</td>
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<td>(EHS, HR, RM, WC)</td>
<td>Dashboard Demonstration and iVOS Reporting: Questions &amp; Answers</td>
<td>Shane Cole (Sedgwick)</td>
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DR. BENJAMIN F. QUILLIAN, JR.
Executive Vice Chancellor and Chief Financial Officer
California State University
Office of the Chancellor

Dr. Benjamin F. Quillian, Jr. joined the Office of the Chancellor in 2008 and was named Executive Vice Chancellor for Business and Finance/Chief Financial Officer for The California State University (CSU) system in 2009. As part of the nation’s largest university system, with 23 campuses, almost 412,000 students, and 40,000 faculty and staff, Dr. Quillian’s responsibilities include the development and monitoring of the CSU’s budget (which totals approximately $6 billion). In addition, Dr. Quillian oversees the allocation of fiscal resources and the management of fiscal accountability, including financial reporting, treasury, debt, investments, risk management, public safety, and oversight of university auxiliaries. Added to this, he oversees the capital planning, design and construction and the information technology initiatives of the university system.

Previously, Dr. Quillian was senior vice president for business and operations at the American Council on Education (ACE) in Washington, D.C., a position he held from 2003 to 2008. Prior to joining ACE, Dr. Quillian served for ten years as vice president for administration and chief financial officer at CSU Fresno. He also served as a tenured faculty member and in several administrative posts over a 15 year period at Southern Illinois University at Edwardsville, ultimately becoming the vice president for administration.

Dr. Quillian has completed Harvard University’s Institute for Educational Management and is a former ACE Fellow in Academic Administration. He received a B.A. in elementary education from Harris Teachers College, a M.S. in education administration from Southern Illinois University and a Ph.D. in social relations in education from Washington University in St. Louis.

In 2013, Dr. Quillian was recognized as one of the recipients of the National Association of College and University Business Officers (NACUBO) Distinguished Business Officer Award for his contributions to business and financial management in higher education.
MS. GAIL BROOKS
Vice Chancellor
Human Resources
California State University
Office of the Chancellor

Gail Brooks is the Vice Chancellor for Human Resources at the 23-campus California State University system, the largest university system in the country. As vice chancellor, Gail provides strategic leadership for the CSU’s comprehensive human resources department. She oversees academic human resources, benefits, campus relations and dispute resolution, collective bargaining, compensation, data research and analysis, policy development, and professional development.

Prior to joining the CSU, Gail was the Assistant Vice Chancellor for Human Resources at the University of California, Irvine (UCI) for seven years where she provided strategic leadership to UCI’s comprehensive human resources programs. With a background not only in higher education, but in the private and non-profit sectors as well, she brings together over 29 years of human resources, labor relations and legal expertise. She has a continued commitment to helping CSU achieve its mission through improving the workplace for all employees. Ms. Brooks holds a Juris Doctorate degree as well as a Master of Arts in Industrial Relations from Wayne State University, Michigan.
THURSDAY, NOVEMBER 7

8:00 a.m. – 5:00 p.m.  
REGISTRATION OPEN

8:00 a.m. - 9:30 a.m.  
CONTINENTAL BREAKFAST

9:30 a.m. – 10:15 a.m.  
OPENING REMARKS
Speaker:  
Dr. Benjamin Quillian, Executive Vice Chancellor and Chief Financial Officer

HUMAN RESOURCES UPDATE 2013
Speaker:  
Gail Brooks, Vice Chancellor, Human Resources, CSU Office of the Chancellor

10:15 a.m. – 10:30 a.m.  
BREAK

10:30 p.m. – 11:45 p.m.  
CONCURRENT SESSION 1

ALL
GETTING THE RIGHT MESSAGE ACROSS IN A TABLETOP EXERCISE

Tabletop exercises are a great way to test and practice emergency plans without having to wait for a real event. In this session, we will provide practical applications for developing and implementing tabletop exercises such that the desired objectives are achieved, and university plans are effectively implemented in a “safe” environment. We will discuss how to write effective objectives, develop compelling and realistic scenarios, and engage pertinent stakeholders, as well as potential issues that could derail the tabletop exercise process. Additionally, we will describe the Homeland Security Exercise and Evaluation Program (HSEEP) and how to implement it most effectively in a university setting, including forming an exercise planning team, holding planning meetings, and conducting and evaluating the tabletop exercise. Participants will leave the session with a draft outline of a tabletop exercise they can develop and conduct at their respective university, including planning steps, suggested exercise planning team members, and sample scenarios.

Speakers:
Suzanne Blake, Higher Education Specialist, Witt O’Brien’s
Frank Castro-Wehr, Preparedness Program Manager, Witt O’Brien’s
EHS / RM  California 2
A COMEDY OR TRAGEDY: IS YOUR CAMPUS THEATER AS SAFE AS YOU THINK?

Even the funniest play can turn into an instant tragedy. Many risk and health/safety managers overlook theater safety issues until a tragic accident occurs. With students and staff using power tools to construct elaborate sets, chemicals in costume shops, large moving stage elements, and elevated tension grids at dizzying heights, something is bound to go wrong unless the risks are well managed. After four serious falls, the University of California system created its Theater Arts Center of Excellence program to evaluate, manage and minimize the risks involved in stage production. The speaker will share horror stories, tools for evaluation and risk management, and provide resources to ensure that the next theater production on your campus is not a true tragedy. As a result of participating in this session, you will better understand the significant risks inherent in theater operations.

Speaker:
Brent Cooley, Arts Health and Safety Advisor, University of California, Santa Cruz

EHS / EM / PS / RM  California 3
EMERGENCY OPERATIONS IN RESIDENCE HALLS

We need to improve our ability to handle emergencies in the residence halls beyond the simple fire drill type evacuation. In an emergency event or critical incident crisis, the students entrusted to our care will immediately look to the RAs and the management staff for immediate direction and guidance. The “First Fifteen” minutes will be critical. This program will outline a specific plan that should be taught yearly to all residence halls staff. This is an all hazards plan that will allow the staff to begin critical incident response and emergency management actions in the first critical minutes of an incident within the residence halls. Topics covered will include Unified Command During Emergency Operations with Police and Fire, and The Residence Halls Critical Incident Checklist with specific actions on Flood/Earthquake/Gunman/Fire and Hazmat.

Speaker:
John Kane, Managing Director, D-Prep LLC

EHS / EM / PS / RM  California 4
SAFETY CULTURE SHIFT AFTER AN ENFORCEMENT ORDER AT SAN JOSÉ STATE UNIVERSITY

The university experienced a comprehensive inspection of hazardous material and waste management practices in 2011 by the Santa Clara County Department of Environmental Health. There were over 200 infractions cited over the 6-month onsite inspection. What were the settlement provisions with the agency and how did the campus respond to improve management practices? Where are we today? How has the campus mindset changed?

Speaker:
David Krack, Director, Environmental Health and Safety, San José State University

HR / RM / WC  Sacramento
CIVIL RIGHTS LAWS IN THE WORKPLACE: UNDERSTANDING THE FAIR EMPLOYMENT AND HOUSING ACT AND THE BEST PRACTICES FOR INTERACTIONS WITH DFEH

When faced with conducting an investigation in the workplace, do you know the proper steps, what questions will be asked of you, what is appropriate in how you relate to the employees involved? Learn how to improve your approach to an investigation and some steps you can take as an employer to prevent sexual harassment and discrimination before it happens.

Speaker:
Nelson Chan, Chief of Enforcement, Department of Fair Employment and Housing, State of California
THURSDAY, NOVEMBER 7 (continued)

HR / RM / WC  
THINK GLOBALLY, ACT LOCALLY: CREATIVE RESOLUTIONS OF WORKERS’ COMPENSATION AND RELATED CLAIMS

Sometimes what seems like a simple Workers’ Compensation claim can be more complex, especially if it involves FEHA/ADA complaints, union grievances or other employment issues. In cases like this, thinking globally when making settlement offers can address all areas of the complaint/injury. Learn more about creative options that can be applied in resolving complicated claims.

Speaker:  
Matthew Brueckner, Attorney, Law Office of Matthew Brueckner

12:00 Noon – 1:30 p.m.  
LUNCH

1:30 p.m. – 3:00 p.m.  
CONCURRENT SESSION 2

EM / PS / RM  
EMERGENCY MANAGEMENT TRAINING FOR THE NEW GENERATION

There are many critical developments underway in how emergency managers are trained and educated today. The purpose of this session is to discuss current trends and initiatives across the CSU that are assisting in the preparation of a new generation of emergency managers and security/risk management specialists. Discussion will include related curriculum design, educational program development, and multi-campus consortium building in these respective subject areas.

Speakers:  
Keith Clement, Ph.D., Planning Director, CSU Council for Emergency Management and Homeland Security  
Maggie Tougas, Emergency Manager, Public Safety, CSU Channel Islands

EHS / HR / RM  
SPORT CLUBS RESOURCE GUIDE 2013 UPDATE

The CSU Sport Clubs Model, released in 2010, has helped provide a framework for the safer operation of Sport Clubs Programs throughout the system. The latest 2013 version, renamed the CSU Sport Clubs Resource Guide, includes several updates and changes including introduction of the CSU Sport Clubs Insurance program. We will highlight and review the changes, recap how the Implementation Transition Team is available to help each campus, as well as help answer questions regarding managing Sport Clubs in the CSU system.

Speakers:  
Richard Craig, Director, Recreational Sports, CSU San Bernardino  
Robert Leong, CSURMA Program Administrator, Alliant Insurance Services  
Pamela Su, Director of Campus Recreation, San Francisco State University
EM / HR / PS / RM
CRISIS INTERVENTION FOR LEO: RESPONDING TO INCIDENTS INVOLVING MENTAL HEALTH ISSUES

A review and discussion on the evolution of crisis management and the use of force by police when dealing with persons with mental illnesses. The session will discuss the use of law enforcement and mental health care professionals in training of law enforcement to better understand mental illness, connect with mental health resources on how to safely intervene with people having a mental health crisis; including verbal, less lethal and, if necessary, lethal force. The discussion will include issues pertaining to the training of law enforcement in the use of force, and the uncertainty faced by law enforcement when dealing with people who have mental illnesses, the current state of federal law on use of force on the people with mental illnesses; scenarios for discussion and risk assessment in the event of future litigation; and proactive interaction with the media.

Speakers:
Dale L. Allen, Jr., Partner, Low, Ball & Lynch, Attorneys at Law
Lynne Soderberg, Chief of Police, University Police, Humboldt State University

EHS / EM / HR / RM
THE UNIVERSITY OF CALIFORNIA SETTLEMENT AGREEMENT: A NEW STANDARD OF CARE FOR ACADEMIC LABORATORIES IN THE US

On July 2012, the UC Regents reached a settlement with the Los Angeles District Attorney dismissing the criminal charges related to the tragic lab accident that took the life of research associate Sheri Sangji in December 2008. Under the agreement, all UC campuses are required to meet very specific laboratory safety requirements and to certify “substantial compliance” every six months. Learn about the past, present, and future of lab safety, as UC goes beyond compliance to improve the culture of safety in research operations.

Speaker:
Kenneth Smith, Systemwide Laboratory Safety Manager, University of California, Office of the President

ALL
MANDATED CHILD ABUSE REPORTING REQUIREMENTS AND TRAINING

Provide direction on implementing the California Child Abuse and Neglect Reporting Act (CANRA) which is intended to protect children from abuse and neglect. CANRA sets forth legal obligations of persons who are “mandated reporters” of child abuse or neglect. This session will cover the CSU’s revised Executive Order on the implementation of CANRA within the CSU.

Speaker:
John Swarbrick, Associate Vice Chancellor, Human Resources, Labor Relations, CSU Office of the Chancellor
MANAGING RETURN TO WORK AND THE INTERACTIVE PROCESS IN WORKERS’ COMPENSATION

Returning an injured employee to work can sometimes be a challenge. Supervisors aren’t always sure how to make the best decision. Workers’ Compensation Coordinators are sometimes asked to make the call. What is the best practice? Who should make the decision? What is the interactive process and who is responsible for it? Is there a difference between temporary modified duty and a reasonable accommodation? When do you run the risk of temporary modified duty becoming a permanent accommodation? What about ADA and FEHA? How do you ensure your supervisors are complying with campus practice and recent changes to the law? Come to this session to discuss these questions and more. This session is designed to be interactive, provide guidance, and promote a dialogue among colleagues. We will leave a good portion of time to share ideas, discuss best practices, and answer questions.

Speakers:
Matthew Brueckner, Attorney, Law Office of Matthew Brueckner
Kelly Pace Mode, Human Resources Manager, Employee/Labor Relations, CSU Stanislaus
Linda Schaedle, Human Resources Analyst, Human Resources, CSU Monterey Bay

3:00 p.m. – 3:30 p.m.
REFRESHMENT BREAK

PROFESSIONAL DEVELOPMENT OPPORTUNITIES: USING ONLINE LEARNING

You heard about SkillSoft and its potential at last year’s conference. Come hear about what new developments are available NOW to your campus and what’s on the horizon.

Speaker:
Robin Innes, SPHR, Senior Manager, Systemwide Professional Development, CSU Office of the Chancellor

CONTRACTS: HOW TO REVIEW AND WHAT TO LOOK FOR

By following general principles in establishing insurance requirements in contracts, you may be able to help protect your programs from loss. This session will cover technical information on how to review contracts for insurance requirements and what approach to take within the CSU operating environment. Case studies will be analyzed to provide perspective on how to solve problems related to insurance required in contracts, how to verify coverage of vendors and how to respond to loss incidents.

Speaker:
Daniel Howell, CSURMA Program Director, Alliant Insurance Services
THURSDAY, NOVEMBER 7 (continued)

ALL

SECONDS 2 SURVIVE

Seconds 2 Survive is a program designed to help individuals plan, prepare, practice and perform so that they are empowered to make life saving decisions in the critical first seconds of an emergency.

Speaker:
David Huerta, Chief of Police, University Police, CSU Fresno

EHS / RM

STORM WATER PERMIT UPDATE: ADDRESSING THE CHALLENGE

This session will be a panel discussion in a workshop type of environment wherein attendee’s participation, insight and perspective will lead to a rewarding session! The discussion will center on the implementation of the recently adopted Phase II Small Municipal Separate Storm Water Sewer System (MS4) Program. The panel will highlight key milestones associated with the Program, including the filing of a Notice of Intent by the campus, identifying specific individuals within the organization to address requirements in the guidance documentation, first-year and second-year requirements specifically, and the outward third to fifth year summarized expectations. The panel and attendees will be able to discuss the system-wide and campus approach to sustaining a collaborative system of resources and the alignment of regional groups to provide synergy to campus personnel. The goal is to incorporate a regulatory resource to provide relevant and useful information to session attendees.

Speakers:
Kevin Brady, Director, Risk Management and Environmental Health and Safety, CSU Los Angeles
Kimberly Porter, Water Quality Management Specialist, Environmental Health and Safety, Cal Poly San Luis Obispo
John Kelly, Principal, Vice President, Wheeler and Gray Consulting Engineers
Steve Lohr, Chief of Land Use Planning and Environmental Review, Capital Planning, Design and Construction, CSU Office of the Chancellor

HR / RM

CASE STUDY: PROGRESSIVE DISCIPLINE, PERFORMANCE REVIEWS AND COMPLAINT HANDLING

In this session we will look at the hard-to-address situation of a long-term employee with significant performance and behavioral shortcomings, alongside disability and medical issues. We will demonstrate how the use of Performance Improvement Plans can be an effective tool to deal with complicated employee discipline matters, as well as how to stay on track with progressive discipline while staying in compliance with ADA and FMLA. Lastly, we will discuss considerations for implementing a dismissal in a manner that best protects the university from claims of discrimination and retaliation.

Speakers:
Juanda Daniel, University Counsel, Office of General Counsel, CSU Office of the Chancellor
Joyce Suzuki, Managing Director, Employee Relations and Compliance Services, Sonoma State University
THURSDAY, NOVEMBER 7 (continued)

HR / RM / WC
WORKERS’ COMPENSATION: WHAT DO YOU KNOW – WHAT SHOULD YOU KNOW?

This popular session is a fun, interactive review of workers’ compensation facts and fiction designed specifically for the CSU. The session will include discussion on claim compensability, benefit delivery, reporting requirements, medical treatment issues and the reform legislation changes from SB 863. The session is a great refresher for those with experience in workers’ compensation and a good introduction to those that may be new to the world of worker’s compensation.

Speakers:
- Jacki Graf, Senior Workers’ Compensation Claims Consultant, Alliant Insurance Services
- Patricia Daniels, Operations Manager, Sedgwick CMS
- Cindy Parker, Vice President Operations, Sedgwick CMS

DINNER ON YOUR OWN

FRIDAY, NOVEMBER 8

8:00 a.m. – 4:00 p.m.  
REGISTRATION OPEN

8:00 a.m. - 9:00 a.m.
CONTINENTAL BREAKFAST

9:00 a.m. – 10:00 a.m.
GENERAL SESSION
SEX ABUSE ON CAMPUS: THE SIX STEPS TO PROTECTING MINORS

Following last year’s media coverage, universities renewed their focus on the risk of child sexual abuse on campus and many learned that their programs serve more minors than college students. Now that the dust has settled, universities are taking a number of different approaches to manage this risk. Praesidium has worked with both large and small universities and will discuss what models work best and how to overcome some of the common challenges they have experienced in the university environment. Participants will learn the six steps all universities should take to protect minors on campus and as well as practical risk management strategies, including:

1. What should be included in a campus-wide vs. program-specific “minors on campus” policy
2. How to determine who should be background checked and trained on campus
3. How to implement an effective abuse prevention training program in a decentralized environment
4. How to manage specific risks at university operated programs
5. How to manage third party youth-serving organizations

Speaker:
Aaron Lundberg, LMSW, Vice President of Account Services, Praesidium, Inc.
10:00 a.m. – 10:15 a.m.
BREAK

10:15 a.m. – 11:45 a.m.
CONCURRENT SESSION 4

ALL California 1

CYBER RISK: MITIGATION AND RESPONSE TO LOSS

The focus of this session will be on the following topics:
• The three different types of cyber threats: Cyber Criminals, Espionage, & Hacktivism
• The difference between cyber security threats and traditional security threats
• CSU Information Security Incident statistics
• Security threat mitigation
• Tools
• Policies
• Process
• Current strategy
• Response to loss
• Breach notification requirements
• CSU incident response policy and process
• Training

Speakers:
Daniel Howell, CSURMA Program Director, Alliant Insurance Services
William Perry, Chief Information Manager and Security Officer, Information Security Management, CSU Office of the Chancellor

ALL California 2

LESSONS LEARNED – CAMPUS EVENTS

Panel discussion addressing the response to recent acute events affecting two CSU campuses, including CSU Los Angeles’ emergency management system related to the April 18, 2013 bomb threat to campus operations and CSU Channel Islands campus and its collective response to, and recovery from, the May 2, 2013 Springs Fire. Anticipated talking points will include effectiveness of campus-wide evacuation notifications, the evacuation process, extended campus and student housing closures, immediate and post-fire assessment of damage and losses, and assessing environmental issues resulting from smoke, ash and the concurrent burning of hazardous materials on adjacent farmland.

Speakers:
Kevin Brady, Director, Risk Management and Environmental Health and Safety, CSU Los Angeles
Katharine Hullinger, ARM, Risk Manager, CSU Channel Islands
Maggie Tougas, Emergency Manager, Public Safety, CSU Channel Islands
EHS / HR / RM

WHY, HOW, AND IMPLEMENTATION OF A LEARNING MANAGEMENT SYSTEM

An overview of why you need one, how to get one, who to partner with and how to implement an employee Learning Management System (LMS) today. CSUSM will discuss their experiences, provide an overview of the key elements of the system and speak to their “lessons learned” that are crucial to develop a viable LMS. This discussion will focus on the LernerWeb product but can be applicable to any enterprise wide LMS.

Speakers:
- Regina Frasca, Director, Risk Management and Safety, CSU San Marcos
- Humberto Garcia, Environmental Health and Safety Specialist, Risk Management and Safety, CSU San Marcos
- Tommy Godbold, Director of Client Projects, MaxIT Corporation

ALL

EPL: 12 STEPS TO AVOIDING LIABILITY

This presentation will identify 12 steps you can take to lessen the probability of lawsuits, strengthen employee relations, and increase morale and productivity. Topics of discussion will include the importance of positive employment practices including the benefits of preventative training. Additionally, this presentation will cover the significance of effective communication (be it with employees, the public, or the media) along with the necessity of accountability in the workplace.

Speaker:
- T. Oliver Yee, Attorney, Liebert Cassidy Whitmore

HR / PS / RM / WC

EMPLOYER LEVEL INVESTIGATIONS: AOE/COE, SUBROGATION AND FRAUD

One of the most important factors in determining coverage is whether the injury arose out of or occurred in the course of employment (AOE/COE), Labor Code 3600. Employer level investigations are a critical component as to whether a claim is accepted or denied, and can also provide key information for claim mitigation related to subrogation, apportionment, abuse, and fraud. This presentation will cover proper investigative techniques that can be used by the employer to assist with claim administration. The presentation will also provide an overview of the anti-fraud program, which will include specific laws, codes, and regulations applicable to the investigation and reporting of fraud to law enforcement.

Speaker:
- Dale Banda, Chief Operating Officer, J.D. Wesson and Associates, Inc

11:45 a.m. – 1:00 p.m.
LUNCH – OPPORTUNITY DRAWINGS (MUST BE PRESENT TO WIN)
FRIDAY, NOVEMBER 8 (continued)

1:00 p.m. – 2:15 p.m.
CONCURRENT SESSION 5

ALL
CSYOU: THE WHAT, WHY AND HOW OF THE SYSTEMWIDE INTRANET

CSYou, the systemwide employee intranet, celebrated its one year anniversary of its launch in September. Designed to increase collaboration, improve communication and boost efficiency across the system, CSYou enables all employees, regardless of location, access to systemwide information, news, web-based services and documents intended for employees. It gives staff and faculty across the system opportunities to collaborate on projects and share ideas and best practices. During this session, you’ll learn more about this valuable tool and ways you can customize your experience and let CSYou work for YOU!

Speaker:
Robin Wade, Senior Web Manager, Communications, CSU Office of the Chancellor

RM
FOREIGN TRAVEL: GOOD PRACTICES AND HIGH HAZARD

When asked to approve CSU faculty, staff or student travel to a foreign country, what can you do to better protect the travelers and CSU from harm? There are simple, practical steps in planning a trip which can help avoid a disaster, and there is excellent insurance/support for the traveler. If the destination is considered a high hazard location, learn what the process is to get approval and access to the protections available. This session will identify what questions you need to ask and how to contribute to a successful trip.

Speakers:
Zachary Gifford, Associate Director, Systemwide Risk Management, CSU Office of the Chancellor
Michael Martin, Executive Director, Human Resources, Safety and Risk Management, San Francisco State University
Stacey Weeks, CSURMA Program Administrator, Alliant Insurance Services

EHS / EM / PS / RM
MOU’S IN AN ALL-HAZARD, WHOLE-COMMUNITY ENVIRONMENT

In today’s fiscal environment, developing efficiencies through cooperative efforts is crucial. Mutual aid agreements and memoranda of understanding and agreement between agencies across jurisdictions and sectors are increasingly used to establish these relationships. This interactive session will look at the use of mutual aid and MOU’s at the federal, state and local level to increase response capacity and community resilience. Developing collaboration; gap analysis; types and examples of agreements; and legal concerns are among the subjects to be explored.

Speaker:
Dick Bower, Emergency Manager, University Police, CSU Monterey Bay

SESSION APPLIES AS NOTED: ALL = General; EHS = Environmental Health & Safety; EP = Emergency Preparedness; HR = Human Resources; PS = Public Safety/Police; RM = Risk Management; WC = Workers’ Compensation
EHS / HR / RM / WC

“SMART” KPI DASHBOARDS: HOW DELIVERING SELF-SERVICE BUSINESS INTELLIGENCE IMPROVES ENTERPRISE RISK MANAGEMENT PERFORMANCE

Establishing goals, alone, does not guarantee success. While goal establishment is critical to achieving desired outcomes, ultimately, success is a function of how well goal-related performance is measured and behaviors adjusted to maximize the likelihood of achieving pre-defined outcomes. In sports, success is measured in terms of points scored and wins/losses. To maximize desired outcomes, coaches and players constantly analyze various performance indicators and adjust behaviors, accordingly. Although measuring business performance can be ambiguous and infinitely more complicated than measuring sports related performance, state of the art self-service business analytic technologies now make it possible to complete meaningful, real-time, key performance indicator (KPI) analysis with relative ease. This presentation demonstrates the value and power of using current self-service business intelligence technologies to quickly identify risk control strengths and weaknesses in order to better inform decisions intended to reduce enterprise-wide liability exposures and their associated losses.

Speaker:
Michael Christensen, MS, CIH, Associate Vice President, Risk Management Services, CSU Sacramento

HR / RM / WC

WHEN THE FEHA AND THE LABOR CODE COLLIDE: PRACTICAL TIPS FOR RECONCILING CALIFORNIA’S DISABILITY ACCOMMODATION AND WORKERS’ COMPENSATION REQUIREMENTS

California’s workers’ compensation and disability laws share the goal of protecting injured and disabled workers and contain common legal requirements. Yet, the laws are administered through distinct regulatory schemes and employers often apply them independently. The laws have developed an uneasy co-existence that to this day causes confusion for employers and employees. This session identifies some of the practical challenges this dual system creates and offers suggestions on how to reconcile the legal requirements.

Speaker:
Daniel Ojeda, University Counsel, Office of General Counsel, CSU Office of the Chancellor

HR / RM / WC

TIPS FROM WCC’S: HOW YOUR WCC CAN IMPACT THE CAMPUS

How much do your WCC’s do for your campus? Can they really impact your campus? Have you ever wondered what the other campuses are doing? Being proactive and developing programs that have a positive impact are important to all of us. Maybe you’re looking for ideas on a great return to work program. You may have a need to streamline your report processes. Are you looking for a new tool or a better way a job task is done to make the work place safer and prevent injuries? Come to this session and learn all of this and more. We promise this session will be interactive, informative and filled with interesting tips you can use at your campus.

Speakers:
Alisha Brown, Workers’ Compensation Manager and ADA Interim Manager, Safety/Risk Management, CSU Fullerton and CSU Dominguez Hills
Jill Millican, Workers’ Compensation, Ergonomics and Accommodation Coordinator, Risk Management, CSU East Bay
FRIDAY, NOVEMBER 8 (continued)

2:15 p.m. – 2:45 p.m.  
REFRESHMENT BREAK

2:45 p.m. – 4:00 p.m.  
CONCURRENT SESSION 6

ALL  
CSYOU COLLABORATION SITE SPECIFICS: QUESTIONS AND ANSWERS

Chancellor’s Office Communications will be available to discuss your specific questions about setting up a collaboration site for your group. Find out how to take advantage of the CSYou features.

Speaker:
Robin Wade, Senior Web Manager, Communications, CSU Office of the Chancellor

HR / PS / RM  
JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CAMPUS CRIME STATISTICS ACT: “YOU HAVE RECEIVED CLERY NOTIFICATION BUT WHERE DO YOU FIT IN?”

The Clery Act mandates an annual Campus Security and Crimes Statistic report. This report is a significant institutional responsibility requiring cooperation between campus police and university departments. Risk managers, human resources, student affairs, housing, and athletic department personnel are essential in meeting the requirements of the law. Non-compliance can result in serious fines affecting universities/colleges Title IV (financial aid) eligibility. Topics will include:

- Clery compliance and your department
- Campus Security Authorities (CSA’s) self-identifying, training and next steps
- Over and underreporting crime statistics
- New categories to the list of hate crimes all institutions must disclose
- Implementation and disclosure of emergency notification and timely warning procedures
- Implementation and disclosure of missing student notification procedures for institutions with on-campus student housing facilities

Speaker:
Andrew Jones, Special Assistant/Systemwide Compliance, Public Safety, CSU Office of the Chancellor

SESSION APPLIES AS NOTED:  ALL = General; EHS = Environmental Health & Safety; EP = Emergency Preparedness; HR = Human Resources; PS = Public Safety/Police; RM = Risk Management; WC = Workers’ Compensation
CRISIS ON CAMPUS GAME

Team up with your colleagues to find the best response in a campus crisis situation. This fun, interactive game will promote cross-discipline solutions to unexpected crisis situations. Learn from each other as you move around the campus board and uncover a new crisis.

Speakers:
Martha Guiditta, Risk Management Specialist, Systemwide Risk Management, CSU Office of the Chancellor
Rebecca Skidmore, Senior Risk Management Analyst, Systemwide Risk Management, CSU Office of the Chancellor

EHS / HR / RM / WC

DASHBOARD DEMONSTRATION AND IVOS REPORTING: QUESTIONS AND ANSWERS

Sedgwick CMS will be available to demonstrate and discuss your specific questions about using the Dashboard and/or iVOS reports. Learn useful reporting tips from Shane that you can take back to your campus.

Speaker:
Shane Cole, Claims Representative, Sedgwick CMS, Rancho Cordova Office

THANK YOU FOR COMING!
## CONFERENCE SUMMARY DAY 1

**THURSDAY, NOVEMBER 7 - FITTING THE PIECES TOGETHER CONFERENCE – DAY 1**

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>Registration Open</td>
<td>Capital Foyer</td>
</tr>
<tr>
<td>8:00 a.m. – 9:30 a.m.</td>
<td>Continental Breakfast</td>
<td>Capital Salon A/B</td>
</tr>
<tr>
<td>9:30 a.m. – 10:15 a.m.</td>
<td>Opening Remarks from Dr. Benjamin Quillian, EVC &amp; CFO Human Resources Update 2013 from Gail Brooks, VC HR</td>
<td>Capital Salon A/B</td>
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<tr>
<td>10:15 a.m. – 10:30 a.m.</td>
<td>Break</td>
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<tr>
<td>10:30 a.m. – 11:45 a.m.</td>
<td><strong>CONCURRENT SESSION 1</strong></td>
<td></td>
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<tr>
<td></td>
<td>GETTING THE RIGHT MESSAGE ACROSS IN A TABLETOP EXERCISE</td>
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<tr>
<td>EHS, RM</td>
<td>A Comedy or Tragedy: Is Your Campus Theater as Safe as You Think?</td>
<td>California 2</td>
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<tr>
<td>EHS, EM, PS, RM</td>
<td>Emergency Operations in Residence Halls</td>
<td>California 3</td>
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<tr>
<td>EHS, EM, PS, RM</td>
<td>Safety Culture Shift After an Enforcement Order at SJSU</td>
<td>California 4</td>
</tr>
<tr>
<td>HR, RM, WC</td>
<td>Civil Rights Laws in the Workplace: Understanding the Fair Employment and Housing Act and the Best Practices for Interactions with DFEH</td>
<td>Sacramento</td>
</tr>
<tr>
<td>HR, RM, WC</td>
<td>Think Globally, Act Locally: Creative Resolutions of Workers’ Compensation and Related Claims</td>
<td>Redwood</td>
</tr>
<tr>
<td>12:00 noon – 1:30 p.m.</td>
<td>Lunch</td>
<td>Capital Salon A/B</td>
</tr>
<tr>
<td>1:30 p.m. – 3:00 p.m.</td>
<td><strong>CONCURRENT SESSION 2</strong></td>
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<tr>
<td>EM, PS, RM</td>
<td>Emergency Management Training for the New Generation</td>
<td>California 1</td>
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<tr>
<td>EHS, HR, RM</td>
<td>Sport Clubs Resource Guide 2013 Update</td>
<td>California 2</td>
</tr>
<tr>
<td>EM, HR, PS, RM</td>
<td>Crisis Intervention for LEO: Responding to Incidents Involving Mental Health Issues</td>
<td>California 3</td>
</tr>
<tr>
<td>EHS, EM, HR, RM</td>
<td>The University of California Settlement Agreement: A New Standard of Care for Academic Laboratories in the US</td>
<td>California 4</td>
</tr>
<tr>
<td>HR, RM, WC</td>
<td>Mandated Child Abuse Reporting Requirements and Training</td>
<td>Sacramento</td>
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<tr>
<td></td>
<td>Managing Return to Work and the Interactive Process in Workers’ Compensation</td>
<td>Redwood</td>
</tr>
<tr>
<td>3:00 p.m. – 3:30 p.m.</td>
<td>Refreshment Break</td>
<td>Capital Salon A/B</td>
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<tr>
<td>3:30 p.m. – 5:00 p.m.</td>
<td><strong>CONCURRENT SESSION 3</strong></td>
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<tr>
<td>ALL</td>
<td>Professional Development Opportunities: Using Online Learning</td>
<td>California 1</td>
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<tr>
<td>RM</td>
<td>Contracts: How to Review and What to Look For</td>
<td>California 2</td>
</tr>
<tr>
<td>ALL</td>
<td>Seconds 2 Survive</td>
<td>California 3</td>
</tr>
<tr>
<td>EHS, RM</td>
<td>Storm Water Permit Update: Addressing the Challenge</td>
<td>California 4</td>
</tr>
<tr>
<td>HR, RM</td>
<td>Case Study: Progressive Discipline, Performance Reviews and Complaint Handling</td>
<td>Sacramento</td>
</tr>
</tbody>
</table>

**DINNER ON YOUR OWN**

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CONFERENCE SUMMARY DAY 2

FRIDAY, NOVEMBER 8 - FITTING THE PIECES TOGETHER CONFERENCE – DAY 2

8:00 a.m. – 4:00 p.m.  Registration Open  Capital Foyer
8:00 a.m. – 9:00 a.m.  Continental Breakfast  Capital Salon A/B
9:00 a.m. – 10:00 a.m.  General Session: Sex Abuse on Campus: The Six Steps to Protecting Minors  Capital Salon A/B
10:00 a.m. – 10:15 a.m.  Break
10:15 a.m. – 11:45 a.m.  CONCURRENT SESSION 4
   ALL  Cyber Risk: Mitigation and Response to Loss  California 1
   ALL  Lessons Learned – Campus Events (CSULA and CSUCI)  California 2
   EHS, HR, RM  Why, How, and Implementation of a Learning Management System  California 4
   ALL  EPL: 12 Steps to Avoiding Liability  Sacramento
   HR, PS, RM, WC  Employer Level Investigations: AOE/COE, Subrogation & Fraud  Maxi's
11:45 a.m. – 1:00 p.m.  Lunch – Opportunity Drawings (must be present to win)  Capital Salon A/B
1:00 p.m. – 2:15 p.m.  CONCURRENT SESSION 5
   ALL  CSYou: The What, Why and How of the Systemwide Intranet  California 1
   RM  Foreign Travel: Good Practices and High Hazard  California 2
   EHS, EM, PS, RM  MOU’s in an All-Hazard, Whole-Community Environment  California 3
   EHS, HR, RM, WC  “Smart” KPI Dashboards: How Delivering Self-Service Business Intelligence Improves Enterprise California 4
   Risk Management Performance
   HR, RM, WC  When the FEHA and the Labor Code Collide: Practical Tips for Reconciling California’s Disability Accommodation and Workers’ Compensation Requirements  Sacramento
   HR, RM, WC  Tips From WCC’s: How Your WCC Can Impact the Campus  Maxi's
2:15 p.m. – 2:45 p.m.  Refreshment Break  Capital Salon A/B
2:45 p.m. – 4:00 p.m.  CONCURRENT SESSION 6
   ALL  CSYou Collaboration Site Specifics: Questions & Answers  California 1
   “You Have Received Clery Notification but Where Do You Fit In?”
   ALL  CRISIS on Campus Game  California 4
   EHS, HR, RM, WC  Dashboard Demonstration and iVOS Reporting: Questions & Answers  Maxi’s

ADJOURNMENT

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