



Sacramento State

Case Study: Identified Needs and Solutions

Risk Management Business Continuity Program

Objectives

The Survey Topics and Results

- Mission Critical Employees
- Plans and Procedures
- Remote Access and Equipment
- Ergonomics
- Workload
- Communication
- Takeaways
- Campus Solutions



The Survey

Time Frame

- March 2020 – February 2021

Why

- To help identify what has been successful and where our gaps lie within our Business Continuity Plans.



The Survey

Questions

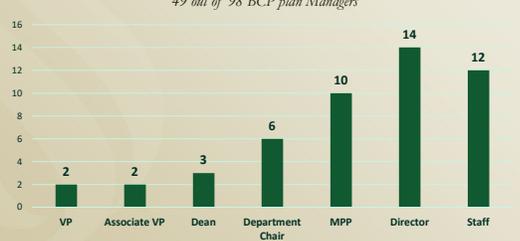
- 21 questions asked of Business Continuity Plan (BCP) Managers
 - ✓ Yes/No
 - ✓ Multiple Choice
 - ✓ Percentages
 - ✓ Fill-in



Who participated

Survey Participants

49 out of 98 BCP plan Managers



Role	Number of Participants
VP	2
Associate VP	2
Dean	3
Department Chair	6
MPP	10
Director	14
Staff	12



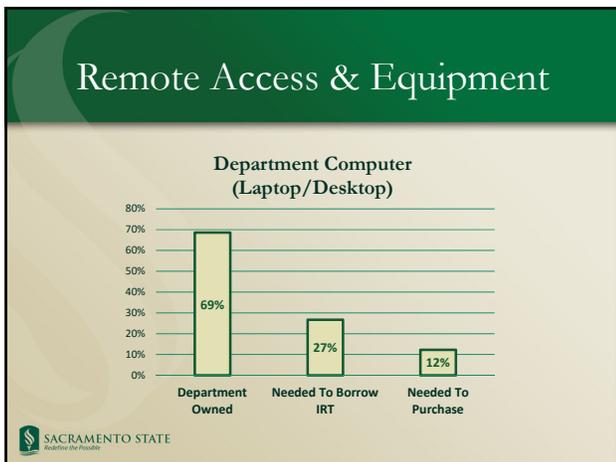
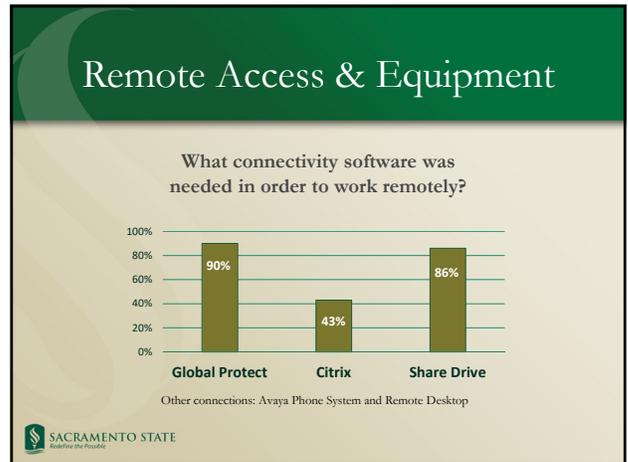
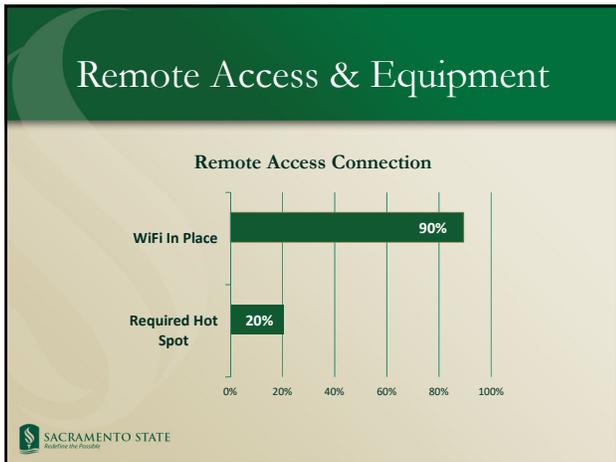
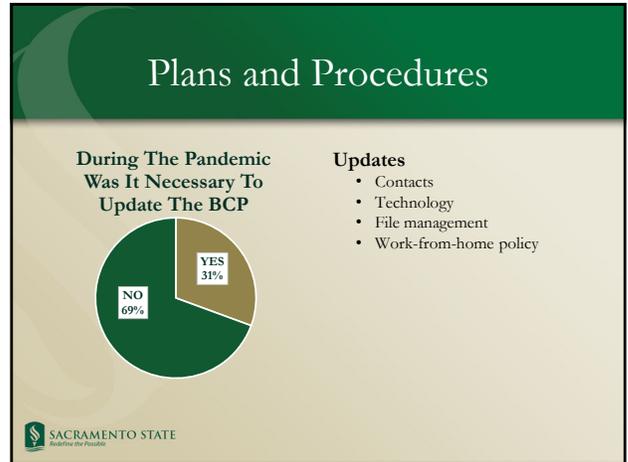
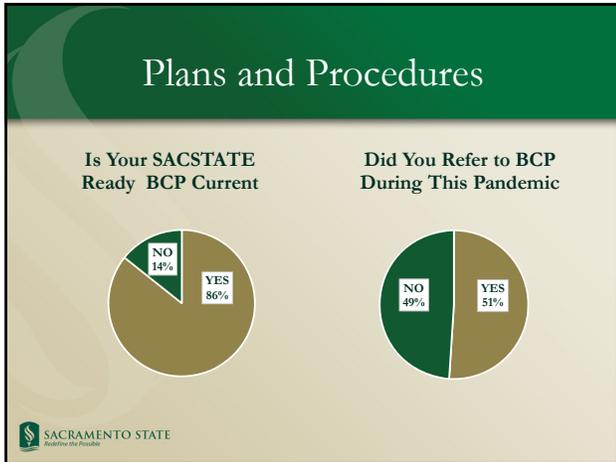
Mission Critical Employees

22 Departments identified as having Mission Critical Employees

Top 7 Departments with 50% or more Mission Critical Employees

1. Environmental Health and Safety – 100%
2. Bursar's Office (Cashier) – 100%
3. Facilities Management – 100%
4. Public Health Survey Resource Program – 80%
5. The WELL – Fitness Center – 80%
6. University Transportation and Parking Services (UTAPS) – 60%
7. Human Resources – 50%





Ergonomics

Reviews and Accommodations

- Ergonomic reviews: 38
- Ergonomic Training:
 - ✓ *Noontime Wellness Program*
 - ✓ *20*20+20 Rule*

Types of accommodations:

- Chairs *
- Footrests
- Mouse
- Keyboard Tray
- Desk or Small Table
- Sit/Stand Workstation **

*The chair, footrest, and mouse were items the individual retrieved from their office on campus.
**Approval through the ADA Reasonable Accommodation process



Ergonomics

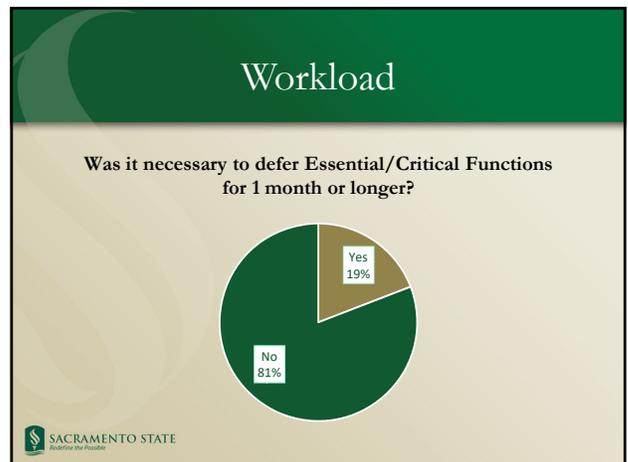
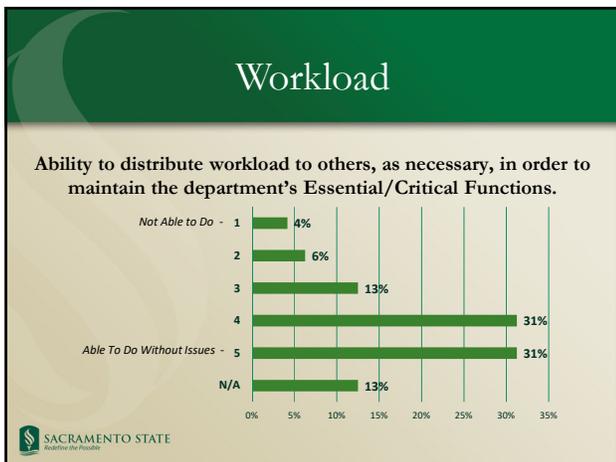
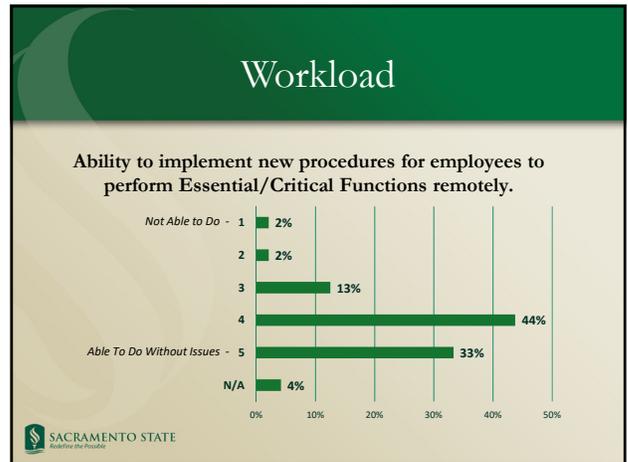
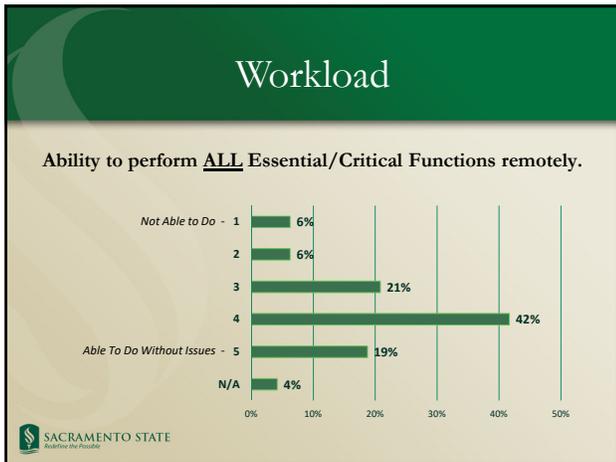
Workers' Compensation

Workers' Comp Claims:

- 18 Claims filed
 - 3 Cumulative injuries
 - 15 Specific injuries

Types of injuries (all on campus):

- Strains (soft tissue)
- Fractures
- Bruises (contusions)
- Crush injuries (while operating equipment)

Communication

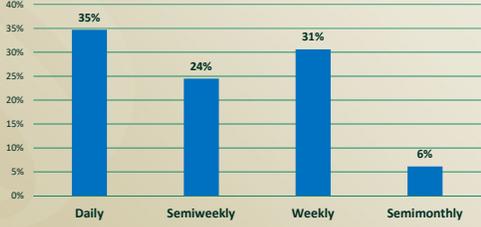
While working remotely, how did you remain in contact with your staff?

- Email – 100%
- Zoom – 98%
- Phone – 82%
- Microsoft Teams – 65%
- Skype Messaging – 58%
- Skype Video Chat – 15%



Communication

Staff Check-in Frequency
(Semiweekly means twice a week. Semimonthly means twice a month.)



Frequency	Percentage
Daily	35%
Semiweekly	24%
Weekly	31%
Semimonthly	6%



Takeaways

Identified Needs	Hits
<ul style="list-style-type: none"> • BCP Strengths and Shortfalls • Outdated Work-from-Home procedure 	<ul style="list-style-type: none"> • Strengthen and training • Updated and implemented new Work-from-Home procedure



Takeaways

Identified Needs	Solutions
<ul style="list-style-type: none"> • Wellbeing of working remotely • Institutional Knowledge 	<ul style="list-style-type: none"> • Employee Assistance, Noon-Time Wellness, and communication • Critical Functions and uploading procedure manuals



Campus Solutions

Identified Needs	Solutions
<ul style="list-style-type: none"> • Safety Protocols • Campus Re-entry 	<ul style="list-style-type: none"> • Student Safety Ambassador program • Created a Safety Protocol system • Daily Health Check in




Campus Solutions

Solutions (keep coming)

- Created COVID-19 Information Webpage
- Provided PPE and sanitation supplies
- Signage for Safety Protocols
- Cleaning and Disinfecting




Contact Us

Todd Dangott
dangott@csus.edu



Don Nahhas
nahhasd@csus.edu



Meysee Vang
meyseevang@csus.edu

