1. Support Services Report Template

Report Info

Name of the person completing this report: Nyassa Love
Title of the person completing this report: Associate Vice President
Supervisor/dean reviewing report: Brad Wells
Service: Provide assessment, info, training and consultation regarding work place EH & S
Division/College: Admin & Finance / Risk Mgmt

3. Mandated Service

Link to Scoring Rubric

1.1 Please indicate below if any aspect of the service is legally mandated by any of the following and provide the relevant reference.

State Law: California Health and Safety Code; California Labor Code; California Penal Code- §387; Regulations included in CCR Titles 8 Industrial Regulation; Title 14 Natural Resources; Title 17 Public Health, Title 19 Public Safety; Title 22 Social Security, Title 23 Waters; Title 26 Toxics; Title 27 Environmental Protection
Executive Order: E.O 1039 Occupational Health and Safety Policy

Provide a brief explanation, if necessary, in < 60 words.

Environment health and Safety has many mandated program areas. These programs cover unlawful conduct and environmental protection, health and safety. They address chemical, biological, radiological, physical and ergonomic hazards. Implementation consists of conducting regulatory analyses, hazard assessments, providing recommendations, and training.

4. Importance of Service

Briefly describe the service in terms of its primary function(s) and purpose(s) using <120 words

Campus compliance with laws relating to the environment, health, and safety of the campus community. The campus must adhere to the above listed mandates. Failure to do so could result in high penalties and regulators also have the authority to close buildings and processes if deemed unsafe for the public or campus community. EHS provides information and knowledge to campus community to protect themselves, others, and the environment as well as how to report unsafe or unlawful actions and conditions. EHS efforts leads to an environment of increased compliance, transparency, trust and campus morale. This results in decreased injuries and illnesses, negative environmental impact, and regulatory violations and related cost to manage them.

Link to Scoring Rubric

2.1 Who are the primary receivers of this service? (Please enter the percentage of each user group that is relevant)

Students: 60%
Faculty: 10%
Administrators/staff: 20%
Colleges/departments: 5%
Other: 5%
Total: 100%
2.2 Please indicate the direct or indirect impact of the service on students for each of the three University Action/Student Impact Areas listed below (for example processing financial aid applications would be direct impact on students while managing utility services would be indirect).

<table>
<thead>
<tr>
<th>Direct Impact on Students</th>
<th>Indirect Impact on Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
<td></td>
</tr>
<tr>
<td>After college (helping students establish meaningful lifework and be socially responsible contributors to society)</td>
<td></td>
</tr>
</tbody>
</table>

Provide a brief narrative (<60 words each) explaining your selection for each area.

<table>
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<th>Evidence submitted to support the chosen selection (&lt;60 words for each)</th>
</tr>
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</tr>
</tbody>
</table>

2.3 Applying the four choices presented below, please indicate the consequence of NOT having this service on each of the actions in the left hand column.

<table>
<thead>
<tr>
<th>4 - Service provides evidence of direct impact in more than one area</th>
<th>3 - Service provides evidence of direct impact in one area</th>
<th>2 - Service provides evidence of indirect impact in more than one area</th>
<th>1 - Service provides evidence of indirect impact in one area</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-college (helping students to enter the system)</td>
<td></td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>During college (helping students succeed while they are at Cal State East Bay)</td>
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have the authority to close buildings and processes if deemed unsafe for the public or campus community.

It's important for a student's future opportunities to graduate or attend a university with a reputation for high standards. The university environment contributes to this feeling of university pride.

### 2.4 Alignment with Shared Strategic Commitments

**How does this service contribute to or align with any of the eight Shared Strategic Commitments (SSC) listed below?**

<table>
<thead>
<tr>
<th>Reinforce academic quality through open-minded inquiry, innovative teaching, engaged learning, and distinguished scholarship</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enhance our inclusive campus, responding to the backgrounds and interests of our diverse community and promoting their academic, professional and personal development</td>
<td>NA</td>
</tr>
<tr>
<td>Serve students first, by expanding access and enhancing each student's educational experience and prospects for success as a graduate and life-long learner</td>
<td>Provide students with working and educational opportunities in EHS. Utilizing the students skills and educational goals to accomplish department goals. When asked EHS has provided unpaid internships i.e example storm water protection.</td>
</tr>
<tr>
<td>Foster a vibrant community through enriched student services and student life that support student engagement and learning</td>
<td>Provide professional expertise for student related activities and clubs when invited to participate.</td>
</tr>
<tr>
<td>Contribute to a sustainable planet through our academic programs, university operations, and individual behavior</td>
<td>EHS supports Facilities sustainability efforts whenever possible. EHS is the responsible for for several state mandated programs protecting the environment and stormwater.</td>
</tr>
<tr>
<td>Continuously improve our efficiency, transparency, and accountability while practicing mutual respect, responsiveness, and collaboration across the University</td>
<td>Respond quickly and professionally to campus community requests and concerns as they relate to our area of responsibility. Follow-up with the individual in a timely manner with our findings and where necessary, continue to monitor the situation. Work collaboratively with other departments to provide best solutions to campus challenges.</td>
</tr>
<tr>
<td>Support the civic, cultural, and economic life of all communities in the regions we serve through partnerships that promote education and social responsibility</td>
<td>EHS serves on a City of Hayward committee that annually selects local businesses for recognition as exemplary environmental stewards.</td>
</tr>
<tr>
<td>Demonstrate our continuing record of leadership and innovation in higher education, focused on 21st century skills, including science, technology, engineering, and mathematics (STEM)</td>
<td>Partnering with the Science Department to provide EHS training to graduate and student assistants.</td>
</tr>
</tbody>
</table>

### 2.5 How might the demand for this service change over the next five years? (Please choose one category below).

Likely to increase

Provide a rationale for your choice (assumptions, impact of new policy, etc.) in <120 words.
The daily needs of the campus are constantly changing and so our temporary focus also changes. Scrutiny and expectation from the campus community and public are increasing. There are new regulations, requirements, and projects that require research updating, implementation and management. One new state regulation promulgated in 2013 is the MS4 Phase 2 that has specific requirements to prevent pollution runoff in stormwater.

5. Quality of Service

Link to Scoring Rubric

3.1 Do you assess the quality of the service you provide?

Yes

If “Yes”, what benchmarks, best practices or measures of success, either internal or external, do you use to measure service quality (e.g., timeliness, accuracy, adequacy, meeting deadlines, satisfactory completion of assignment, etc.)? Please describe in <120 words. If no, please explain.

Regulatory deadlines are met, annual training schedules are prepared and training attendance is reviewed with key department. EHS reviews incident and illnesses looking for trends. We compare Injury and Illness rates with other CSUs and industry standards. Benchmark other universities whenever implementing or updating a program.

Link to Scoring Rubric

3.2 During the last three years, have you adopted any measures to improve the quality of this service? Please describe in <120 words.

Implemented a Learning Management System (LMS) to provide and track EHS required training. Programs are reviewed periodically and benchmarked with other CSUs and Universities.

Link to Scoring Rubric

3.3 What idea(s) do you have for improving the quality of this service within existing resources (e.g. development of benchmarks, surveys, feedback, etc.)? Please describe your plan(s) in <120 words.

Review related system-wide audits and implement solutions for gaps. Continue expanding inspection programs and addressing gaps. Continue to review injury and illness data to determine where to put resources. Consider, evaluate and if necessary act on informal input about EHS. Review EHS Program status matrix.

Link to Scoring Rubric

3.4 What ideas do you have for improving the quality of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Develop tracking program to show where resources are being utilized.

Link to Scoring Rubric

3.5 Do you use any formal or informal process to assess the level of satisfaction of the service users?

Yes

If yes, describe the process and most recent results in <120 words. If no, please explain.

EHS gets frequent informal input from its service users. Most input has been very positive. We act immediately on any negative input to address a situation.
3.6 The university recently conducted a customer satisfaction survey for some services (results for this service are attached, if applicable). Do you have any comment or response to the results? Please describe in <120 words.

NA

3.7 Do you have any formal or informal guidelines for personnel in your department regarding how to treat/interact with receivers of this service?

Yes

If yes, please describe in <120 words. If no, please explain

EHS has an open door policy, if anyone has a safety concern they can contact the department directly or anonymously. It's expected that if there is an injury, EHS follows-up with the supervisor immediately in cases of serious injury or near miss and within 24 hours for all other. EHS acknowledges request within 24 hours. All employee inquiries will be treated seriously. EHS works closely with the WCC to ensure the hazard has been mitigated or eliminated in the event of an injury.

3.8 Does your service have annual goals (targets) of achievement regarding the quality of the service provided?

Yes

If yes, describe the annual quality goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

Regulatory deadlines are met, permits are updated, mandatory EHS training is tracked for Facility staff and UPD. Annual goals change yearly. 2012 we rolled out the IIPP online training. 2013 EHS supported Warren Hall demolition and updated the chemical inventories on the state database system. 2014 we will expand inspection program for the Science Building.

3.9 Does your service have annual goals (targets) of achievement regarding the quantity of service provided?

Yes

If yes, describe the annual quantity goals (targets) and indicate if the service achieved those goals (targets). Please provide evidence, if possible, in <120 words. If no, please explain.

95% completed training with Facilities Operations. Work with Facilities to ensure completion of all EHS mandated training for their employees, initial and annual refresher. EHS 2012 goal - after continual follow-up 64% of current staff and faculty completed IIPP training.

6. Efficiency of Service (cost effectiveness)

4.1 Using the spreadsheet provided for all employees in your department, please distribute salaries of individuals across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

135423

Attach your allocated spreadsheet here.
4.2 Using the spreadsheet provided, please distribute your department's annual operating expenses across all services provided to reach an educated or reasonable estimate of the cost of providing the service.

46431

4.3 Using the spreadsheet provided, please distribute the square footage of work space across all services provided to reach an educated or reasonable estimate of the use of this resource.

519

4.4 During the last three years, have you adopted any measures to improve the efficiency (cost effectiveness) of providing this service (e.g. reducing salary costs, operating expenses or use of space, or increased output without increasing cost. Etc.)?

Yes

If yes, please describe the measures in <120 words. If this is a new service introduced over the past three years, please indicate. If no, please explain.

Used university-wide MEA for hazardous waste disposal and MSDS Online management. Managed hazardous waste for three years as a SQG allowing us to waive two major report submissions for 4 years. Utilized student assistants to update EH&S website update. Utilizing upper division chemistry student assistants to input chemical data into State CERS database and assist implementing Science Building inspections and identifying areas of improvement. Implemented MasteryNet LMS to deliver online training. Developing campus specific online EHS training using Articulate, computer based training development software. Modules can be installed into MasteryNet. EHS employee maintains EPA Asbestos Inspector for emergency sample collection.

4.5 What idea(s) do you have for improving the efficiency (cost effectiveness) of this service within existing resources (e.g. restructuring, merging, outsourcing, ways to cut costs, technology, etc.)? Please describe those ideas in <120 words.

Continue utilizing chemistry and biology students for projects needing understanding of chemical, physical, and biological hazards. Continue to leverage off of CO initiatives and system-wide knowledge of the EHS professionals. Continue to use Articulate when cost-effective and knowledgeable students to assist with implementing EH&S objectives.

4.6 What idea(s) do you have for improving the efficiency (cost effectiveness) of the service if additional resources were provided. Please describe your idea(s) in <120 words.

Connect MasteryNet PeopleSoft or possibly switch to LearnerWeb LMS. This eliminates the need to enter every new employee manually into a database system. Hire three students to assist in implementing EHS programs that align with their fields of study – environmental, ergonomics, safety, online training development or other. Have an EHS professional on the design team of new large capital projects to address these issues including office and facilities maintenance ergonomics. Purchase and implement
computer programs that can track and archive workplace injury investigations, inspections, and follow-ups. Develop inspection programs for all areas of the university. Track department health and safety output including inspections.

**Link to Scoring Rubric**

**4.7 Do you have any plan(s) to improve the efficiency (cost effectiveness) of this service in the next 1-2 years (e.g. reducing costs, increasing productivity, etc.)?**

Yes

If yes, please specify whether these plan(s) involve reducing salary costs, operating expenses and/or use of space. Please describe your plan(s) in <120 words. If no, please explain.

CSUEB is a midsized university with two EHS professional staff and one administrative staff. EHS staff also provides assistance and expertise to other Risk Management staff for non-work related safety and incident investigations, ergonomic investigations, and emergency response and preparedness. We will continue addressing EHS issues by continuing (1) to develop and implement computerized EHS university inspection programs to proactively identify gaps (2) the thoughtful utilization of EHS consultants to assist addressing issues (3) development of EHS staff and (4) utilization of university-wide expertise.

**Link to Scoring Rubric**

**4.8 Please describe the estimated output for this service for fiscal year 2011-12, quantify if possible (e.g. volume, service tickets resolved, people serviced, appointments, etc.) in <120 words.**

Facility operations EHS mandatory training 95% completion.
Maintain eight permits and licenses;
Eight hazardous waste pick-up; over thirty investigations
Ten campus safety committee meetings and follow-up
Maintaining, implementing over 20 program areas

**7. Other**

**Link to Scoring Rubric**

**5.1 Are you aware of services similar to this one that are being provided by another department at CSU East Bay?**

Yes

If yes, please provide a list of those departments. How are the services described here similar or different? Please describe in <60 words.

Approach and focus is dissimilar. Health and safety is implemented by each department to address their health and safety issues. EHS provides expertise to department on what and how to implement their programs. EHS does the regulatory analysis. Facilities Planning has expertise in building fire code requirements, EHS has the expertise in implementing fire life safety procedures.

**Link to Scoring Rubric**

**5.2 Is there anything unique or distinctive about your service? Please describe what is unique or distinctive in <120 words.**

The service is provided by professional EHS staff with advanced subject degree and certification, breadth of knowledge and experience. Provides credibility to regulatory agencies and customers. Efficiently evaluates campus EHS requirements and implements best solutions for campus community.

**Link to Scoring Rubric**
5.3 Are there any additional things about this service that you would like the task group to know? Please describe/explain in <250 words.

Environmental health and safety issues can cover infinite aspects of campus life. Current EHS staff are interdisciplinary professionals trained and experienced to address environmental health and safety issues on campus that affect everyone – staff, faculty, students, and visitors. We are able to address most environmental health and safety issues in any environment on campus, office, labs, classroom, facilities. We address these issues at a university-wide level.