



Disaster Strikes

How an Institution Prepares for and Responds to a Natural Disaster

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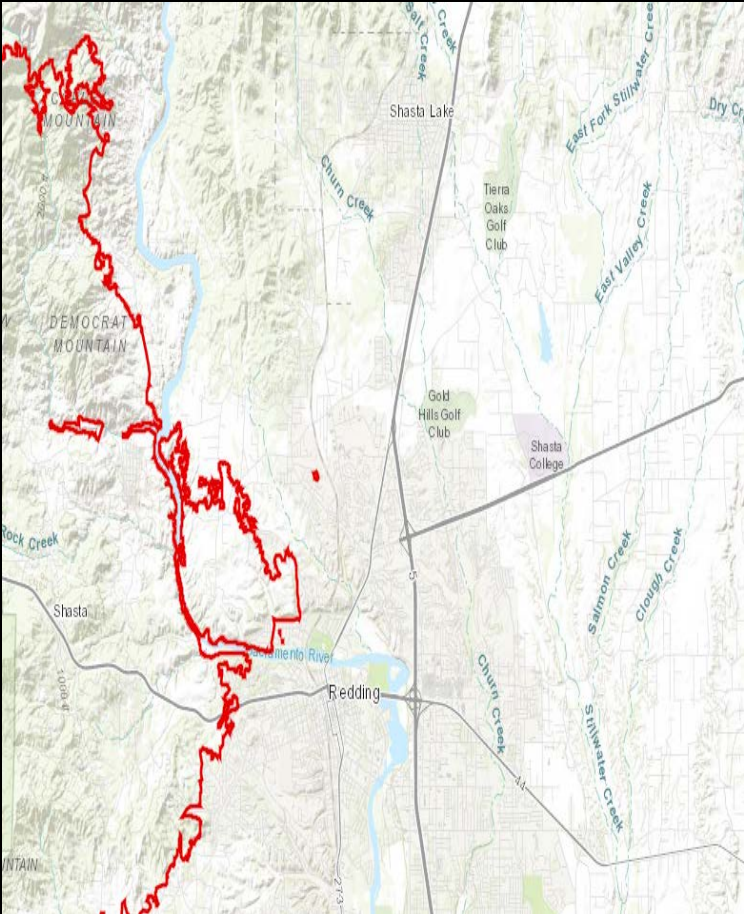
Associate Dean of Student Services

Northern CA Wildfires

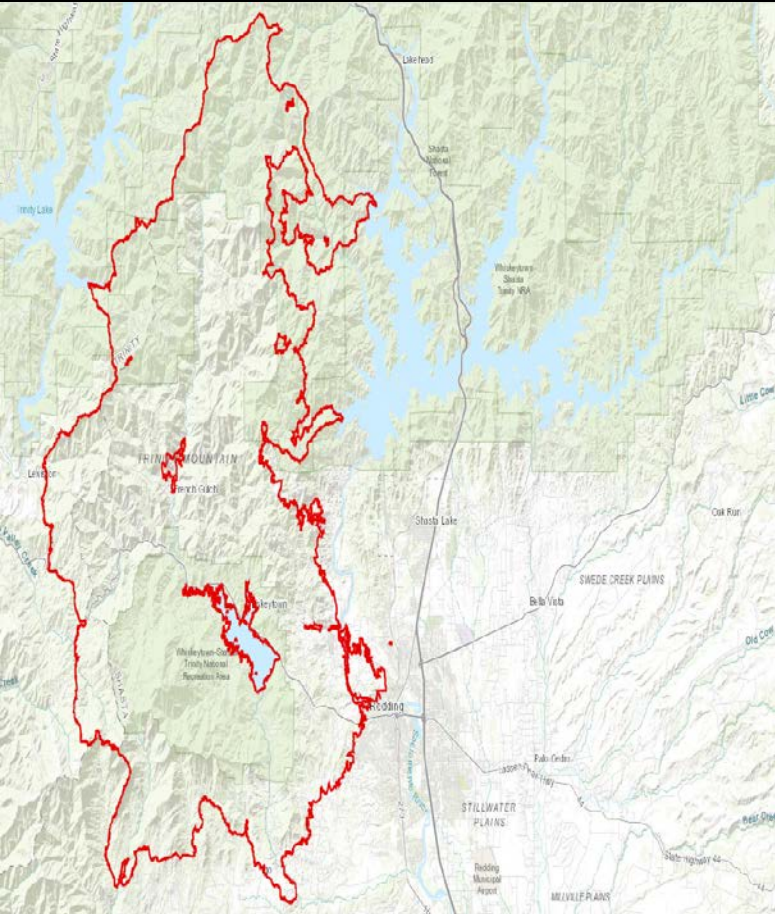
- Acres Burned: 245,000
- Structures Destroyed: 5,643 (317 damaged)
- Lives Lost: 85
- #1 on the Cal Fire List:
 - Top 20 Most Destructive California Wildfires



Carr Fire



| CARR FIRE | | |
|---------------------------------|---|-------|
| Carr Fire Incident Information: | | |
| Last Updated: | January 4, 2019 9:37 am | FINAL |
| Date/Time Started: | July 23, 2018 1:15 pm | |
| Administrative Unit: | Unified Command: CAL FIRE Shasta-Trinity Unit, US Forest Service and NPS Whiskeytown National Recreation Area | |
| County: | Shasta County, Trinity County | |
| Location: | Hwy 299 and Carr Powerhouse Rd, Whiskeytown | |
| Acres Burned - Containment: | 229,651 acres - 100% contained | |
| Structures Destroyed: | 1,079 residences, 22 commercial structures, 503 outbuildings destroyed - 190 residences, 26 commercial structures, and 61 outbuildings damaged | |
| Evacuations: | 8/30/2018 PM - See the current Carr Fire Incident Update | |
| Injuries: | 3 firefighter fatalities | |
| Cause: | Mechanical Failure of a Vehicle | |
| Cooperating Agencies: | PG&E, CHP, CAL OES, Bureau of Land Management, CCC, CDCR | |
| Total Fire Personnel: | 456 | |
| Total Fire Engines: | 11 | |
| Total Fire crews: | 5 | |
| Total Dozers: | 48 | |
| Total Water Tenders: | 31 | |
| Incident Management Team: | CAL FIRE IMT#1 | |
| Long/Lat: | -122.62357/40.65428 | |
| Conditions: | Although full containment has been achieved, firefighters will continue to patrol the fire area for several days and fire suppression repair remains ongoing. | |



SRJC and Shasta Emergency Response: Quick facts

- SRJC was closed for two weeks
 - All district locations were shut down
 - After the fires were no longer an immediate threat, air quality and general disruption of lives and business districtwide prevented an earlier opening
 - Many businesses that were not destroyed were closed
- Employees as well as students were severely impacted
 - Approximately 100,000 residents in and around Santa Rosa had to evacuate
 - Including 3 of the 5 Vice Presidents
- Shasta College was closed for two weeks
 - Became evacuation center, didn't open up all of campus for four weeks
 - Staff were called to become emergency response members to assist with the evacuation center
 - Many people were displaced from their homes due to evacuation orders and many lost homes

Before a Disaster Strikes

Thinking through the Preparations

- Update your emergency contact info on your PPA
- FSA will send you an email with links to their Disaster Area Dear Colleague Letters and their new website page(s)
- Review your disaster recovery plan
 - Re-checked fail over site for systems.
 - Decide what will continue and what will pause for automated systems processing.
 - Review disaster recovery plan, make updates share with staff.



Impact Survey

SRJC

Purpose:

- Assess need, and readiness to return
- Provide Actionable Data

Results:

- 30,000 students surveyed; 54% response rate
 - 23% evacuated their homes; 2%+ reported losing their homes (1 in 40)
- 2,500 employees surveys; 75% response rate
 - 35% evacuated their homes; 2% reported losing their homes (1 in 45)

Lessons Learned in Conducting Survey:

- Contact information is not reliable (e-mail addresses)
- Technology helps, but also gets in the way

Shasta

Students:

- Lost home: 28
- Evacuated or other impact: 732
- Student needs: (648 answered survey)
 - Housing: 21
 - Transportation: 35
 - Books/supplies: 254
 - Clothing: 28
 - Food: 56
 - Childcare: 15
 - Mental/Medical Assistance: 51

First Steps

- Ensure your safety
- Check on staff for safety and report back to your HR
- Notify the Department of Education right away:
 - “In the event of an emergency or an instance that impacts the ability of an institution to operate routinely, that institution should contact Federal Student Aid at 1-800-433-7327 or by email at fsa.customer.support@ed.gov”
 - Notate the start date of the event and impact on school.
- Start working on management plan to help support students and staff recovery from disaster.



First Steps

- Questions to be prepared to answer from the DOE:
 - What is the current operating status of the institution and its financial aid office?
 - If the institution is currently closed, what is your projected reopen date?
 - Has there been any structural damage to the institution?
 - If structural damage has occurred, will you establish a temporary site for instruction and what is the address for the temporary alternate location?
 - Have the utilities, such as: electric, water, gas, heating, and air conditioning been affected?
 - How is your institution communicating operational status and providing key updates to students and the community?
 - What issues or questions can we address to date related to the administrative relief and flexibilities described in Dear Colleague Letter (GEN 17-08)?

Start working on management plan to help support students and staff recovery from disaster.



Emergency Operations Team

- Advises Presidents/VP's
- Attend the meetings
- Provide input, you're the expert
- Make a plan
- **Communicate...Communicate...Communicate**



Management plan for students

- Look at scheduled disbursements
- Notify students of any updates and let them know their options
- Start fundraising for relief grants for students
- Survey students so you know who needs help
- Disaster CalFresh can help meet the temporary nutritional needs of disaster victims of modest incomes, regardless of immigration status, following a natural disaster such as a flood, fire, or earthquake."
 - <http://www.cdss.ca.gov/inforesources/CalFresh/Disaster-CalFresh>



Management Plan for Staff

- Work with HR on employee assistance programs
- Be flexible and sympathetic to situations
- Help rally funds to help folks financially recover
- Allow time for grieving (hopefully HR will pull in counseling to be available)
- Be easy yourself



Student Services

Student Life, Equity & Engagement Programs

...became the Student Support Center

- Staffed with Volunteers
 - Counselors
 - Students
 - Staff
- A Place for Answers
 - Emails
 - Phones



Fire Relief Funds

SRJC

- **Fundraising & Fire Relief Fund Applications**
 - \$301K Disbursed
 - \$500 Application for 602 students/64 employees
 - What was missing?

Shasta

- Fundraised through GO FUND ME for students and raised around \$55K to go directly to impacted students
- Created a Carr Fire Relief Grant Application (web form)
 - Eligibility;
 - Enrolled
 - Evacuated or lost home, verified for ARGOS mapping provided by Cal Fire
- Opened in Early August 2018, Closed in February 2019

After the Disaster

- Financial Aid Administrators report any impacted operations using the Disaster Registration Form found on IFAP
- Any changes made to the normal school year are to be reported to the institution's Department of Education Regional Representative
- Schools may be granted reporting deadline extensions, if warranted by disaster
- Important for financial aid administrators to inform institutional leadership of all actions since deadline alerts are automated
- Work with Admissions and Record on impact of withdrawing students



Title IV/State/Scholarships

- Title IV
 - Pell
 - FWS
- State Aid
- Institutional Aid
- Scholarships
 - Fire Relief Fund





STUDENT SUPPORT CENTER OPEN WEDNESDAY– FRIDAY, OCT. 18 - 20

SRJC is opening a one-stop student support resource center in Bertolilni Student Services building and Doyle/Jacobs Building on Campus Drive in Petaluma. Both will be open Wednesday through Friday, 9am – 4pm. Free food and resources. Santa Rosa students check in at the info desk on the first floor. Students from all SRJC Campuses and Centers are welcome!

The #SRJCStrong Student Support Center will offer:

- Admissions and Records
- Student Affairs / Student Government
- Financial Aid
- Admissions & Records
- Southwest Center
- Academic Counseling
- Disability Resources
- EOPS
- CalWORKs
- Foster Youth Services
- Student Health Services
- Crisis Counseling and Support
- Academic Affairs

Also available:

- Showers for faculty, staff, students, and immediate family members
- Wi-fi access
- Doyle and Mahoney Library Information Services and study space
- Free food at the Bear's Den (Santa Rosa)

**#SRJC STRONG FIRE RELIEF EVENT, THURS. 10/19
4pm – 7pm**



A Year Later...

- Professional Judgements
 - Income
 - Cost of Attendance
- SAP Appeals
 - GPA
 - Completion



Student Voices

Thank you for your support. I lost everything in the fire and I still feel like I have something to hold on to and look forward to (school).

Thank you for asking. It makes me feel more secure.

I really appreciate the communication from SRJC when we were evacuated and going through a tough time.

Gracias por mantenernos informados.

I have really appreciated all the outreach and have felt the love from SRJC.

Muchas gracias por preocuparte por nuestra educación.

Thank you for understanding what a lot of us are going through.

Still really impressed and thankful that there was actually someone there answering phones.

Gracias por su apoyo.

Thanks for communicating with us through text, email with up to date info in regards to our classes.

SRJC Strong. Thank you for all the offerings of support. Makes me proud to be a part of this community.

Federal Government Guidance

DCL: GEN-17-08

DCL: GEN-17-09

Disaster Assistance Letter: Secretary DeVos



DCL: GEN-17-08

- To help affected parties to act quickly whenever the President declares a disaster, the Secretary is providing this general guidance for regulatory relief to students, institutions, lenders, guaranty agencies, and their servicers in administering the federal student financial aid programs authorized by Title IV of the Higher Education Act of 1965, as amended (HEA).

DCL: GEN-17-09

- For children of affected families, returning to school can provide stability in a time of upheaval as they reconstruct their lives. The Department stands ready to provide whatever flexibility and support it can to help ensure all children, particularly those in the hurricane-impacted areas, receive a quality education.

Disaster Assistance Letter:

- Immediate Aid to Restart School Operations
- Emergency Impact Aid for Displaced Students
- Assistance for Homeless Children and Youth
- Emergency Assistance to Institutions of Higher Education
- Defraying Costs of Enrolling Displaced Students in Higher Education

The law

GEN-17-08 Guidance:

- Schools PPA: Contact them right away
- Length of Academic Year: School's PPA
- Agreements to Permit Study at Another Institution: Establish written agreement with another institution to enable students to continue academic program while receiving FA
- Campus Safety, Equity and Athletic Disclosures: extension request by calling 1-800-435-5985 or emailing campussafetyhelp@westat.com
- Cash Management: DOE will work with institutions
 - Borrower Requests for Loan Cancellations
 - Credit Balances
 - Excess Cash
 - Notice of authorizations
- Lost Student Records: Document any lost/damaged records due to disaster
- Need Analysis: Any form of grants or low-interest loans received by victims of a disaster from a federal or state entity, is not counted as income for calculating a EFC.

The law

GEN-17-08 Guidance Continued:

- Professional Judgement: Encouraged to administer (PJ indicator must be set)
- Verification: The DOE will NOT enforce the verification of selected applicants who have lost documents required for verification. Accept written statement instead.
- Return to Title IV: Still must calculate and return \$ (school and student)
 - Timeframes/Deadlines discuss with PPA
 - If school closes for a set timeframe, that should be counted as an unscheduled break
- Institutional Changes and Refunds: The Department strongly encourages institutions to provide a full refund of tuition, fees, and other institutional charges, or to provide a credit in a comparable amount against future charges, for students who withdraw from school as a direct result of a disaster.

The law

GEN-17-08 Guidance Continued:

- Leave of Absence: Waive the written request for leave of absence
- Post-Withdrawal Disbursements: PPA will discuss timeframe on case by case basis
- Waiver of Title IV Grant Overpayments: Secretary may waive overpayments
- Campus Based Programs:
 - Under-Utilization: 10%
 - Filing deadline for FISAP
 - Work Study: 1-877-801-7168
 - 7% waiver (community service requirement)
 - DOE encourages institutions to employ FWS students for cleanup
 - Payments to students scheduled to work

The law

GEN-17-08 Guidance Continued:

- Perkins Loan
 - Contact NSLDS 1-800-999-8219 for guidance on enrollment reporting and repayment status
- Direct Loans
 - Contact NSLDS 1-800-999-8219 regarding enrollment reporting and repayment status
 - In repayment, affected by disaster-administrative forbearance
 - Defaulted loans, DOE will stop collection activities for three months upon notification by the borrower, member of family or other reliable source.
 - Satisfactory repayment-6 months, if one is skipped due to disaster it will not count against them

The law

Updated Guidance Due to Emergency Conditions (January 5th 2018, Chancellor Oakley):

- Provide a full refund of enrollment fees to any student who withdrew due to a natural disaster, and the district does not need to report a "W" on transcripts
- District must monitor class meeting cancellations to determine loss of instruction
- FTES allowances due to emergency conditions, will not lose apportionment
- Highly advisable to assess possible risks of information technology infrastructure and have appropriate data backups, see: <http://extranet.cccco.edu/Divisions/FinanceFacilities/EmergencyPreparedness.aspx>

CCCCO Contacts

- Accommodations for students impacted by emergency conditions: Michael Quiaoit, Student Services Division, (916) 327-6222 or mquiaoit@cccco.edu.
- Impact of class cancellations on instruction: Jackie Escajeda, Academic Affairs Division, (916) 327-2066 or jescajeda@CCCCO.edu.
- 175-day requirement and/or FTES allowances due to emergency conditions: Chay Yang, College Finance and Facilities Planning Division at (916) 445-8283 or cyang@cccco.edu.
- Emergency preparedness webpage: Hoang Nguyen, College Finance and Facilities Planning Division at (916) 327-5363 or hnguyen@cccco.edu.
- For categorical programs, please contact the appropriate program lead over that area. A list of program leads can be found here: http://extranet.cccco.edu/Portals/1/CFFP/Fiscal_Services/Attndc_Acctg/Categorical_Contacts.pdf

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