

Per California Code of Regulations, title 2, section 548.5, the following information will be posted to CalHR's Career Executive Assignment Action Proposals website for 30 calendar days when departments propose new CEA concepts or major revisions to existing CEA concepts. Presence of the department-submitted CEA Action Proposal information on CalHR's website does not indicate CalHR support for the proposal.

A. GENERAL INFORMATION

1. Date

2026-02-02

2. Department

California Earthquake Authority (CEA)

3. Organizational Placement (Division/Branch/Office Name)

Internal Operations

4. CEA Position Title

Chief Administrative Officer (CAO)

5. Summary of proposed position description and how it relates to the program's mission or purpose. (2-3 sentences)

Under the general direction of the Chief Executive Officer (CEO) of the CEA, the CAO serves on the CEA executive management team and is responsible for all aspects of Administrative Services, Human Resources, Training, Communications and Public Relations, Information Technology and Enterprise Project Management. The CAO participates in the development and implementation of the CEA's Strategic Plan and is responsible for initiating, implementing, and managing administrative principles, practices, policies and procedures and the strategic management, coordination, implementation, and execution of enterprise wide project portfolios.

6. Reports to: (Class Title/Level)

Chief Executive Officer (CEO) | ("At Will" Contract Employee)

7. Relationship with Department Director (Select one)

- Member of department's Executive Management Team, and has frequent contact with director on a wide range of department-wide issues.
- Not a member of department's Executive Management Team but has frequent contact with the Executive Management Team on policy issues.

(Explain):

8. Organizational Level (Select one)

- 1st
- 2nd
- 3rd
- 4th
- 5th (mega departments only - 17,001+ allocated positions)

B. SUMMARY OF REQUEST

9. What are the duties and responsibilities of the CEA position? Be specific and provide examples.

Administrative Services/Human Resources:

Under the general direction of the Chief Executive Officer (CEO) of the California Earthquake Authority (CEA), the Chief Administrative Officer (CAO) serves on the CEA's executive management team and is responsible for all aspects of Administrative Services management. Additionally, the CAO is responsible for formulation, development and implementation of policies and decision-making authority in executing Human Resources and Administrative Services strategy of CEA's overall mission, objectives, organizational plan, and strategic direction. The CAO recommends improvement to new and existing policies and practices, when needed.

The CAO participates in the development and implementation of the CEA's Strategic Plan and is responsible for initiating, implementing, and managing administrative principles and practices addressing: Strategic Business Management; Workforce and Succession Planning; Classification and Consultation; Performance Management; Training and Development; Examinations; Compensation; Payroll and Benefits; Health and Safety; Workers Compensation; Labor Relations; Facilities Maintenance; Vendor Management; HR Technology; Recruitment and Retention; Career Services; Disability Leave; Employee Assistance Program; On boarding and Off boarding; Culture and Wellness Programs; Change Management; HR and Administrative Services Budgets; Project Management; and Risk Management and Workplace Violence Prevention

Enterprise Project Management Office (EPMO):

In addition to the CAO managing the Administrative Services Unit and Human Resources Offices, the CAO also has oversight of the Enterprise Project Management Office (EPMO) which delivers enterprise-wide business and Information Technology solutions for project planning, execution, governance, and strategy to assist stakeholders in achieving desired project goals. In addition, the EPMO is responsible for aligning and monitoring CEA's enterprise wide portfolio of work to encourage selecting and managing projects that will provide value and advance the strategic direction as provided by the executive management team.

Communications and Public Relations (Comms):

The incumbent will also serve as CEA's chief communications strategist responsible for planning and development of communications, media and public relations to support CEA's business growth and integrate with organizational level strategies, initiatives, goals and priorities. Additionally, in conjunction with executives and management, this position will lead, and plan communication efforts related to earthquake preparedness education, earthquake risk mitigation and insurance services to insurance consumers. This position drives creative and innovative campaigns to deliver CEA's message to the public and integrates pre-and post-earthquake events planning responses to the public.

Information Technology (IT):

The CAO will have responsibility for setting and implementing IT policies that affect the CEA and its numerous Participating Insurers (PIs). The CAO advises the Executive Staff and the Governing Board on all policy decisions affecting physical IT assets and IT operations, security/support, engineering, system and database administration, services, enterprise-wide applications, infrastructure that integrates to and supports on the business needs and routine operations of the CEA. The CAO will routinely determine, establish, and maintain the IT services and security framework and policies to align IT with CEA's business and strategic goals and strategies. This may include, but is not limited to:

Research, develop and execute the IT security and support strategies and structure required to protect and mitigate the risks to the CEA's data, intellectual property (IP), and assets. Ensures a sound IT support team is in place to assist staff with technical issues that relate to software, network and hardware. Establish clear training material for staff to measure and report IT Key Performance Indicators (KPIs). Procure and manage multiple IT applications and systems to maintain a smooth and seamless technology structure.

Determine, direct, recruit, and maintain the IT resources required to successfully meet approved CEA's business needs. Set a annual schedule to review IT policies and procedures and update polices to align with best industry policies.

The CAO establishes and executes strategies to optimize the use of existing IT assets and resources. Develops, maintains and reports the CEA's IT annual budget and purchases including detailed justifications for IT budget and cost related to proposed and ongoing IT initiatives. The CAO participates in the Quarterly Governing Board meetings to present and report on the IT status and advise the Governing Board members on IT initiatives updates.

B. SUMMARY OF REQUEST (continued)

10. How critical is the program's mission or purpose to the department's mission as a whole? Include a description of the degree to which the program is critical to the department's mission.

- Program is directly related to department's primary mission and is critical to achieving the department's goals.
- Program is indirectly related to department's primary mission.
- Program plays a supporting role in achieving department's mission (i.e., budget, personnel, other admin functions).

Description: The CAO provides broad oversight for the Administrative Services Unit, EPMO, Comms, and IT by directly supervising and providing executive level direction. The CAO works in conjunction with all four departments to develop and implement policies and procedures that ensure agency compliance with legal requirements of the State's civil service system, and applicable laws, rules and regulations. Provides policy guidance strategic planning and direction; addresses the most complex and sensitive administration and project management issues; and plays in integral role to support the mission of the CEA. CEA has great oversight of major disaster programs, Communications and Public Relations are vital to the departments primary mission, as when major events happen this department decimates vital information to the public at large. Additionally, the CAO will oversee the IT department, which supports and implements the infrastructure necessary to support CEA private insurers (PI) which directly aligns with CEA's critical mission to administer the Wildfire fund and provide Earthquake Insurance to Californians.

B. SUMMARY OF REQUEST (continued)

11. Describe what has changed that makes this request necessary. Explain how the change justifies the current request. Be specific and provide examples.

Communications and Public Relations

As a not-for-profit insurance company established by the California legislature in 1995-1996, the CEA is the largest residential earthquake insurer in the country and one of the largest in the world. In addition to providing Californians with residential insurance, the CEA also has the function of financing repair and rebuilding areas of California should a catastrophic earthquake occur in, the CEA also educates and financially helps residents strengthen their homes to reduce the impact and cost of earthquake losses. Although not an agency or department of the California government, as a public instrumentality the CEA is governed by a Board composed of five elected public officials, including California's Governor, Treasurer, and Insurance Commission.

Since its inception in 1996, the CEA has grown to cover more than 60% of the residential earthquake insurance market which includes the additional private insurers that have come on board as CEA participants. Today, the CEA has over 20 participating insurers and covers nearly one million residences throughout California, with about \$19 billion in claim-paying capacity and more than \$900 million in annual premium revenue. Although the CEA is publicly managed, its business purpose is comparable to that of a private-sector residential property insurance company and maintains access to sensitive PII on current and past California policyholders. Additionally, since 2019, the CEA has administered the California Wildfire Fund with assets of nearly \$13 billion under management.

Previously, Communication and Public Relations (Comms) was under the direction of the Chief Communication Officer (an exempt position). This position was vacated by the previous incumbent in July 2025 and the CAO has been in an acting role since the previous incumbent vacated the position. The CEO previously made the decision that Comms would be better managed by the Chief Governance Officer (CGO). After failed recruitment for that position, the Comms duties were reevaluated and were redirected to Internal Operations under the direction of the CAO. Comms is the primary point of contact for internal and external communication, public relations, and communication strategy to assist CEA in maintaining a positive image and encourages responsiveness to media request. In addition, the Comms is responsible for aligning and monitoring CEA's communication Governing Board strategic goals. More specifically the CAO directs the work of Comms, which includes setting the vision, strategies, operations, and advancement for the Comms department • Providing direction and oversight to drive key initiatives and critical communicative and marketing projects.

Responsible for directing the strategic management, coordination, implementation, control, and execution of the Communication strategies, ensuring communicative consistency with CEA's business strategy, commitments, and goals, monitoring and directing the Comms through governance and risk management. Comms coordinates directly and indirectly with executive management, and influences executive/senior management at various levels across a wide variety of functions including CEA committees and internal and external stakeholders, to aid in the advancement of CEA's strategic objectives, and advises and makes recommendations to leaders on key strategic and tactical decisions. Comms coordinates and collaborates with upper management, marketing vendors, news outlets and other leaders to ensure smooth running of all marketing projects and operations.

Information Technology

Previously Information Technology (IT) was under the direction of the Chief Information Officer (CIO) (an CEA B position). This position was vacated by the previous incumbent in December 2024 and after the position was vacated IT received oversight from the Information Technology Manager II and the Technology & Systems Advisory Committee (TSAC). The CEO has made the determination that IT would be better managed by the CAO. The CAO will be responsible for directing and ensuring implementation for the following:

- Sets the vision, strategies, operations, and advancement for the IT department.
- Provides direction and oversight to drive key initiatives and critical software, infrastructure and procurement needs for the department.
- Advises and makes recommendations to leaders on key strategic and tactical IT decisions.
- Consults with and TSAC, influences executive/senior management at various levels across a wide variety of functions.
- Builds strong cross-functional relationships with internal and external stakeholder for new and emerging critical IT business/operational strategies.
- Monitors and directs the IT team through data and risk management.
- Able to lead change and execute on business objectives through oversight and management of key stakeholders and owners.

C. ROLE IN POLICY INFLUENCE

12. Provide 3-5 specific examples of policy areas over which the CEA position will be the principle policy maker. Each example should cite a policy that would have an identifiable impact. Include a description of the statewide impact of the assigned program.

The CEA is a unique agency in that it employs three employment types- contract executives, civil service, and employees hired through staffing agencies (temporary agency staff). While this unique structure has been in place since CEA's inception, it has often been studied to determine how best to structure the organization and its staffing resources to best fulfill the CEA's mission. This has especially been a factor since the Governor tasked CEA with managing the 20 billion dollar California Wildfire Fund.

The CAO over time recognizing a need to tackle these issues has began building in policy, processes and strategies to review and analyze the current structure and to standardize how CEA reviews and makes decisions, such as staffing resource and budgetary decisions. As a first step the CAO implemented policy which established a Strategic Workforce Planning Committee in which she serves as a voting member along with the the CEO and Chief Financial Officer. This is just one of the policy planning and strategy steps for determining CEA's current and future needs needs taking into consideration the uniqueness of factoring three employment types.

The CAO as member of the Committee works collaboratively with CEA executives, leadership, and management, to support efforts and ensures strategies for managing and minimizing staffing overages, and skill gaps, and includes the need to have staff in the right place. Further, the CAO has implemented policies and practices to ensure consistency in compensation practices across all departments within CEA, often challenging when considering the different employment types.

The CAO is responsible for formulation, development and implementation of policies and decision-making authority in executing Human Resources and Administrative Services strategy of CEA's overall mission, objectives, organizational plan, and strategic direction. The CAO recommends improvement to new and existing policies and practices, when needed.

The CAO oversee all aspects of Human Resources and Administrative Services Management and EPMO practices, operations, and provide strategic support to the CEO, CEA's Governing Board, California Catastrophe Response Council, and executive management team while ensuring compliance with federal and state employment laws, the State of California's civil service rules and regulations, mandated changes, strategic plans and initiatives set forth or authorized by the CEA Governing Board and the California Catastrophe Response Council.

The CAO is a member of CEA's Risk and Compliance and Risk Management Committees, in which she serves as an executive policy advisor to provide extensive policy and program consultation and advice to the Committees, the CEO, CEAs' Governing Board, California Catastrophe Response Council, executive staff, and senior leadership . In this capacity the CAO advises on sensitive, complex and critical administrative and human resources policies and issues, including performance management, workforce strategy and organizational restructuring decisions. The CAO monitors and makes policy recommendations on the impact of legislation and regulations on all administrative CEA programs.

The CAO is a member of CEA's Technology & Systems Advisory Committee (TSAC), in which they serve as Executive Management member and advisor, driving analysis and decision-making on important and high cost investments and procurement, as CEA moves forward with the Insurance Systems Modernization. The CAO will be instrumental in creating the foundation of this newly created committee. The CAO creates policy and will have oversight of procedures that are developed and implemented under the committees jurisdiction. Additionally, The CAO initiates and implements new policies, revise existing policies necessary, and enforce enterprise- wide policies related to IT operations, IT services, IT Security, IT Solutions, project approval, various IT application systems, IT procurement and vendors management, enterprise architecture, accessibility, and oversight while ensuring alignment with the Authority's IT strategic goals.

The CAO establishes, executes and maintains the policies, strategies and processes to maximize the value of IT customers engagement and analysis; develops and implements long-range goals, plans and strategies related to meeting the CEA's and Private Insurers (PIs') needs. The CAO develops policies about governance framework and metrics of the implementation of new technologies and systems, including how data is or will be shared between programs and end users in order to combine all of data and improve the efficiency, storage and privacy of data and/or information and data being shared.

C. ROLE IN POLICY INFLUENCE (continued)

13. What is the CEA position's scope and nature of decision-making authority?

As part of the executive team, the CAO has the decision-making authority in executing Human Resources, Administrative Services strategy of CEA's overall mission, goals, objectives, organizational plan, and strategic direction. The CAO recommends improvements to new and existing policies and practices, when needed and is responsible for policy development and implementation in the following functions and programs.

The CAO serves as the policy advisor to provide extensive policy and program consultation and advice to the CEO, CEA's Governing Board, California Catastrophe Response Council, CEA's Technology & Systems Advisory Committee, executive staff, and senior leadership regarding sensitive, complex and critical administrative and human resources issues, performance management, labor relations, workforce strategy, workforce succession, Workplace Violence administration, and organizational restructuring decisions.

The CAO has direct oversight of the EPMO, and is the the primary point of contact for department wide project planning, execution, governance, and strategy to assist stakeholders in achieving desired project goals. In addition, the EPMO is responsible for aligning and monitoring CEA's portfolio of work to encourage selecting and managing projects that will provide value and advance the strategic direction as provided by the executive management team.

The CAO has direct oversight of IT, the largest single department within CEA. The CAO serves as the primary point of contact for IT contracts, procurement, operations, security and support, and Infrastructure. The CAO provides monitoring, consultation and approval for sensitive IT functions, including but not limited to off site database storage, IT system modernization and vast oversight of IT contracts. Along with the CAO's oversight and leadership of the IT department. They also serve as as an Executive Member of CEA's Technology & Systems Advisory Committee, setting forth clear goals, direction, policies and procedures for IT functions.

The CAO has direct oversight of Communications and Public Relations, serving are the main point of contact to Executive staff, CEO and Governing Board on the emerging communication and marketing strategies. The CAO will create the blue print for Communication and Public Relation staff to follow, with clear procedural and polices on dealing with the public and medial request.

14. Will the CEA position be developing and implementing new policy, or interpreting and implementing existing policy? How?

The CAO is responsible for formulating, developing and implementing of policies, procedures, and decision making authority in executing Human Resources' and Administrative Services' strategy of CEA's overall mission, objectives, organizational plan, and strategic direction. The CAO recommends improvements to new and existing policies and practices when needed. The CAO is the final reviewer and approver of all existing and updated policies drafted by reporting staff.

The CAO identifies and develops new policies, revises existing policies as new and emerging laws and best practices occur, and enforces enterprise- wide policies related to IT operations, IT services, IT Security, project approval, various application systems, IT procurement and vendors management, enterprise architecture, accessibility, and oversight while ensuring alignment with the CEA's IT strategic goals. For example, the CAO develops and implements the enterprise data management policy to regulate how the data is shared between business units; develops and executes the IT security strategies and structure required to protect and mitigate the risks to CEA data, intellectual property (IP), and assets. The CAO is the final reviewer and approver of all existing and updated policies drafted by reporting staff.