

City of Corpus Christi City Auditor's Office

F25-006 Emergency Management Disaster Recovery Plan Follow-Up Report

George Holland
City Auditor
August 13, 2025



Executive Summary

As part of our annual audit plan, the City Auditor’s Office (CAO) followed up on the AU24-010 Office of Emergency Management (OEM) – Disaster Recovery Plan dated September 24, 2024. The original audit aimed to assess the City of Corpus Christi’s Disaster Recovery Plan for adequacy and preparedness testing.

The original audit made three recommendations: requiring Incident Command System (ICS) FEMA training for Level 300¹ staff who have direct and critical action roles during emergencies, offering language diversity options for public information, and updating the crisis management internet-based system, WebEOC.

Management accepted the recommendations from the original audit and agreed to implement the necessary process changes.

Management indicated that two of the three recommendations have been implemented, with one still in progress. Auditors then reviewed the submitted information and confirmed that two have been implemented while one remains in progress.

A complete list of recommendations and current statuses is available on page 1. Additional details about the recommendations in progress can be found in Appendix A.

We conducted this follow-up review in accordance with the Global Internal Audit Standards. These standards require that we confirm that management has implemented our recommendations or management’s action plans. We inquired about the progress on implementation, performed follow-up assessments using a risk-based approach, and updated our tracker and Five-Year Follow-Up Dashboard to reflect issues and report this at every Audit Committee Meeting.

¹ Level 300 staff refers to City employees in the 300 grade pay range, such as Department Directors and Assistant City Managers

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FU25-006 Emergency Management Disaster Recovery Plan Follow-Up Report

Issue No.	Recommendation/Action Items	Management Assertion	Status	Point of Contact
1. Level 300 Series City Staff Not Completing ICS-300 FEMA Training				
1	Has the policy been revised to allow the Office of Emergency Management to coordinate with City leadership to determine which departments serve in critical roles during emergencies?	<i>In Progress</i>	<i>In Progress</i>	<i>Jace Johnson</i>
2. Diversify Language Options				
2	Has the Office of Emergency Management coordinated with Communications on implementing languages other than English on the City website?	<i>Implemented</i>	<i>Implemented</i>	<i>Jace Johnson</i>
3. Updating WebEOC Internet-Based Crisis Management Software				
3	Has the Office of Emergency Management coordinated with IT and Juvare ² to update WebEOC to the latest version?	<i>Implemented</i>	<i>Implemented</i>	<i>Jace Johnson</i>

Legend:	
<i>Implemented</i>	Evidence supported documentation.
<i>Not Implemented</i>	Action or control not applied.
<i>In Progress</i>	Action or control in the process of being.

Staff Acknowledgements:

Amr Hussein, CIA, CISA, CFE, Audit Manager
Samantha Chapa, Auditor

² WebEOC is Juvare's cloud-based solution for Emergency Management

Appendix A: Additional Follow-up Information

1. Level 300 Series City Staff Not Completing ICS-300/400 FEMA Training

According to an Administrative Directive presented at an Executive Leadership meeting on February 16, 2023, and signed by the City Manager on the effective date, February 27, 2023, all employees in the 300 series must obtain certifications by successfully completing FEMA's Incident Command System training. The OEM is responsible for keeping records of the FEMA ICS course certifications for all 300 series employees. In the original audit, we found that 21% of Level 300 Series City staff had received the required FEMA ICS 300 and 400 training.

Recommendation:

Department directors and assistant directors who have direct and critical action roles during emergencies should be required to attend ICS 300 and 400. The CAO recommends revising the policy to allow the OEM to coordinate with city leadership to help determine which departments serve in critical roles during emergencies. Organizations in the area offer training, and the OEM will continue to release details via email to those department directors and assistant directors as upcoming ICS training information becomes available.

Management's Assertion: In Progress

Audit Status: In Progress

Appendix B: Management's Response



CITY OF CORPUS CHRISTI
**EMERGENCY
MANAGEMENT**

August 13, 2025

George H. Holland
City Auditor
Corpus Christi, Texas

Re: FU25-006 Emergency Management – Disaster Recovery Plan Follow-Up Report

Emergency Management has carefully reviewed the follow-up report referenced above.
As there are no new recommendations for management, no responses are required.

☒ Agree

☐ Disagree

Regards,

A handwritten signature in black ink, appearing to read "Jace Johnson", written over a horizontal line.

Jace Johnson
Emergency Management Coordinator

8.19.2025

Date

A handwritten signature in blue ink, appearing to read "Brandon Wade", written over a horizontal line.

Brandon Wade
Fire Department Chief

8.19.2025

Date

A handwritten signature in blue ink, appearing to read "Peter Zanoni", written over a horizontal line.

Peter Zanoni
City Manager

8.25.25

Date