Support Services and Resources

Discrimination, Harassment, Retaliation, Sexual Misconduct, Sexual Harassment, Stalking, Dating and Domestic Violence

**Campus Confidential Advocate**
Confidential Support
Location: Student Health Services
Email: advocate@csulb.edu | Phone: (562) 985-2668

**ATOD/Violence Prevention & Sexual Misconduct Prevention Counselor**
Confidential Support - Students Only
Location: Student Health Services
Phone: (562) 985-1732

**Counseling & Psychological Services (CAPS)** Confidential Support - Students Only
Location: Brotman Hall 226
Phone: (562) 985-4001
(includes after hours crisis counseling)

**YWCA-GLA Sexual Assault Crisis Services** Confidential Support
24 Hour Hotline: (877) 943-5778 (Y-HELPS-U)

**University Police Department**
Location: 1250 Bellflower Blvd. Long Beach, CA 90840 Phone: 911 or (562) 985-4101 (24 hour/non-emergency)

**Title IX Coordinator**
Location: Foundation, Suite 220
Office Hours: M-F 8am – 5pm
Email: Larisa.Hamada@csulb.edu | Phone: (562) 985-8256

**CSULB Night Escort Program**
Hours: Sun.-Thurs. 6:30pm-12am | Fri.-Sat. 5:30pm-9:30pm
Phone: (562) 985-4101 | "Blue Light" emergency telephones located throughout campus.
*You may still contact UPD outside of the specified hours for an escort.*

**Faculty & Staff Assistance Program**
Confidential Support - Employees Only
Location: Foundation Building, Suite 151
Phone: (562) 985-7434  *By appointment*

**University Ombuds**
Location: Foundation, Suite 140
Email: ombuds@csulb.edu | Phone: (562) 985-5983

**Respondent Advisor Program**
Location: Foundation, Suite 220
Phone: (562) 985-8256
Email oed@csulb.edu to request a Respondent Advisor

Office of Equity & Diversity | Foundation, Suite 220 | (562) 985-8256 | oed@csulb.edu | www.csulb.edu/oed
Process

Informal Resolution Process
• Complainants may choose to attempt an early resolution prior to, or instead of, filing a formal complaint. (Interim Policy, Art. VI).
• The purpose of the Early Resolution Process is to explore whether the Complainant’s concern(s) can be resolved by the campus without an investigation.
• Possible outcomes include interim remedies or disciplinary actions. (Interim Policy, Art. VI, Sec. C).
• If a resolution is not reached, the Complainant still has a right to file a formal complaint for investigation. A Complainant may also choose to bypass the Early Resolution Process and ask for an investigation. (Interim Policy, Art. VI).

Investigation Process
• The Title IX Coordinator/DHR Administrator will determine whether to open an investigation after making a preliminary inquiry into the allegations. (Interim Policy, Art. IV, Sec. D).
• An investigation may not be warranted where the reported information is insufficient. (Interim Policy, Art. IV, Sec. D).
• In certain circumstances, an investigation may be initiated by the University even if a written complaint has not been filed. (Interim Policy, Art. IV, Sec. C).
• Complainant and Respondent can appeal the outcome of an investigation to the CSU Chancellor’s Office. (Interim Policy, Art. VIII, Sec. A).
• Title IX investigations often require a live hearing. (Interim Policy, Art. II and Art. IX).

Key Information

Advisor
Complainant and Respondent both have the right to an Advisor. The Advisor cannot be an involved party, potential witness, or any arbiter of potential discipline in the case. The Advisor’s role is to consult with the party, but they may not answer questions or speak on behalf of the party. (Interim Policy Art. III, Sec. B).

Non-Retaliation
All participating parties, including any witnesses listed by either party, are protected under the University's non-retaliation policy (Interim Policy Art. II, Sec G).

Confidentiality
The University treats information with sensitivity but cannot guarantee confidentiality. The University’s primary objective is to take appropriate action to stop prohibited behavior and to prevent retaliation. In certain circumstances, this may preempt any request for anonymity or confidentiality. (Interim Policy Art. IV, Sec. C/iii).

Timeline
An investigation can take 100 business days from the date the complaint is accepted for investigation, not including the formal hearing required in most Title IX cases. (Interim Policy, Art. VII, Sec. A/vii).

Office of Equity & Diversity