



FAS TRUE NORTH SCORECARD Q4 FY2021-22

As of: 06/30/22

Metric (Metric description)	FY21	Q1	Q2	Q3	Q4	FY22 Actual	FY 22 Target
OUR PEOPLE							
M1 FAS Employee Engagement (Expressed on FAS Grand Mean scale of 1-5)	4.10	Results available annually at FY end			4.07	4.07	4.11
M2 Advancing Racial Equity and Belonging (# of tactics met)	4 of 4	0 of 4	.5 of 4	.5 of 4	2 of 4	2 of 4	4 of 4
CUSTOMER EXPERIENCE							
M3 FAS Customer Satisfaction (% Core services improved, or maintained high performance (≥67 or rate 7 on 10-pt scale))	80% (49 of 61)	75% (42 of 56)	76% (54 of 71)	76% (54 of 71)	74% (55 of 74)	74% (55 of 74)	75% (52 of 69)
SAFETY							
M4 Campus Workplace Injuries, Count (Expressed as # incidents per 100 FTE ⁴)	469 3.1	105 0.6	87 0.6	94 0.6	102 0.6	388 2.4	488 3.1
RESOURCE MANAGEMENT & STEWARDSHIP							
M5 FAS Variance from Plan Change in Net Position (Expressed as % of Plan Revenue)	6.3%	13.8%	15.9%	10.3%	13.3%	12.3%	±2% from 0
INNOVATION							
M6 Value Improvement Created (Expressed as cumulative net \$ ROI created for all value improvement projects)	\$4.7M (33% of 3-yr target)	Available after December Presentations	\$6M (41% of 3-yr target)	\$9.7M (65% of 3-yr target)	\$6M (41% of 3-yr target)	\$6M (41% of 3-yr target)	\$14.8M (100% of 3-yr target cohort 1)

Footnotes

^{M3} FY21 excludes CLS services due to COVID-19 shelter in place disrupting operations, but adds new services for Facilities and Real Estate. A same service comparison in FY21 would score 74% services 67+. FY22 services to increase by 8 due to resuming paused CLS survey (7 services) and starting PMO survey (1 service). Target set based on services with 67+ ratings in FY21 sustaining those ratings in FY22.

^{M4} Shifted from to Campus Heacount to FTE in FY22 (excluding student employees and contractors / visitors) to be consistent with Health.

^{M6} Each quarter is cumulative and includes the \$4.7M FY21 result to strive for 14.8M cumulative goal for FY22.

Reduction in ROI during final quarter is due to an unexpected significant increase in recruitment volume without ability to quickly staff up Talent Acquisition team (ie, did not have immediate resource to meet demand).

M3: FAS CUSTOMER SATISFACTION	FY21 Baseline		FY22 YTD (2 waves)		FY22 Target	↑↓ vs Target
	#	%	#	%		
Core services improved, OR maintained high performance (≥67 or 7 on 10-pt scale)						
HR - Individual Contributors	(6/11)	45%	(5/11)	45%	45%	
HR - Managers/Supervisors	(9/13)	69%	(4/14)	29%	38%	↓
Finance	(5/7)	71%	(7/7)	100%	71%	↑
UCSF IT	(14/14)	100%	(14/15)	93%	100%	↓
Campus Life (excl FS) ¹			(9/10)	90%	100%	↓
UCSF Police ²	(1/1)	100%	(1/1)	100%	100%	
Campus Life - Facilities Services ³	(11/11)	100%	(11/11)	100%	100%	
UCSF Real Estate ³	(3/4)	75%	(3/4)	75%	75%	
PMO ⁴			(1/1)	100%	100%	
FAS Rollup	(49/61)	80%	(55/74)	74%	75% ⁵	↓

¹ CLS survey on pause in FY21 due to shelter in place.

² Police use field services transactional survey for reported incidents; count as one service.

³ RE survey semi-annual

⁴ PMO survey sent at end of project throughout year; results reported at year end due to small number of surveys.

⁵ Target based on services scoring good / v. good in FY21 sustaining those scores; beating target requires additional services to improve or meet 67+ threshold.

M4: WORKPLACE INJURIES By Incident Count	FY21 Baseline	FY22 Q4	FY22 YTD @ Q4	5 Qtr Rolling Trend
Bend/Squat/Stoop	5	2	4	
Biohazard/Chemicals	33	3	13	
Bloodborne Pathogen	155	27	111	
Body Position	14	3	11	
Carrying	1	0	3	
COVID 19 - Related	25	25	59	
Cuts/Scrapes/Bruises	17	6	14	
Equipment	20	3	10	
Fall Between Levels	2	0	1	
Infectious Disease	16	1	2	
Lifting/Lifting Patient	19	4	14	
Mental/Physical	10	1	8	
Other/Rare Occurrence	36	12	40	
Push/Pull	22	2	6	
Reaching/Over Extension	8	0	4	
Slip/Fall Same Level	10	4	16	
Stairs/Steps	12	1	6	
Struck by Object/Person	21	6	31	
Tripped	12	0	5	
Vehicle Accident	5	0	8	
Walking	6	0	3	
Work Duties	20	2	19	
Total Campus	469	102	388	

M2: ADVANCING RACIAL EQUITY AND BELONGING		FY22 YTD	FY22 Target
Tactics	FY21 Baseline		
1. Belonging Index	4.02	3.98	4.04 (+.02)
2. Action Plan Accountability	100% depts complete action plans	Q2: 100% Q4: Suspended due to new system (Accountability Index +.03)	Q2: 100% (9 of 9 depts) complete action plans Q4: 90% actions complete
3. Development and Growth	\$313.6K ¹	187% (\$588.0K)	+10% (\$345.0K)
4. Education and Dialog	New metric	49%	50%
Total Tactics Met		2 of 4	4 of 4

Tactic Details:

1. **Belonging:** Increase Belonging Index by .02 (from 4.02)

2. **Accountability:** 100% FAS departments reporting to SVC submit summary of department's action plans to address DEIA-AR, Engagement and Belonging by 12/1/21 (GallupAccess or refresh of FAS Teams excel summary) and complete 90% of the actions by June 30, 2022

3. **Development and Growth:** in support of the plan developed in #2 above, increase investment from FY21 baseline by 10% by department in Development, Learning and Growth of employees, focusing on underrepresented employees, by 6/30/22

4. **Education and Dialog:** 50% FAS staff participate in at least one DEIA-AR education event led by FAS DEIA-AR Steering Committee, or an event approved by the SVC direct report

¹ Training baseline revised to include additional training funds from Real Estate and Audit

M4: WORKPLACE INJURIES By Department	FY21 Baseline	FY22 Q4	FY22 YTD @ Q4
Facilities	55	10	51
Transportation	6	0	13
Campus Life, Other	17	3	5
Controller's	1	1	1
Supply Chain	5	0	4
Other UCSF Finance	0	0	0
UCSF Real Estate	0	0	0
Information Technology	2	0	0
Police	21	2	13
Human Resources	2	4	8
Program Management	0	0	0
Subtotal FAS	109	20	95
Subtotal Schools & EVCP	360	82	293
Total Campus	469	102	388
<i>Per capita</i>	<i>0.02</i>	<i>0.01</i>	<i>0.01</i>

65% of injury in Subtotal Schools/EVCP is SOM

M4: WORKPLACE INJURIES		FY22 Q4	FY22 % of FAS incidents
FAS Top Incidents	Dept		
Lifting/Lifting Patient	Fac, Transp	4	20%
Other/Rare Occurrence	Fac, HR(TEP), Pol	3	15%
COVID 19 - Related	HR(TEP), Fac	2	10%