



FAS TRUE NORTH SCORECARD Q4 FY2020-21
as of: 6/30/21

	Metric <i>(Metric description)</i>	As of 6/30/20	Q1	Q2	Q3	Q4	FY21 Year to Date	1-Year Target by 6/30/21
OUR PEOPLE								
M1	FAS Employee Engagement <i>(Expressed on FAS Grand Mean scale of 1-5)</i>	<i>Paused due to COVID (FY19=4.06)</i>	<i>Results available annually at FY end</i>			4.10	4.10	4.06
M2	Advancing Racial Equity and Belonging <i>(# of tactics met)</i>	N/A	<i>New metric, begin measuring in Q3</i>		2 of 4	4 of 4	4 of 4	4 of 4
CUSTOMER EXPERIENCE								
M3	FAS Customer Satisfaction <i>(% Core services improved, or maintained high performance (≥67 or rate 7 on 10-pt scale))</i>	56% <i>(25 of 45)</i>	<i>Paused due to COVID</i>	77% <i>(43 of 56)</i>	79% <i>(48 of 61)</i>	80% <i>(49 of 61)</i>	80% <i>(49 of 61)</i>	56%
SAFETY								
M4	Campus Workplace Injuries, Count <i>(Expressed as # incidents per 100 headcount)</i>	439 2.0	102 0.5	143 0.6	130 0.6	94 0.4	469 2.1	463 2.1
RESOURCE MANAGEMENT & STEWARDSHIP								
M5	FAS Change in Net Position <i>(Reduce planned deficit)</i>	\$18.3M	\$4.2M	\$7.9M	\$13.4M	(\$11.7M)	\$25.4M	(\$11.6M)
INNOVATION								
M6	Value Improvement Created <i>(Expressed as cumulative net \$ ROI created for all value improvement projects)</i>	\$2.2M <i>(15% of 3-yr target)</i>	\$1.8M <i>(13% of 3-yr target)</i>	\$2.8M <i>(20% of 3-yr target)</i>	\$4.7M <i>(33% of 3-yr target)</i>	<i>Value to be identified in September Presentation</i>	\$4.7M <i>(33% of 3-yr target)</i>	\$7.0M <i>(47% of 3-yr target)</i>

Footnotes

M3 CLS Survey on pause in FY21 due to shelter in place, scores removed from baseline

M5 FAS departments included 20M of permanent core reductions and 20M of auxiliary reductions in their FY21 operating budgets. While FAS planned an 11.6M Change in Net Position deficit, end of year result is 25.4M (37M better than plan).

M6 Value Improvement values restated for FY20 and Q1, Q2 to change investment from committed to actual invested. Each quarter is cumulative and includes the \$2.2M FY20 result to strive for 7M cumulative goal for FY21.

As of 6/30/21

M3: FAS CUSTOMER SATISFACTION	FY20 Baseline		FY21 YTD				
Core services improved, OR maintained high performance (≥67 or 7 on 10-pt scale)	#	%	#	%	↑↓	FY21 Target	5 Qtr Rolling Trend
HR - Individual Contributors	(4/11)	36%	(6/11)	55%	↑		
HR - Managers/Supervisors	(3/13)	23%	(9/13)	69%	↑		
Finance	(5/7)	50%	(5/7)	71%			
UCSF IT	(12/13)	93%	(14/14)	100%	↑		
Campus Life (excl FS) ¹	(8/8)	100%					
UCSF Police ²	(1/1)	100%	(1/1)	100%			
Campus Life - Facilities Services ³			(11/11)	100%			
UCSF Real Estate ³			(3/4)	75%			
FAS Rollup	(25/45) ¹	56%	(49/61)	80% ⁴	↑	56%	

¹ CLS survey on pause in FY21 due to shelter in place; scores removed from baseline.

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

³ Former Physical Work Environment survey split into separate Facilities and Real Estate surveys; with Q2 and Q3 launch, respectively.

⁴ FAS applies to apples rollup to baseline (excludes CLS, Facilities and Real Estate) is 74% (34 of 46 services good/very good or improved) which is better than FY20.

M4: WORKPLACE INJURIES By Incident Count	FY20 Baseline	FY21 Q4	FY21 YTD @ Q4	5 Qtr Rolling Trend
Bend/Squat/Stoop	7	0	5	
Biohazard/Chemicals	3	5	33	
Bloodborne Pathogen	155	25	155	
Body Position	7	6	14	
Carrying	1	0	1	
COVID 19 - Related	10	1	25	
Cuts/Scrapes/Bruises	16	7	17	
Equipment	5	3	20	
Fall Between Levels	1	0	2	
Infectious Disease	11	0	16	
Lifting/Lifting Patient	14	2	19	
Mental/Physical	11	4	10	
Other/Rare Occurrence	58	10	36	
Push/Pull	5	2	22	
Reaching/Over Extension	7	2	8	
Slip/Fall Same Level	18	2	10	
Stairs/Steps	10	3	12	
Struck by Object/Person	44	7	21	
Tripped	10	6	12	
Vehicle Accident	9	1	5	
Walking	9	3	6	
Work Duties	28	5	20	
Total Campus	439	94	469	

M2: ADVANCING RACIAL EQUITY AND BELONGING		FY21 YTD	
Tactics	Baseline	Staff	Leaders
1. DEIA Training	Training launched Jan 25th	94%	100%
2. Skelly Officer Representation	12.10%	+8.3% (20.4%)	
3. Belonging Index	3.95	4.02	
4. Recruitment Equity	NA	100%	
Total Tactics Met		4 of 4	

Tactic Details:

- 90% all FAS staff and 100% leaders (FAS Executive Team and Direct F hired before April 1, 2021 complete DEIA training by 6/30/21.
- Increase representation of Black/African American and Hispanic/Lati Officers by 5% (measured at UCSF enterprise level).
- Gallup Sense of Belonging Index comprised of 10 questions from Gal
- 100% of all M3 and up recruitments follow established equity standa starting FY21.

M4: WORKPLACE INJURIES By Department	FY20 Baseline	FY21 Q4	FY21 YTD @ Q4
Facilities	32	10	55
Transportation	14	5	6
Campus Life, Other	9	3	17
Controller's	3	0	1
Supply Chain	2	0	5
Other UCSF Finance	1	0	0
UCSF Real Estate	0	0	0
Information Technology	1	0	2
Police	23	2	21
Human Resources	7	1	2
Program Management	0	0	0
Subtotal FAS	74	21	109
Subtotal Schools & EVCP	287	73	360
Total Campus	361	94	469

Per capita 0.4 0.6 2.1
 84% of injury in Subtotal Schools/EVCP is SOM

M4: WORKPLACE INJURIES		FY21 @ Q4	FY21 % of dept
FAS Top Incidents	Dept		
Struck by Object/Person	Facilities, Transp, DocMe	5	24%
Body Position	Police, Transp	2	10%
Lifting/Lifting Patient Total	HR, DocMedia	2	10%
Other/Rare Occurrence Total	Facilities	2	10%