



FAS TRUE NORTH SCORECARD Q2 FY2020-21

as of: **1/28/21**

Metric (Metric description)	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 (Expressed on FAS Grand Mean scale of 1-5)	Paused due to COVID (FY19=4.06)	Results available annually at FY end				Pending	4.06
M2 Advancing Racial Equity and Belonging (# of tactics met)	N/A	New metric, begin measuring in Q3				Pending	4 of 4
CUSTOMER EXPERIENCE							
M3 FAS Customer Satisfaction (% Core services improved, or maintained high performance (≥67 or rate 7 on 10-pt scale))	56% (25 of 45)	Paused due to COVID	77% (43 of 56)			77% (43 of 56)	56%
M4 Campus Workplace Injuries, Count (Expressed as # incidents per 100 FTE)	439 2.0	102 0.5	143 0.6			245 1.1	463 2.1
RESOURCE MANAGEMENT & STEWARDSHIP							
M5 FAS Change in Net Position (Reduce planned deficit)	\$18.3M	\$4.2M	\$7.9M			\$12.0M	(\$11.6M)
INNOVATION							
M6 Value Improvement Created (Expressed as cumulative net \$ ROI created for all value improvement projects)	\$1.3M (9% of 3-yr target)	\$1.0M (7% of 3-yr target)	May Report-Out			\$1.0M (7% of 3-yr target)	\$7.0M (47% of 3-yr target)

Footnotes

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

^{M5} FAS departments included 40M of permanent budget reductions into their FY21 operating budgets, resulting in an 11.6M Change in Net Position planned deficit. Second quarter indicates FAS performance is better than plan, however the 7.9M CINP does not include debt service payments reforecasted to January (~\$8M).

^{M6} Value Improvement created decreased because of two main reasons (1) project expenses increased in Q1 (benefits to be reported in future) (2) One project changed the driver from FY20 - the changed metric will be captured in future quarters.

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%	(2/6)	33%	↓		
UCSF IT	(12/13)	93%	(15/15)	100%	↑		
Campus Life (excl FS) ¹	(8/8)	100%					
UCSF Police ²	(1/1)	100%	(1/1)	100%			
Campus Life - Facilities Services ³			(10/10)	100%			
UCSF Real Estate ³			Pending	Pending			
FAS Rollup	(25/45) ¹	56%	(43/56)	77% 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 72% (33 of 46 services good/very good or improved) which is better than FY20.

M4: WORKPLACE INJURIES By Incident Count	FY20 Baseline	FY21 Q2	FY21 YTD @ Q2	5 Qtr Rolling Trend
Bend/Squat/Stoop	7	1	3	
Biohazard/Chemicals	3	5	11	
Bloodborne Pathogen	155	59	90	
Body Position	7	4	5	
Carrying	1	1	1	
COVID 19 - Related	10	2	10	
Cuts/Scrapes/Bruises	16	5	9	
Equipment	5	4	11	
Fall Between Levels	1	1	2	
Infectious Disease	11	15	15	
Lifting/Lifting Patient	14	10	15	
Mental/Physical	11	2	4	
Other/Rare Occurrence	58	4	15	
Push/Pull	5	4	10	
Reaching/Over Extension	7	4	4	
Slip/Fall Same Level	18	4	6	
Stairs/Steps	10	3	5	
Struck by Object/Person	44	6	9	
Tripped	10	3	5	
Vehicle Accident	9	0	3	
Walking	9	2	2	
Work Duties	28	4	10	
Total Campus	439	143	245	

M2: ADVANCING RACIAL EQUITY AND BELONGING		FY21 YTD	
Tactics	Baseline	Staff	Leaders
1. DEIA Training	Training launched Jan 25th	Pending	Pending
2. Skelly Officer Representation	12.1% (18 of 149)	Pending	
3. Belonging Index	3.95	Pending	
4. Recruitment Equity	NA	Pending	
Total Tactics Met		Pending	

Tactic Details:

- 90% all FAS staff and 100% leaders (Directors through Senior Vice Chaired before April 1, 2021 complete DEIA training by 6/30/21).
- Increase representation of Black/African American and Hispanic/Latin Officers by 5% (measured at UCSF enterprise level).
- Gallup Sense of Belonging Index comprised of 10 questions from Gallup.
- 100% of all M3 and up recruitments follow established equity standards starting FY21.

M4: WORKPLACE INJURIES By Department	FY20 Baseline	FY21 Q2	FY21 YTD @ Q2
Facilities	32	13	23
Transportation	14	1	1
Campus Life, Other	9	7	8
Controller's	3	0	0
Supply Chain	2	0	5
Other UCSF Finance	1	0	0
UCSF Real Estate	0	0	0
Information Technology	1	0	1
Police	23	11	14
Human Resources	7	1	1
Program Management	0	0	0
Subtotal FAS	74	33	53
Subtotal Schools & EVCP	287	110	192
Total Campus	361	143	245

Per capita

81% of injury in Subtotal Schools/EVCP is SOM

M4: WORKPLACE INJURIES		FY21 YTD @ Q1	FY21 % of dept
FAS Top Incidents	Dept		
Lifting/Lifting Patient	Facilities, Police, CLS	6	11%
Lifting/Lifting Patient	CLS, Police, Facilities	6	11%
COVID 19 - Exposure	Facilities, Police	3	6%
Work Duties	Facilities, Police	3	6%