TODAY'S AGENDA

- **Fireside Chat**
  SVC Erin Gore and VC Communications Won Ha

- **Celebrating Our People**
  SVC STAR Awards, Chancellor Awards and Retirements

- **SVC Update**
  FAS Staff Engagement Survey and belonging update, DEIA-AR action plan update, fossil-free UC, emergency management and budget process check in

- **Restorative Justice**
  Ailene Estalilla and Juri Sanchez

Thank you!

Rae-ven Briosos-Moon
Project Coordinator
UC Police Department

Emily Lefson
Conference and Event
Services Manager
Campus Life Services

Sandy Greenfield
AV Technician

UCSF IT

UCSF

A Conversation with SVC Erin S. Gore and Vice Chancellor of Communications Won Ha
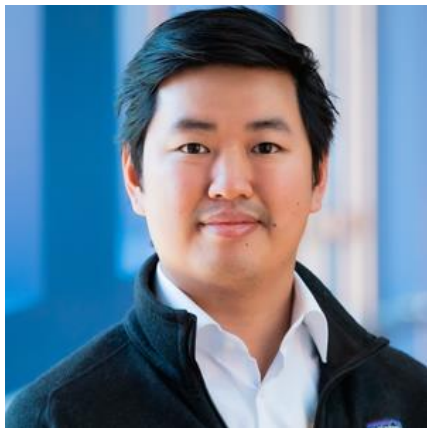
Managers Town Hall June 15, 2023

Welcome

Welcome staff new to this meeting

Jeff Uchida
Manager of Capital
Accounting
UCSF Finance

Morissa Gleichenhaus
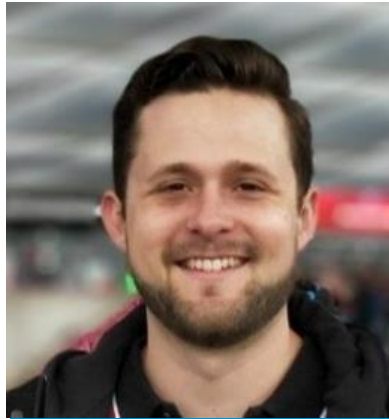Assistant Director
Budget + Resource Mgmt.
UCSF Finance

Ana Dolatabadi, PsyD
Director, Faculty Staff Assistance
Program (FSAP)
UCSF HR

Welcome staff new to this meeting

Sharon Priest
Assistant Director, Space
and Capital Planning
UCSF Real Estate

Cameron Smith
Interim Benefits Manager
UCSF HR

Kathleen Yumul
Wellness Program Manager

UCSF HR

UCSF

Welcome staff new to this meeting

John Chin
Director of IT
Customer Experience
UCSF IT
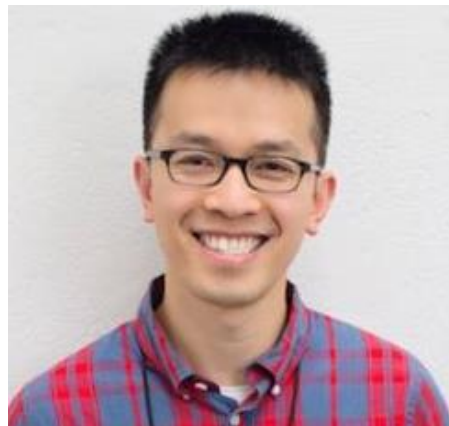
Jason Lin
ServiceNow
Development Manager
UCSF IT

Melissa Tameta
Financial Applications
Manager, UCSF IT

UCSF

Welcome new staff

Alma Martinez
Director of Accounts Receivable
and Banking Services
Controller's Office

Ashley Penny
Financial Services Director
Controller's Office

Mel Maxwell
Executive Director of Logistics
UCSF Finance

Welcome new staff

Maricella Miranda
Communications Manager

UCSF Real Estate

John Watkins
Director of Project Delivery

UCSF Real Estate

Randy Fenn
Administrative Lieutenant

UCSF Police Department

Welcome new staff

Laura Combs
Project Manager,
Housing Services
Campus Life Services

Tyler Dewey
Transportation Demand Manager
Campus Life Services

Nathalie Larsen
Family Services Director
Campus Life Services

UCSF

Welcome new staff

Cesar Higueros
Director of Network Services
UCSF IT

Allison Larsen
Chief of Staff
UCSF IT

Suchitra Kandhi
Director of Business
Systems Technologies
UCSF IT

Welcome new staff

Sumesh Jain
Director of Business
Informatics & Analytics
UCSF IT

Garima Srivastava
Vice President and Associate
CIO, Enterprise Services
UCSF IT

Susan Tincher
Vice President,
IT Infrastructure Services
UCSF IT

UCSF

Celebrating Our People:
SVC STAR Awards, Chancellor Awards and Retirements

Senior Vice Chancellor STAR Achievement Awardees

John Rosendo   Gina Curiel   Ed Shelton   Debra Roche Mathau

John Rosendo
Energy Analyst
Facilities Services
Campus Life Services

"John's behind-the-curtain work often gets overlooked; his ability to improve energy expenditure in the current climate environment should be applauded especially while positively impacting the UCSF budgets."

Gina Curiel
Police Dispatcher
UCSF Police Department

"It's exciting to see a front-line person nominated for this prestigious award. DEI and wellness seem to be a point of passion for Gina and she provides excellent customer service to both the public and her colleagues."

Ed Shelton

Security Supervisor
UCSF Police Department

"Ed's unique role had a major impact on patients and staff at BCH-Oakland Hospital which is a very multicultural and diverse environment. His ability to educate staff and provide additional training to de-escalate conflict is commendable."

Debra Roche Mathau
Senior Program Manager
UCSF Real Estate

"This is a great example of leveraging and strengthening partnerships across FAS and the Office of Diversity and Outreach. I applaud Debra's effort and innovative thinking to create a model that can continue to be used to make UCSF a more accessible place."

Chancellor Awardees for Exceptional University Management and Service

Rick Larsen
Director of Research Informatics, UCSF IT

Shauna Strong
Director of Administration & Policy
FAS, Office of the Senior Vice Chancellor

Congratulations Retirees

CLS

Siham Bajjalieh, Facilities

Rajendra (Raj) Bhakta, Facilities

Jennie Birch, DM

Judy Flannery, DM

Lisa Gee, DM

Luis Morales, Facilities

Marlene Ramirez, Transportation

Leslie Santos, Housing

Daniel Woodward, Facilities

Jun Zerna, Fit Rec

Finance

Vanessa Wong, SCM

HR

Maxine Ferman, L&OD

Bonnie Johnson, Office of Faculty and Academic Affairs

Lili Liu, Shared Services

Shelley Patton, LER

Lance Page, L&OD

PD

Bin Ouyang, Security Services

Zayda Bonilla, WEID

Ron Serchia, WEID

RE

Merv Dixon, Campus Design & Construction

IT

Lynn Bosworth, Svc. Mgmnt.

Kerry Chao, Field Svcs.

Sherman Chin, Infrastructure

Melinda Chan, Field Svcs.

Christos Konstantinidis, Field Svcs.

Nelson Lee, Academic Research

Andrew Li, Financial Apps

Andrei Mattes, ID & Access

Leonard Moon, CLS Apps

Penny Pan, Financial apps

Hema Pillay, ID & Access

Lorren Ramirez, PMO

Cliff Sacks, Unified Comms

Unmute and celebrate!

SVC Update

SVC Update

- Staff Engagement Results
- DEIA-AR action plans
- Climate change and fossil-free
- Emergency Management
- Quarterly business pulse checks

Something else to celebrate: FAS Staff Engagement Survey Results Snapshot

Who We Are

FAS Financial and Administrative Services – 1,900 team members

Campus Life Services	UCSF Finance	UCSF HR	UCSF IT
UCSF Police Dept.	UCSF Program Mgmt. Office	UCSF Real Estate	Audit & Advisory Services

UCSF
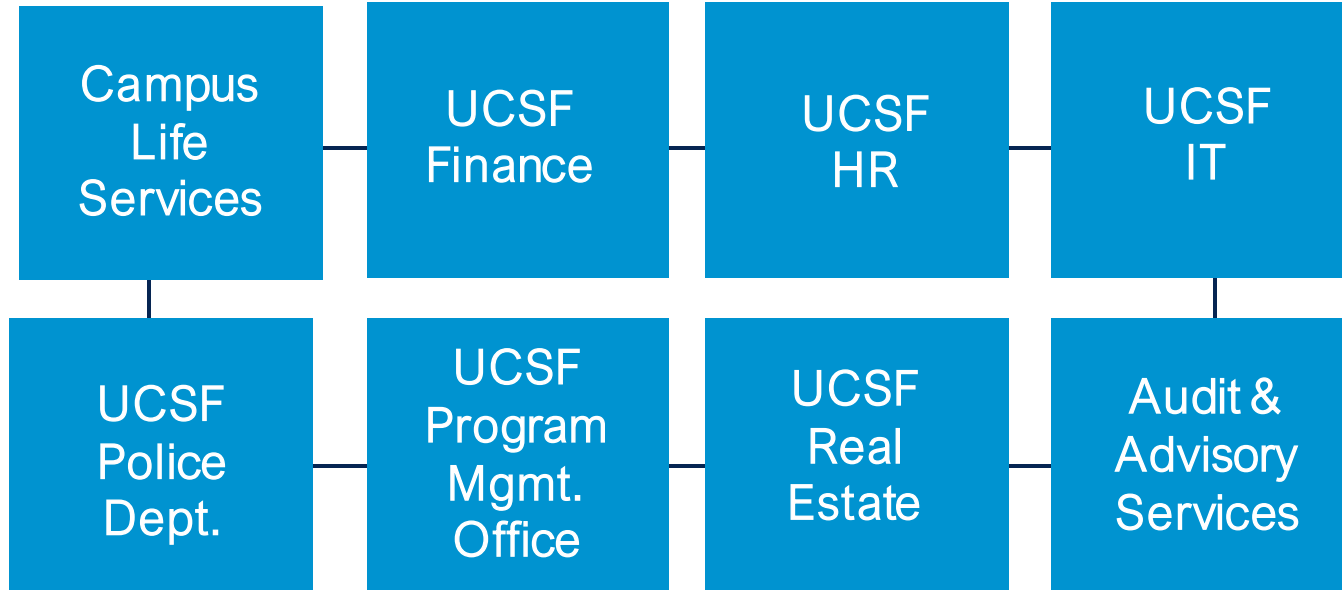
FAS Strategic Direction Snapshot

Our People	Customer Experience	Safety	Resource Management & Stewardship	Innovation
Create an optimal work experience	Create exceptional customer experience	Deliver a safe and secure environment	Manage costs and optimize assets	Invest in transformation and continuous improvement

FAS-Wide Priorities

Diversity, Equity, Inclusion, Accessibility & Anti-Racism DEIA-AR

Supplier Diversity

Value Improvement

FAS Steering Metrics

Outcome Measure & Target
(where we want to end up)

Process Measure & Target
(what we're doing during the year to make progress)

M1 Belonging Index improves by +.02

M1A 90% action plans complete and input into umbrella by 10/1/22 and at least 1 tactic complete by 3/1/23

M1B 100% of FAS DEIA-AR action plans complete and submitted to SVC's Office by 10/11/22

M2 75% of FET areas with addressable spend opportunities have increased their spend percentage with diverse suppliers by 6/30/23

M2A 100% of FET areas have identified opportunities and created plans by 12/31/22 to increase their % of addressable spend with diverse suppliers

M3 25% of $12.8M cumulative net value target for current Value Improvement cohort is met by 6/30/23

M3A 50% of projects on track to meet value creation goal at time of report-outs (3x/year); those not on track have a plan to get back on track

We made our belonging goals

FAS Combined Grand Mean Over Time

FAS grand mean has continued to increase over time to a current all-time high, despite pandemic set-back

FAS Employee Engagement Over Time

Year	Value
2011	3.49
2013	3.73
2014	3.95
2015	3.95
2017	3.96
2018	3.99
2019	4.06
2021	4.1
2022	4.07
2023	4.1

FAS combined results Gallup staff engagement survey

UCSF
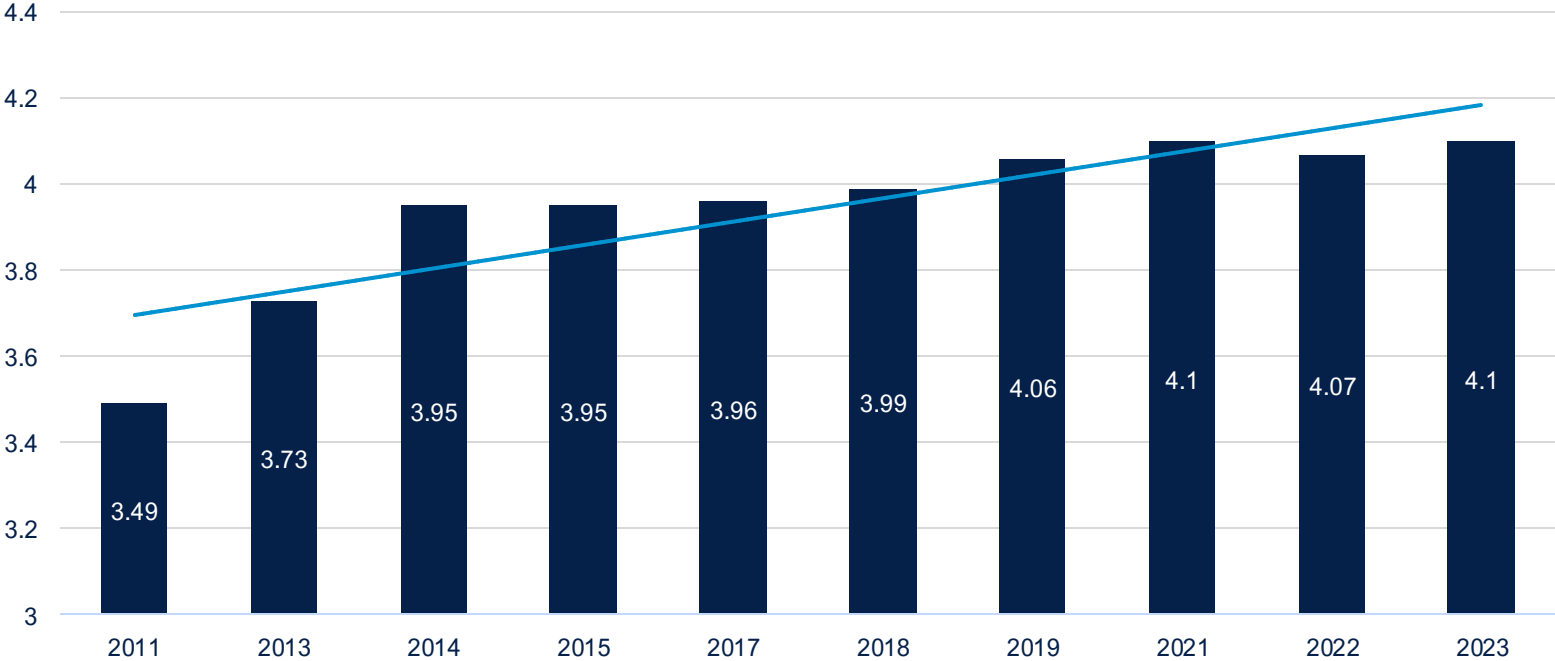
FAS all-time high scores, regaining lost ground

Participation rate increased

1,947 FAS staff participated 86% vs 83% last year

+3%

Grand Mean increased

4.10 from 4.07

+.03

More engaged employees at 53%

+1%

fewer disengaged and actively disengaged

dropped to single digits

Belonging Index increased to 4.02

+.04

surpassing True North Goal by

+.02

FAS staff burnout decreased

3%

FAS combined results Gallup 2023 staff engagement survey

Accountability index increased

Employees who strongly agree their team is making progress on action plans are among the most engaged with UCSF and in all workplaces.

+3%

Slight decrease

I know what's expected of me

Someone talked to me about progress

-.04   **-.01**

Increased net promoter score: "recommend UCSF as a place to work" at 8.08

+.11

Increased intent to stay to 4.37

+.12

Majority "sentiment" of FAS verbatim comments are neutral (52%) or positive (20%).

Better than enterprise on new questions

on well-being and manager readiness to talk about race and equity.

FAS combined results Gallup 2023 staff engagement survey

Next steps

WHEN	WHAT
June 29	UCSF Staff Engagement Town Hall 12-1:30pm RSVP
July 21	FAS Leaders Staff Engagement Results Deep Dive with Gallup
Now-September	Action planning – see L+OD resources For Managers: Action Labs | Action Planning Guide Make the 12 Elements of Engagement Part of How Your Team Works Organization-Wide Action Plan
Stay tuned	How to show progress on action plans for FY24
Ongoing	Check and adjust

UCSF

Sustainability

> **"Climate change is the biggest health crisis of our time, and it's everywhere. It affects every pathway of health…"**
>
> ARIANNE TEHERANI, PHD, UCSF

- **Fossil-free fuel governance established, study underway.**
- **Energy reduction projects continue -** LED lighting, building controls, Energy Star -80C freezers, retro-commissioning, etc. **Vehicle conversation plan beginning** - shuttle fleet to electric starting in FY24, with a review of all vehicles.
- **Electric building expansion** - New UCSF Bayfront Medical Building, Illinois Parking Garage, Peninsula Outpatient Center (Burlingame), the new hospital at Parnassus Heights (NHPH), and the Parnassus Research and Academic Building (PRAB).
- **Systemwide research collaborations** to address climate resilience in healthcare and in wildfire scenarios.
- **Development of next generation of climate leaders** - Embedding sustainability and decarbonization into learner experience, medical school curriculum, and research through residency programs.
- **Systemwide environmental justice sprint has kicked off**.

UCSF

Diversity, Equity, Inclusion, Accessibility, and Anti-Racism Progress Snapshot: Language

UCSF

FAS DEIA-AR action plans

To help us "do the work" of anti-racism, each FAS department created action plan(s) in September 2022 to address a process or policy that stands in the way of building an anti-racist, diverse, equitable, inclusive and accessible organization.

17

FAS DEIA-AR
Action Plans

focused on...

Career Pathways:3

Diverse Spend:1

Other:3

Hiring/ Retention:9

Language:5

FAS DEIA-AR action plans

Multilingual Whistle Blower reporting/complaint process - *Audit and Advisory Services*

Diversify recruiting processes - *Audit and Advisory Services*

Supporting Multiple Languages in Interviews and On the Job - *Campus Life Services*

Equitable Access to Information - Reaching the Frontline - *Campus Life Services*

Advancing Excellence in Staff Recruitment - *Human Resources*

Background Check Workgroup Recommendations Rollout - *Human Resources*

HR Website Translation Pilot - *Human Resources*

HR's internal anti-racism initiative - enhanced education and resources - *Human Resources*

UCSF Career Ambassadors Pathway- community partnership for job readiness - *Police Department*

Business Travel Equity – reducing personal financial barriers to work-related travel - *Finance*

Diversifying UCSF Finance - equitable and inclusive recruitment and hiring – *Finance*

IT Mentorship Model to Recruit, Retain and Advance BIPOC Professionals and Professionals with Disabilities – *Information Technology*

Implementing DEI Best Practices in Real Estate's Recruitment Process - *Real Estate*

Expand pool of small & diverse vendors - *Real Estate*

Normalizing anti-racism learning and discovery - *Program Management Office*

Intentional DEIA-AR tools for client conversations, facilitation practices- *Program Management Office*

Expanding Multilingual Options in Mandatory Employee Training - *Office of the Senior Vice Chancellor*

UCSF

5 language focused DEIA-AR action plans

Multilingual Whistle Blower reporting/complaint process - *Audit and Advisory Services*
Supporting Multiple Languages in Interviews and On the Job - *Campus Life Services*
Equitable Access to Information - Reaching the Frontline - *Campus Life Services*
HR Website Translation Pilot - *Human Resources*
Expanding Multilingual Options in Mandatory Employee Training - *SVC Office*

UCSF

DEIA-AR Action Plan Facilities: Supporting Multiple Languages During Interviews and On The Job

Facilities Services Pilot Program for **Custodians** and **Landscapers**

11 new staff hired in their preferred language.

Launched Feb 1, 2023

- **Supplementing Spanish and Chinese during the job interview** instead of English as a requirement
- **Onboard new employees** with materials **in their preferred language –** starting with Spanish and Chinese
- Ongoing support to employees with a **"buddy system"** and **"English On The Job at UCSF"** custom courses

UCSF

Emergency Management

UCSF

Quarterly budget cycle

UCSF

Restorative Justice

Ailene Estalilla

Chief of Staff, UCPD
FAS DEIA-AR Steering
Committee Co-chair

Juri Sanchez

Associate Director,
Restorative Justice Practices

UCSF

Interconnected

Many words and phrases that describe *interconnected.* What is yours?

Hózhó (Navajo): Harmony in all things

In Lak'ech (Mayan proverb): You are another me

Jung (Korean): love, affection, sympathy

Kapwa (Filipino): The idea of togetherness

Mitákuye Oyás'iŋ (Lakota Metaphor): We are all relatives

Pono (Hawaiian): righteousness and balance

Ubuntu (Nguni proverb): I am because we are

Whakapapa (*Māori*): The idea of shared genealogy

Cajete, G. (2015). *Indigenous community: Rekindling the teachings of the seventh fire* (First edition). Living Justice Press.
Davis, F. (2019). *The little book of race and restorative justice: Black lives, healing, and US social transformation.* Good Books.

Artwork by Francis Mead

UCSF

Restorative justice emphasizes bringing together everyone affected by wrongdoing to address needs and responsibilities and to heal the harm to relationships and community.

Restorative justice is also a proactive relational strategy to create a **culture of connectivity** where all members of a community thrive and feel valued.

Fania Davis (2019)
The Little Book on
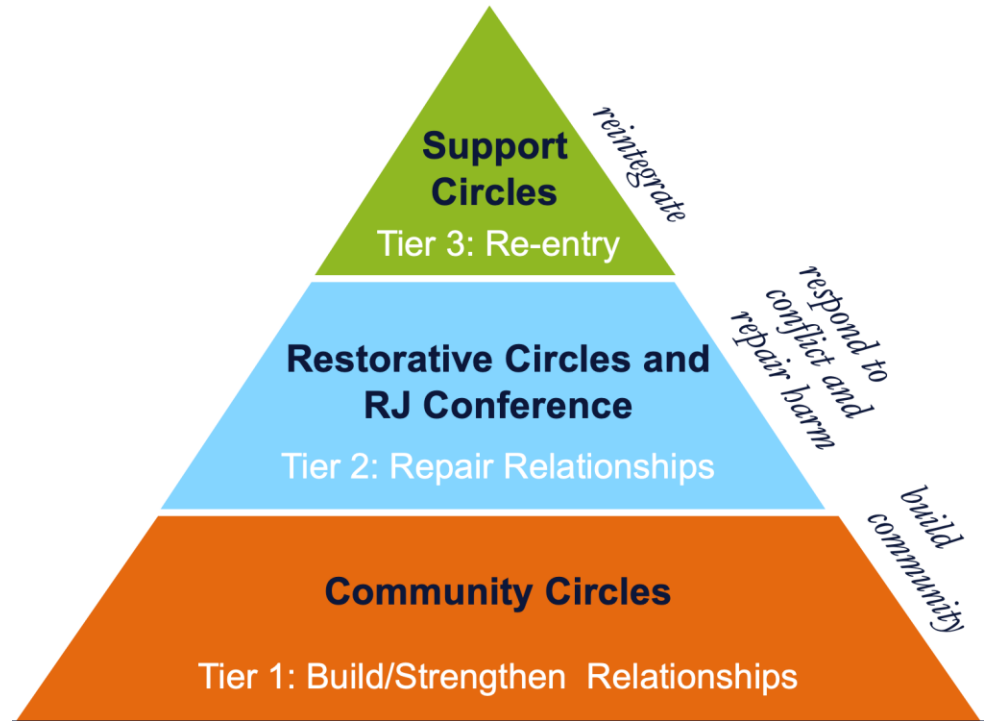Race and Restorative Justice

UCSF

Approaches to Restorative Justice at UCSF

Proactive

- Build a sense of community
- Strengthen relationships in the community

Responsive

- Respond to relational harm
- Identify individual and community needs
- Restore respect, dignity, and care to the individuals and their community

Support Circles
Tier 3: Re-entry

Restorative Circles and RJ Conference
Tier 2: Repair Relationships

Community Circles
Tier 1: Build/Strengthen Relationships

reintegrate

respond to conflict and repair harm

build community

UCSF

Restorative Mindset at UCSF

- Communal mindset

- "We do justice *with* people and not *to* them." (Davis, 2019)

- Centers the needs of the impacted persons

- Focused on healing rather than alienating

- Collaborative approach to problem-solving

- Restoring *respect, dignity, and care*

Cajete, G. (2015). *Indigenous community: Rekindling the teachings of the seventh fire* (First edition). Living Justice Press.

Davis, F. (2019). *The little book of race and restorative justice: Black lives, healing, and US social transformation.* Good Books.

Restorative Justice Facilitator Training

Facilitators: Honeycomb Justice Consulting

- Explore the concept of restorative justice, its principles, and practices.

- Examine the historical and cultural context in which restorative justice emerged, as well as its contemporary applications in higher education.

Intro to Tier 1 Training	Tier 1 Facilitator Training
• Facilitate introduction-level community building circles such as check-ins. • Apply a structurally aware lens to day-to-day community moments.	• Design community-building circles for various topics and settings. • Provide healing centered approach to facilitation and circle design. • Learn to facilitate decision-making circles and performance evaluation circles
Total Commitment: 16 hours (2-day training)	Total Commitment: 24 hours (3-day training)

UCSF

Participant expectations

Training Expectations

Prep-work (reading materials, watching videos) (2 hours self-paced)

Attend 2 or 3-day training (16 or 24 hours in person)

Post-training Expectations

Participate in RJ Facilitator Network, a community of practitioners. Facilitators can make connections, find support, and share best practices.
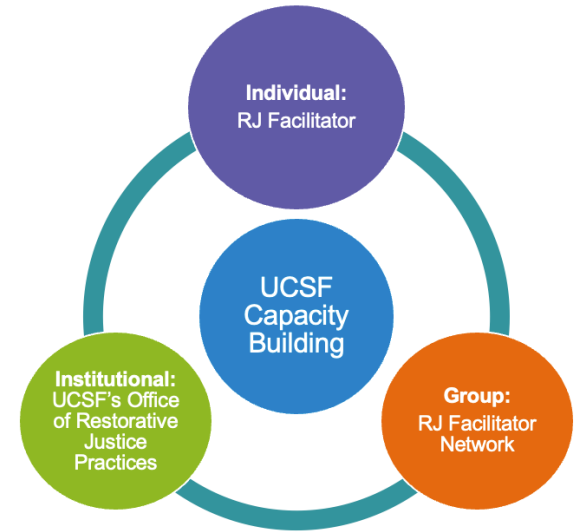
RJP Team will provide opportunities for experiential practice.

Co-facilitate or lead and design community building circles. (5 hours)

Implementation Expectations

Dependent on the implementation goals of each FAS unit.

RJP Team will provide implementation support and collaborate with the unit's implementation core group.

Sign Up at: http://tiny.ucsf.edu/vilJGp

Individual:
RJ Facilitator

UCSF
Capacity
Building

Institutional:
UCSF's Office
of Restorative
Justice
Practices

Group:
RJ Facilitator
Network

RJ Facilitator Network

UCSF

About Honeycomb Justice Consulting

RJ Training Facilitators

HONEYCOMB JUSTICE CONSULTING

Collective Healing for Collective Change

We are a Queer & Black owned consulting group, and we share a collective vision of an equitable, just society founded in anti-racist practices and methodologies achieved through implementing our unique restorative practices. We do this through dialogue and communication to cultivate healthy, nourished communities. Our facilitators provide personalized guidance through a needs-based lens on a journey of reflection and understanding in a time when this work could not be more pertinent.

Honeycomb facilitators and experts will address any instances of (harm/bias/conflict) and create a plan to move forward with an emphasis on follow-through and accountability. Honeycomb Justice

Consulting facilitators have experience:

- Providing trainings on anti-racist restorative practices

- Implementing restorative justice tiers, circles, and policies.

- Facilitating Harm Repair Processes with impacted parties.

- Designing Strategic Integration Plans for Restorative and Transformative Justice modalities.

- Supporting individuals and public figures, who've caused harm, through an accountability journey.

UCSF

We'll see you this Fall!

UCSF