

**UW Emergency Management**  
**Fiscal Year 2016-2017 Balanced Scorecard**  
**1st Quarter Results (July - September: 25% of Year Completed)**

Perspective	Objective	Description	Measure Champion	Measure Number	Measure	Measure Owner	Actuals		2016-2017 Targets				Notes	
							Baseline 7/1/16	9/30/16 (cumulative)	9/30/16	12/31/16	3/31/17	6/30/17		
Financial	F1	EFFECTIVELY MANAGE BUDGETARY RESOURCES	Steve Charvat	F1.1	Maintain control of fiscal resources via monthly budget monitoring	Steve Charvat	0%	100%	Stay within allocated budget allowance					
Internal Processes	I1	ENHANCE INTERNAL & EXTERNAL COLLABORATIONS	Steve Charvat	I1.1	Actively participate with <b>new/additional</b> on- and off-campus emergency management partners	TBD	0	5	4	8	12	16		
				I1.2	Staying connected to local, regional, state, national and international EM professionals via active participation in events and collaboration functions. <i>(measured by attendance at event)</i>	Stacie Smith	0	6	6	12	18	24		
	I2	CONTINUOUSLY IMPROVE UW DISASTER PLANNING AND RESPONSE PROGRAMS	Reduce or eliminate roadblocks to UWEM programs enhances our effectiveness.	Steve Charvat	I2.1	Current UWEM/EOC/BARC processes improved per year	TBD	0	11	24	48	72	96	Quarterly Goal <b>NOT</b> met. This is primarily due to the fact that UWEM staffing levels were reduced by 33% this quarter due to a vacancy in a critical position.
Customers	C1	PROACTIVELY ENHANCE THE PREPAREDNESS OF UNIVERSITY ORGANIZATIONS	Steve Charvat	C1.1	UW drills & exercises completed and evaluated or assistance with department/unit drills or exercises	TBD	0	1	4	8	12	16	Quarterly Goal <b>NOT</b> met. This is primarily due to the fact that UWEM staffing levels were reduced by 33% this quarter due to a vacancy in a critical position.	
				C1.2	% of Actual emergency/ disaster/crisis events and campus wide drills/tests that have a written After-Action Report and Corrective Action Plan	Steve Charvat	0%	100%	100%	100%	100%	100%		
				C1.3	Increase BARC participation via # of new departments/units using Husky Ready	TBD	0	2	4	8	12	16		
	C2	INFORM CONSTITUENTS IN A TIMELY & ACCURATE MANNER	Communicate the right thing at the right time to the right people	Steve Charvat	C2.1	# of times webpage and Facebook updated with fresh & new Information and Updated Content	Stacie Smith	0	32	26	52	78	104	
	C3	DELIVER EXCEPTIONAL SERVICE	Ensure that the service we provide is meeting or exceeding customer expectations.	Steve Charvat	C3.1	# of UWEM Customers rating key services 4 or 5 (5-point scale) on Biannual FS-wide Survey	Steve Charvat	0%	92%	90%	90%	90%	90%	
					C3.2	Rating of UWEM training with a rating of 4 or 5 (on a 5-point scale)	TBD	90%	100%	90%	90%	90%	90%	Highest score to-date. However, the results are not completely accurate as only one (1) customer replied to the post-training survey.
C4	EXPAND PROGRAM OUTREACH	Work to enhance the ongoing campus emergency management customer and partner messages via proactive activities	Steve Charvat	C4.1	# of <b>new</b> venues, programs, activities or events on campus that promote sound emergency management by the campus community	Stacie Smith	4	0	2	4	6	8	Quarterly Goal <b>NOT</b> met. This is primarily due to the fact that UWEM staffing levels were reduced by 33% this quarter due to a vacancy in a critical position.	
				C4.2	# of customers/partners receiving emergency management training, education or orientation	TBD	0	341	650	1,300	1,950	2,600	Quarterly Goal <b>NOT</b> met. This is primarily due to the fact that UWEM staffing levels were reduced by 33% this quarter due to a vacancy in a critical position.	
Learning and Growth	L1	ENHANCE STAFF PROFESSIONAL DEVELOPMENT OPPORTUNITIES	Steve Charvat	L1.1	# hours participating in local, regional and national conferences, seminars, training or workshops / employee (average per employee)	Steve Charvat	0	43	25	100	75	100	Goal exceeded for the quarter. However, this reflects the AVERAGE of 3 staff results -- which ranged from 0 hours, to 27 hours to 103 hours.	
				L1.2	% of Annual Employee Performance evaluations completed per required deadlines	Steve Charvat	0	0%	25%	50%	75%	100%	No staff performance evaluations were conducted this quarter as UWEM is switching to the new FS Individual Development Plan (IDP) process. Staff training on IDP next quarter.	
				L1.3	# of times UWEM "Partner of the Quarter" process is completed and results announced	Steve Charvat	0	1	1	2	3	4	1st Quarter Award given to a collective "group" of UWEM supporters: The UW Building Coordinators	