



## **Contracts & Grants Improvement Announcement from Wanda Ellison Crockett, Interim Assistant Vice Chancellor for Research**

### **What Is Happening**

Under the direction of the Executive Vice Chancellor and Provost (EVCP), the Office of Research Quality Improvement Program (QIP) began, as of March 2008, a comprehensive review of the Contracts and Grants (C&G) division in the Office of Sponsored Research. The Office of Research QIP is dedicated to providing timely, efficient and investigator-focused services through the use of fully integrated administrative systems and state-of-the-art technological tools. The end result of QIP will be measurably improved research service for all investigators and staff engaged in the research enterprise at UCSF.

Based upon this ongoing in-depth review of all contract and grant pre-award activities, we are pleased to announce that process improvements are now being implemented at C&G. Additional changes will be implemented throughout the Fall-Winter of 2008. Major areas of improvement include the following:

### **C&G Organizational Structure**

Effective mid August 2008 the C&G division has been reorganized into four main service teams as follows:

1. **Proposal Team** (Manager, Debbie Caulfield) - Responsible for review and submission of all proposals and Just-in-Time material to government, non-profit and foreign funding agencies.
2. **Award Team** (Manager, Hong-Ngoc Dao) - Responsible for review, negotiation and acceptance of all awards and post-award correspondence to government, non-profit and foreign funding agencies.
3. **Outgoing Subaward Team** (Manager and Associate Director, Andrew Boulter) - Responsible for writing, negotiating and executing all outgoing subcontracts to outside institutions where UCSF is the prime awardee.
4. **RAS Award Set-up Team** (Manager and Director, Joan Kaiser) - Responsible for RAS award set-up for government, non-profit and foreign funding agencies.

The staff assignments for each team are located on the C&G webpage:

<http://www.research.ucsf.edu/cg/about/cgStaff.asp>.

### **C&G Workflow Processes**

All workflow processes at C&G are undergoing review and reengineering to improve time-to-completion numbers for proposals, incoming awards, and outgoing subcontracts.

### **C&G System Automation**

Automated systems have recently been developed and implemented at C&G to track the status of proposals, awards, and outgoing subcontracts. These new tracking systems are also being used



to develop appropriate service level standards. C&G division has also converted to a new on-line storage system for all office files.

Thank you for your patience while we re-build the C&G division to ensure high quality service. We recognize that this is a transition period; however the campus will soon begin to see noticeable benefits of this reengineering process. The Office of Sponsored Research is committed to ongoing improvements in all service areas of C&G, and we welcome comments/suggestions from the campus as the QIP process is implemented. All communications regarding feedback or input should be directed to: Sharine Dinwiddie, PMP, Quality Improvement Project Officer, 415.476.2719, [Sharine.Dinwiddie@ucsf.edu](mailto:Sharine.Dinwiddie@ucsf.edu).