



**TOWN OF CHAPEL HILL**  
**Ombuds Office**  
**1st Quarter Report**  
**Jan – April 2015**

*This report is the sixth one to the organization. Earlier reports can be accessed at <http://www.townofchapelhill.org/town-hall/departments-services/ombuds-office>*

**Contrasts & Comparisons**

<b>Jan – April 2014</b>		<b>Jan – April 2015</b>	
<b>General Categories that people sought the assistance of the Ombuds Office:</b>		<b>General Categories that people sought the assistance of the Ombuds Office:</b>	
37%	• Interpersonal relations	28%	• Supervisor-Employee Relations
28%	• Issues affecting how they do their job	25%	• Career Development
23%	• Facilitated division meetings	17%	• Performance Appraisals
12%	• Informational meetings	15%	• Group facilitations
		7%	• Policy application
		5%	• Interpersonal relations
		2%	• Compensation/Benefits
		1%	• Informational meetings
<b>How did visitors hear about the Ombuds office:</b>		<b>How did visitors hear about the Ombuds Office:</b>	
Brochure	65%	Co-worker	63%
Supervisor	21%	Met Ombuds in unrelated setting	18%
New Employee Orientation	11%	Supervisor	10%
Co-worker	3%	New Employee Orientation	5%
		Unknown	4%

**International Ombuds Association (IOA) and The Town of Chapel Hill Ombud's Office Code of Ethics**

<b>Confidentiality</b>	The Ombuds holds all communication with those seeking assistance in strict confidence.
<b>Impartiality</b>	Ombuds, as a designated neutral, remains unaligned and impartial. Ombuds will not engage in any situation which could create a conflict of interest.
<b>Independence</b>	The Office is independent in structure, function, and appearance to the highest degree possible within the organization. Collaborative relationships have been developed to help visitors take advantage of the maximum of resources they need for their situation.
<b>Informality</b>	Ombuds, as an informal resource, do not participate in any formal adjudicative or administrative procedure related to concerns that visitors have shared with them.

## NEXT STEPS

- ✓ **(Visibility)** 18% of the visitors, this quarter, made contact with the Ombuds in an unrelated setting and used that time to establish an appointment to talk further. The Ombuds Office personnel are committed to use every opportunity to interact with employees in the organization such as attending general quarterly meetings, senior leadership meetings, project update meetings, celebrations, and other employee initiated activities. This will maximize our visibility and remind employees that this resource is available.
- ✓ **(Trainings)** Members of the Ombuds office has participated in New Employee Orientations, Value Based Cultural Trainings, Public Service Leadership Agenda Setting, Community Listening Sessions, Public Participation Spectrum development, Leadership Competencies Brainstorming Sessions, UNC School of Government's Municipal and County Administration Alumni Update Seminar, International Ombuds Association Annual Conference, and organizational strategy meetings about our Personnel Ordinance Update.

Our activity has been devoted to help the organization maintain its commitment to our Employee Performance Management and Development System. Our efforts strengthen the resources that are made available to our employees to help them thrive.

### HOW THE OMBUDS OFFICE REPORTS INFORMATION

In accordance with the guiding principles of the International Ombuds Association (IOA), the Chapel Hill Office follows a practice of confidentiality and ***reports trending information that does not identify individuals or their work areas.*** Trending information is used to help identify employee concerns, and offers suggestions for ways to address those concerns in a manner that is systemic and consistent with the principles of a learning organization.

Members of the Ombuds office meet with the Town Manager and Deputy Town Manager monthly to discuss and strategize around organizational trends.

A quarterly report detailing the nature of the quarter's contacts and proposed next steps is delivered to the Town Council through the Manager's Office; published in the Town Talk Newsletter; an electronic version is available on the Ombuds webpage; and paper copies are printed and distributed throughout the organization.

For **FY 2015-16**, the quarterly reports will be available:

- April 2015 (Released in May 2015)
- July 2015 (Annual Report)
- October 2015
- January 2016

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