



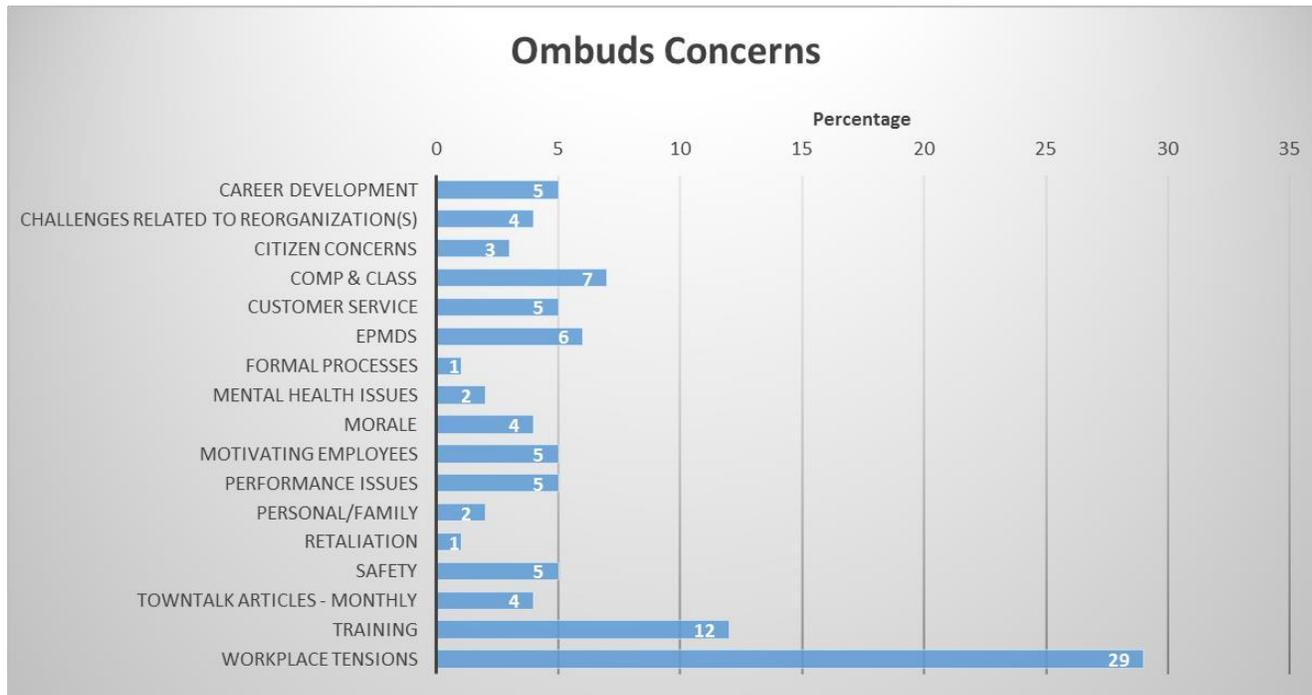
**Town of Chapel Hill
Office of the Ombuds
Annual Report June 30, 2014 to June 30, 2015**

Learning, serving and working together to build a community where people thrive!

DEMOGRAPHICS COMPARISON:

Residents OF CHAPEL HILL ¹		CHAPEL HILL Employees		OMBUDS Visitors	
Women	53%	Women	34.5%	Women	57.3%
Men	47%	Men	65.5%	Men	42.7
Whites	72.8%	Whites	56.5%	Whites	70.3%
Blacks	9.7%	Blacks	37.2%	Blacks	27.7%

CHALLENGES & OPPORTUNITIES:



THE “BACKSTORY”

Career development / advancement / skill development **5%** After implementation of the EPMDS, several employees decided that they either wanted to use their skills and abilities in other departments of the organization or, to develop new skills. Working with the Organizational Trainer, Tom Clark, the Ombuds Office was able to connect these employees with courses and training to help them realize their goals.

¹ **Source** U.S. Census Bureau: State and County Quick Facts. Data derived from Population Estimates, American Community Survey, Census of Population and Housing, County Business Patterns, Economic Census, Survey of Business Owners, Building Permits, Census of Governments Last Revised: Friday, 29-May-2015

Challenges related to Reorganization(s)

4% Several departments have recently been involved with reorganizations to better align their operations with the Town's mission and values. Some employees were unclear about the goal and/or purpose of the reorganization and sought the assistance of the Ombuds office to help them better understand how the reorganization would affect them as individuals. Working with the Manger's' Office, the department heads, and the affected employees, the Ombuds office facilitated "listening sessions" so that the employees could tell their story in a safe and compassionate environment.

Citizen's concerns

3% A marginal increase (>.09%) in the number of Town of Chapel Hill's citizens, businesses, and churches have sought the assistance of the Ombuds office to assist in navigating local government, improved customer service, and better understanding of policies and programs.

Training

12% The Ombuds Office has spent an increased amount (>10%) of time assisting with, participating in, and facilitating training in the areas of: Values Based Cultural Concerns, Public Administration, New Employee Orientations, Conflict Resolution; Team Building; Public Service Leadership; and Difficult Conversations. The Ombuds Office has also partnered with the Orange County Training Office to address the topic of employee morale and motivation.

Workplace Tensions

29% The Ombuds office saw a slight decrease (< 2.3%) in the number of employees experiencing difficulty with interpersonal conflict on the job, initiating and participating in difficult conversations, and employee/supervisor conflict. We hope that this decrease is due to the availability of other resources through HRD, the EPMDS process, the new conflict resolution approach of our personnel ordinance and the listening session model. We will continue to monitor this trend and report any changes worth noting.

HISTORICAL CONNECTION

The Ombuds office was established in July 2012 to support the organizational **R E S P E C T** Values and other initiatives toward improving the work environment in areas of employee wellness related to:

- Job satisfaction and employee morale, including perspectives on how we demonstrate our value for our most important asset — the employees; and
- Ensuring that all employees have equal knowledge of and access to the resources they need to do their jobs.

REPORTS

If you have any questions, or are interested in the Ombuds visiting with you and your department to discuss this report further, please do not hesitate to contact us at the number below or by email at ombuds@townofchapelhill.org.

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

- October 2015
- January 2016
- April 2016
- July 2016 (Annual Report)

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