

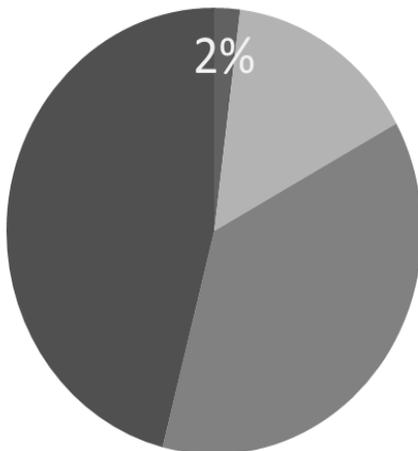


OFFICE OF THE OMBUDS
Chapel Hill, North Carolina
(July – September 2015) **3rd Quarterly Report**

STATEMENT OF MISSION

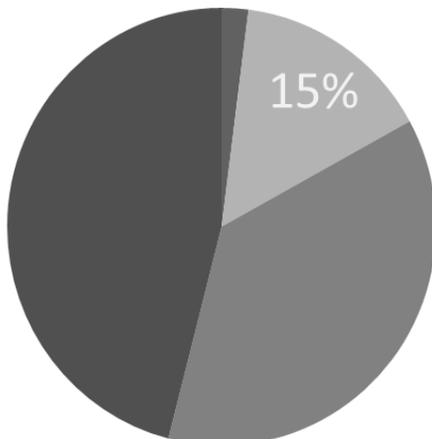
The Chapel Hill Ombuds Office is part of the Town’s efforts to provide employees with resources that encourage wellness and facilitate positive relationships and helps to develop productive partnerships. The Ombuds Office provides a reliable, safe, and knowledgeable point of contact to answer questions, access services, or when necessary, to assist with strategies and resources for problem resolution. The Ombuds Office promotes confidence through response to questions and concerns in an impartial, confidential, efficient and timely manner.

ACTIVITY THIS QUARTER



2% of requests for assistance received via telephone

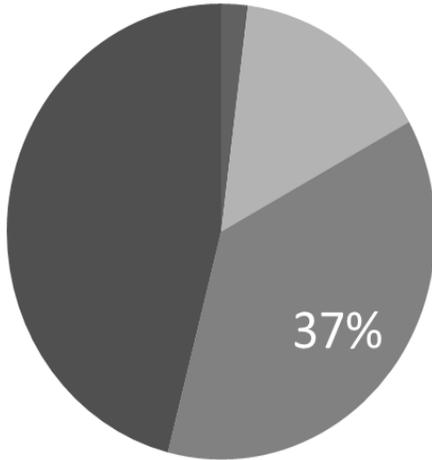
- Most phone request from citizens.
- Telephone request include, but are not limited to, requests to meet, request for information and/or resources beyond those of the Town of Chapel Hill.



15% of our time this past quarter involved training

- Preparation for and monitoring of the **Values Based Cultural Training**
- Last training of the year scheduled for 12.10.15
- All facilitators will meet at the end of December to help decide next steps for the next phase of the training.
- **New Employee Orientation**
- The Ombuds assist HRD staff to help new employees transition to our organization.

37% of our visits dealt with transitions



Departmental reorganizations. Visitors shared the following concerns:

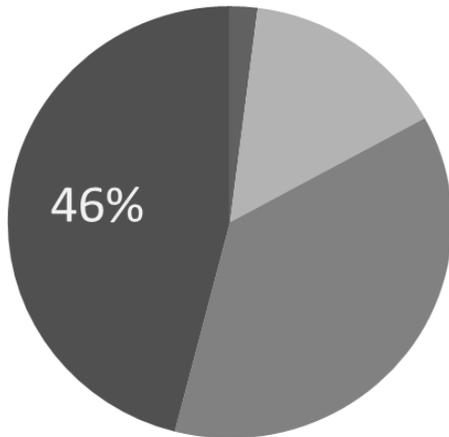
- Purpose of the reorganization was unclear.
- Employees were not a part of the planning.
- Communication regarding the reorganization was poor.

Listening Sessions. Employees and residents desired the opportunity to tell their story without being interrupted.

- Managers & staff are afforded the opportunity to listen and not explain
- Groups can work out jointly designed solutions

Conflict Resolution Ordinance. In cooperation with Anita Badrock of HRD, we have been working towards creating a dialog of cooperation in resolving conflict throughout the organization.

46% of our time this past quarter has been devoted to finding new ways to track trending information.



- **Regional Ombuds meeting** with UNC Chapel Hill's Ombuds office keeps us abreast of best practices and allows further discussion of nationally trending issues affecting Ombuds.
- **Community meetings facilitation.** Working with several departments to help provide clarity and civility. Helped dept. members isolate the "why" of the meeting: inform, consult, or involve.
- **Longevity tracking** – Impact. We have begun tracking how long an employee has been with the organization as we compile monthly statistics. This information may help us develop more employee sensitive training tracks.

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; a copy is posted to the internet through the Town's Webpage and paper copies are printed and distributed throughout the organization.

For 2016, the quarterly reports will be available:

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

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