

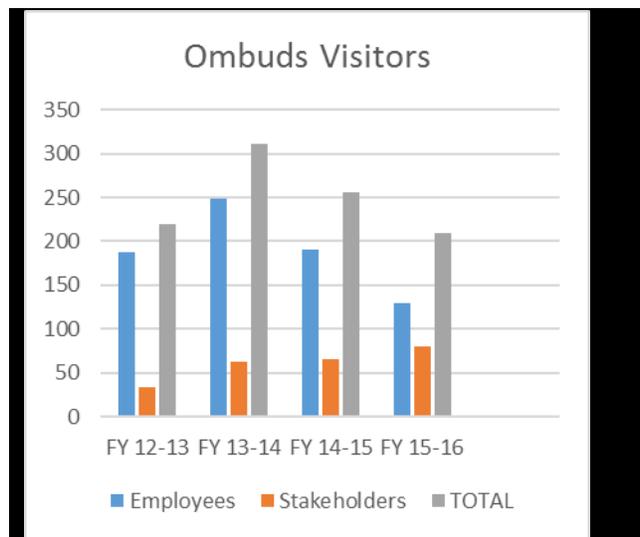


**Town of Chapel Hill
Office of the Ombuds
Annual Report FY 2015-16
July 1, 2015 to June 30, 2016**

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

STATEMENT OF MISSION	OUTCOMES
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Consistent with an adopted 2010-12 Council Goal to “ensure success of the organizational approach to strengthening community connections and resolving issues of discrimination and mistreatment”, the Town Manager established the Ombuds Office In July 2012. The Ombuds Office, as part of our Wellness Services – Wellness Clinic, Employee Assistance Program, Ombuds, and Training Development, offer all employees resources to help them thrive – as measured by job satisfaction, morale and how employees are valued. Ombuds, using our RESPECT Values, Vision and Council Goals in everything we do, work with both employees and stakeholders to maximize clarity, consistency and equity of access to resources to build a community where all thrive.



EMPLOYEE CONTACTS	STAKEHOLDER CONTACTS
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Since July 2012 Ombuds have met individually with **755** employees (approximately 87% of our employees). In addition, Ombuds have worked with all employees from six departments on organizational changes that impact employees, and with several departments on numerous occasions, interfacing with community groups, serving to facilitate dialogue.

Ombuds have worked with **241** stakeholders - residents, businesses, community groups, and churches to help them explore ways to partner with the Town to make connections, choices and build community where all thrive. The Ombuds Office has assisted several communities in telling their story.

CONCERNS - EMPLOYEES	CONCERNS - STAKEHOLDERS
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Interpersonal Conflict – 50%
Access to Resources – 10%
Navigating Changes – 14%
Professional Development – 12%
Performance – 11%

Interpersonal Conflict – 46%
Access to Resources – 47%
Development Impact – 5%

THE “BACKSTORY”

Interpersonal Conflict – Internally, employees expressed concerns about tensions related to interpersonal interactions with co-workers, supervisors and stakeholders, with RESPECT Values being both the standard and the common language with which to dialogue. Externally, stakeholders shared concerns about interpersonal interactions with family, community members and community services, Town included, with respect and engagement being key components necessary for healthy, thriving workplace/community.

Access to Resources – Both internally and externally, visitors were open to learning about and exploring community resources and supports to help them address concerns for both managing and thriving.

Navigating Change/Development Impact – Both internally and externally communication was deemed essential to navigating changes. Employees and stakeholders, alike, wanted to know about potential changes as early as possible, have a voice in the process, and know how their input factored into the change.

Thriving: Professional Development/Connections, Choices, Community – thriving for employees meant clarity, consistency, equity of information and opportunities for professional growth and development. For stakeholders, thriving meant opportunities for connections, choices and community.

Performance – the key for employees thriving at work involves opportunities, respect and teamwork.

SERVICES PROVIDED

Coaching – training, support or resources that help provide individual(s) the tools to thrive: **understand** how they help build a community where all thrive, **believe** they can achieve specific personal or professional competence or goals, and **know** they will be respected for who they are.

Facilitation – using Town RESPECT Values to facilitate dialogue in order to discover common ground for mutual learning, with which to jointly design next steps.

Info/refer – identify and access community resources/supports for thriving – connections, choices, community.

Learning Opportunities – Ombuds collaborate with HRD Training Development Officer, Orange County Trainer and UNC School of Government in facilitating training in the areas of Values-Based Cultural Conversations, Conflict Resolution, Public Service Leadership, Customer Services and Difficult Conversations.

Partnerships – working with community groups, agencies and Town departments to form partnerships to address community concerns and to build a community where all thrive

REPORTS

This report and all other Ombuds Quarterly and Annual Reports are posted on the Town of Chapel Hill’s website: www.townofchapelhill.org and on the Ombuds webpage: www.townofchapelhill.org/ombuds. If you have any questions or are interested in the Ombuds visiting with you to discuss this report further, please contact us at the number below:

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