

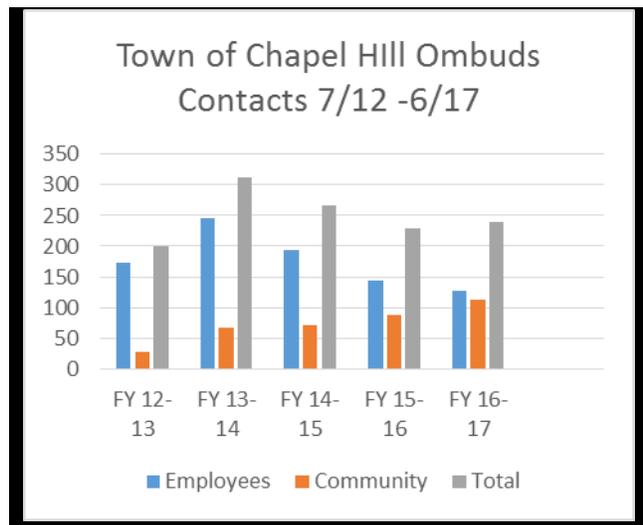


**Town of Chapel Hill  
Office of the Ombuds  
Five Year Report  
July 1, 2012 to June 30, 2017**

*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, works with both employees and stakeholders to maximize clarity, consistency, and equity of access to resources and opportunities to build a community where all thrive.



EMPLOYEES	CONTACTS	STAKEHOLDERS
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Since July 2012 Ombuds have met individually with 883 employees (approximately 85-90% of our employees). In addition, Ombuds have worked with all employees from several departments on organizational changes that impact employees and on interfacing with community groups, serving to facilitate dialogue.

Ombuds have worked with 365 stakeholders: residents, businesses, community groups, and churches to help them explore ways to partner with Town staff to make connections, choices and build community where all thrive. The Ombuds Office has assisted several community groups in navigating engagement with the Town and in telling their story.

EMPLOYEE	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%  
**Connections** – 2%

## THE "BACKSTORY"

**Interpersonal Conflict** – Internally, employees expressed concerns about challenges related to difficult interactions with co-workers, supervisors and stakeholders. Externally, stakeholders shared concerns about difficult interactions with family, community members and community services - Town included.

**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 good 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 decisions.

**Professional Development/Connections** – 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 and ongoing communications.

**Performance** – the key for employees thriving at work involves ongoing inclusion and access to opportunities and resources, and emphasis on respect and teamwork.

## SERVICES PROVIDED

**Listening** - with RESPECT Values being both the standard and the common language with which to dialogue, Ombuds worked with employees and stakeholders both to hear and to help them tell their stories in a manner that enhances both their stories being values and in building community.

**Coaching** – Ombuds worked with both internal and external visitors to voice their concerns and explore strategies toward thriving, including information, support or resources that help provide individuals the tools to thrive: to **understand** how they help build a community where all thrive, to **believe** they can achieve specific personal or professional competence or goals, and to **know** they will be respected for who they are.

**Facilitation** – using Town RESPECT Values to facilitate dialogue across differences toward enhancing community engagement, discovering common ground for mutual learning, and developing partnerships for jointly designing next steps - to the goal of building a community where all thrive. Ombuds facilitated dialogue across differences between employees and between community groups and Town staff.

## WHAT'S NEXT

**Opportunities for Developing and Mining Talent** – Ombuds is collaborating with HRD in developing a model to train employees to facilitate committee and board meetings and in developing a sustainable model for equipping all employees in cultural competence toward the goal of diversity, equity and inclusion in all we do.

## REPORTS

This report and all other Ombuds Quarterly and Annual Reports are posted on the Town of Chapel Hill's website: [www.townofchapelhill.org](http://www.townofchapelhill.org) and on the Ombuds webpage: [www.townofchapelhill.org/ombuds](http://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:

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