



Monterey County

Board Report

Legistar File Number: 22-703

Item No.

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

July 19, 2022

Introduced: 7/11/2022

Version: 1

Current Status: Agenda Ready

Matter Type: General Agenda Item

- a. Approve and authorize the Contracts/Purchasing Officer or her designee to execute Amendment #1 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* extending the term of the Agreement through August 31, 2023, or until the last annual subscription expires, and increasing the not-to-exceed amount to \$720,000; and
- b. Authorize the Contracts/Purchasing Officer or her designee to sign the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Contracts/Purchasing Officer or her designee to execute Amendment #1 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* extending the term of the Agreement through August 31, 2023, or until the last annual subscription expires, and increasing the not-to-exceed amount to \$720,000; and
- b. Authorize the Contracts/Purchasing Officer or her designee to sign the initial and any subsequent Order Forms where the Order Forms do not significantly change the scope of work or cause an increase in the not-to-exceed amount.

SUMMARY/DISCUSSION:

The Board of Supervisors approved an agreement between the County of Monterey and *BetterUp, Inc.* on July 13, 2021. Under the agreement, *BetterUp* continues to provide an online platform and mobile application with unlimited access to scheduled and on-demand leadership coaching, as well as specialty coaching on topics such as communication, diversity and inclusion, resilience, and microlearning services.

It is essential that the County remain competitive in attracting, growing, and retaining top talent, especially during this time known as the “great resignation” and the “great retirement”. Leadership development and employee engagement/retention go hand-in-hand. The workplace behaviors of those serving in leadership roles impact employee engagement and retention.

The *BetterUp* Pilot Program was launched on September 1, 2021 and includes participants who serve in various roles/positions such as supervisors, front-line employees, doctors, nurse leaders, directors, assistant directors, bureau chiefs, and program managers.

Participant feedback indicates that *BetterUp* coaching has proven valuable in further developing their skills. By way of background, some Department Heads purchased additional subscriptions as a result of observing, first-hand, positive changes in their employees who received *BetterUp* coaching, resulting in an increase from 36 to 49 subscriptions purchased since the pilot program launched.

BetterUp outcomes obtained from participants' self-assessment/evaluations at various intervals of their coaching program show the following progress, thus far:

- 23% increase in problem solving
- 21% in cognitive ability
- 23% in the ability to manage stress
- 22% increase in leveraging coaching skills
- 16% increase in the ability to guide others
- 16% increase in emotional regulation
- 9% increase in ability to recognize employees
- 10% in demonstrating empathy (research shows that employees who report to a leader whom they deem as empathetic are more engaged than employees who work for a leader they deem as lacking empathy)

Anonymous participant testimonials can be found in Attachment A.

Also, according to recent Human Resources Department hiring and turn over data, the majority of County employees are millennials and research shows that the millennial generation is interested in leadership development, mentoring and leadership coaching, along with engaging in meaningful work. In addition, both the 2022 and 2019 employee engagement survey results indicate the need and desire for leadership development.

Continuing to partner with *BetterUp* for leadership coaching services will further promote the development of the county's executives, managers, and supervisors, and support them in demonstrating leadership competencies and behaviors that drive employee engagement and retention. Therefore, it is recommended the Board of Supervisors approve the recommended actions.

OTHER AGENCY INVOLVEMENT:

The County Administrative Office and County Counsel Office have reviewed and concur with the recommendations. The offices of the County Counsel and Auditor-Controller have reviewed and approved the Agreement as to form and legality and fiscal provisions, respectively.

FINANCING:

Costs associated with this Amendment #1 will be covered by participating departments; each department will pay for its subscriptions. Departments will fund the cost of their subscriptions from appropriations in their FY 2022-23 budgets.

BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

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- Economic Development
- Administration
- Health & Human Services
- Infrastructure
- Public Safety

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Attachments:

- Board Report
 - Agreement between County and BetterUp, Inc.
 - Amendment #1
 - Attachment A