



County of Monterey

Item No.

Board Report

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

Legistar File Number: 24-485

July 09, 2024

Introduced: 6/17/2024

Current Status: Agenda Ready

Version: 1

Matter Type: General Agenda Item

- a. Approve and authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to execute Amendment #3 to Agreement No. A-15433 between the County of Monterey and BetterUp, Inc. extending the term of the Agreement through August 31, 2025, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$990,000 to \$1,200,000; and
- b. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor 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 Contracts/Purchasing Supervisor to execute Amendment #3 to Agreement No. A-15433 between the County of Monterey and BetterUp, Inc. extending the term of the Agreement through August 31, 2025, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$990,000 to \$1,200,000; and
- b. Authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor 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:

In 2021, the County of Monterey became the first county in the State of California to partner with *BetterUp*, leading by example and forging the path for other counties to do the same. During the last three years, over 250 County employees were afforded the opportunity to engage in *BetterUp* leadership coaching sessions for professional and personal growth.

BetterUp offers participants virtual one-on-one coaching with accredited coaches, as well as microlearning services that are accessed via an online platform and mobile application. Participants are provided unlimited access to scheduled and on-demand leadership coaching, as well as specialty coaching on topics such as wellness, communication, diversity and inclusion, grief/loss, and resilience.

Participants consistently indicate that coaching sessions are a valuable use of time and 89% of current participants describe their coaching sessions as life changing. Based on *BetterUp* outcomes from September 2023 to May 2024, these are some of the results: 36% increase in strategic planning, 26% increase in goal attainment, 25% increase in empowerment, 20%

increase in cognitive agility, and 17% increase in resilience.

These outcomes are indicators of healthy, sustainable employee growth and whole-person transformation. By leveraging *BetterUp* coaching to achieve the above-mentioned outcomes, senior leaders, managers, and supervisors create a positive ripple effect throughout their organizations, driving employee engagement and retention.

In addition, the 2024 countywide annual employee engagement mid-survey results currently indicate a “Manager Effectiveness” favorability rating of 56%, suggesting an opportunity for improvement in this area. As reflected in the above-mentioned coaching outcomes, *BetterUp* coaching is a proven method to enhance manager effectiveness, and research shows that with effective managers, employees are five times more likely to perform at their peak.

Therefore, it is recommended the Board of Supervisors approve the recommended actions.

OTHER AGENCY INVOLVEMENT:

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 #3 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 2024-25 budgets. The cost is \$6,000 per annual subscription. This amendment is adding 35 subscriptions.


BOARD OF SUPERVISORS STRATEGIC INITIATIVES:

The proposed recommended actions address the Board of Supervisors Administration Strategic Initiative. The actions demonstrate the County’s commitment to meeting the Board’s initiatives in recruiting, retaining, and attracting a diverse, talented workforce that supports the mission of Monterey County.

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

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Approved by: Andreas Pyper, Director of Human Resources, x5043

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Attachments:

1. Agreement between County and BetterUp, Inc.
2. Amendment #1
3. Amendment #2
4. Amendment #3