



# County of Monterey

**Item No.**

## Board Report

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

**Legistar File Number: A 23-534**

June 27, 2023

**Introduced:** 6/13/2023

**Current Status:** Agenda Ready

**Version:** 1

**Matter Type:** BoS Agreement

- a. Approve and authorize the Contracts/Purchasing Officer or Contracts/Purchasing Supervisor to execute Amendment #2 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* extending the term of the Agreement through August 31, 2024, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$720,000 to \$990,000; 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 #2 to Agreement No. A-15433 between the County of Monterey and *BetterUp, Inc.* extending the term of the Agreement through August 31, 2024, or until the last annual subscription expires, and increasing the not-to-exceed amount from \$720,000 to \$990,000; 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/DISCUSSION:

The Board of Supervisors approved an agreement between the County of Monterey and *BetterUp, Inc.* on July 13, 2021. Since the initial launch of *BetterUp* coaching on September 1, 2021, over two hundred County employees serving in various roles/positions have been invited to participate in the *BetterUp* program.

Coaching participants have been provided 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, grief/loss, resilience, and microlearning services.

The pandemic era “great resignation” contributed to what a September 2022 Washington Post article referred to as a slow-moving labor crisis in local government, making it essential for the County to remain competitive in attracting, growing, and retaining top talent. Leadership development and employee engagement/retention go hand-in-hand. The workplace behaviors of those serving in leadership roles impact employee engagement and retention.

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According to program evaluations, *BetterUp* coaching has proven to enhance participants' leadership skills. For example, *BetterUp* outcomes from September 2022 to February 2023, include a 44% increase in coaching participants' ability to build relationships in the workplace, a 38% increase in strategic planning, and an 18% increase in problem solving.

In addition, results from three surveys conducted by the Human Resources Department in 2022 indicate that career development/growth and promotional opportunities are a top priority amongst current and former employees who responded to the surveys. In fact, according to the Former Employees who Retired or Resigned survey, lack of professional growth and promotional opportunities was one of the top five reasons survey respondents chose to separate from the County. *BetterUp* coaching provides County employees support in meeting their career development goals. 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 #2 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 2023-24 budgets.

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: Irma Ramirez-Bough, Director of Human Resources, x5043

DocuSigned by:

*Irma Ramirez-Bough*  
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Attachments:

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