This manual provides step by step instructions to assist DHRM field office personnel with the creation of cases. Included in this manual are instructions, business practice and tips.

Case Management for DHRM Field Users

For questions, contact:

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- **Subject Matter Expert – Bryan Embley 801-965-4744**
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What is Case Management

The Case Management system is part of the Employee Gateway and is Internet based, which makes it accessible if you are logged in to the Employee Gateway wherever you are. Access is limited to designated users only, so although employees can log in to the Gateway they cannot see or access the Case Management system.

Purpose

- Track most of the work DHRM performs
- Allow for improved follow-up
- Allow ERIC/Field staff to review individual employee case history
- Assist with workload management
- Assist with reporting
- Assist with forecasting

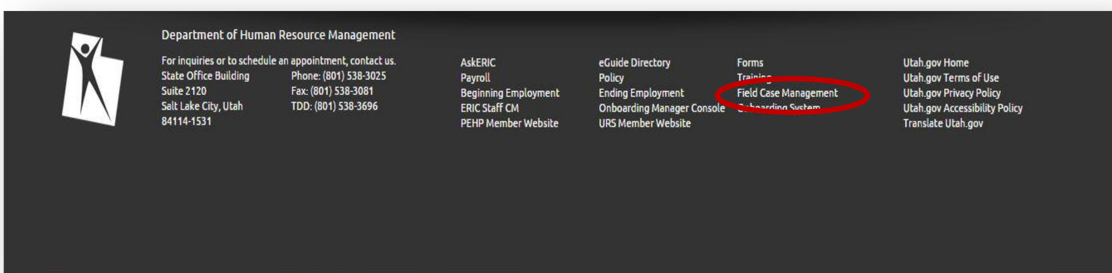
Where to find Case Management

Case Management is accessed through the Employee Gateway.

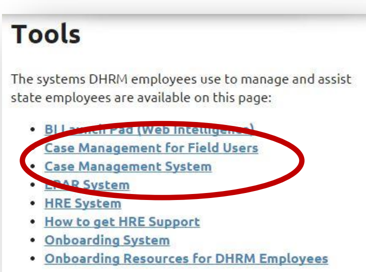
- There are two ways to access case management using the Employee Gateway, the first is to click on the Field Case Management after logging in to the Employee Gateway home page at the bottom of any page in the footer section (option1). Case Management can also be accessed by clicking Tools & Systems under the DHRM Employees heading then selecting Case Management for Field Users or Case Management System, which will direct you to the Enwisen site (option 2).

https://dhrm.utah.gov/gateway

Option 1

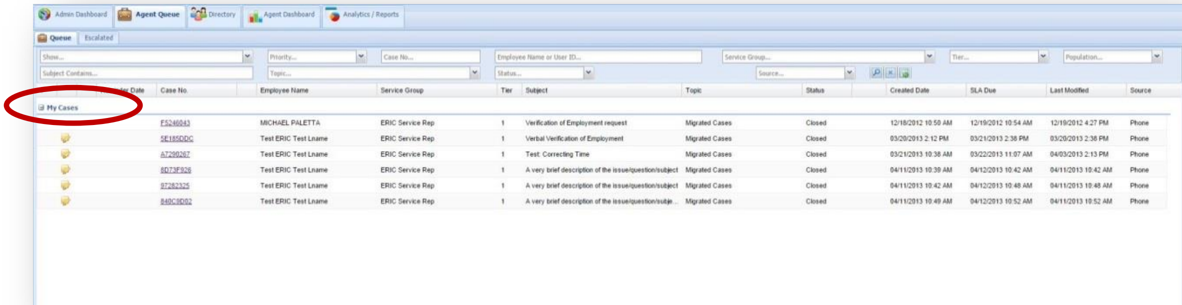


Option 2



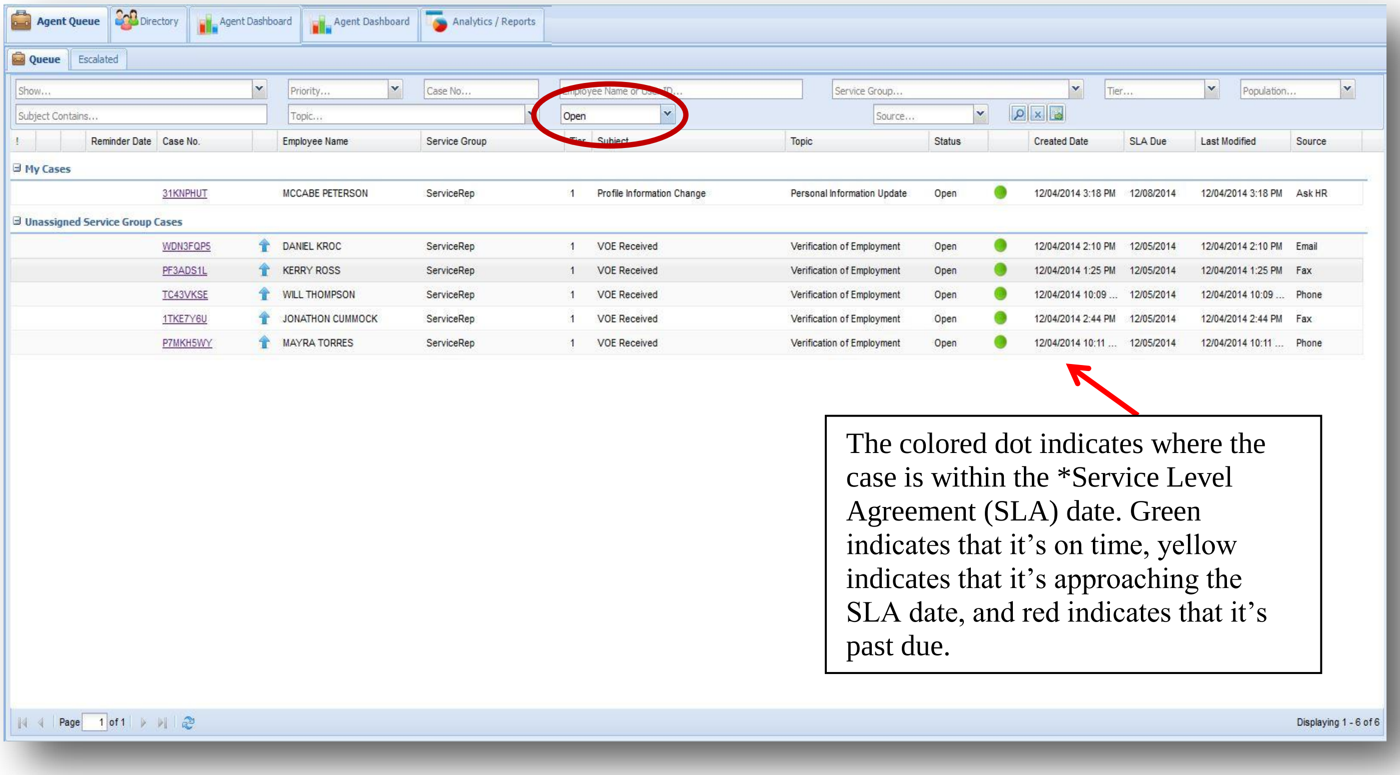
Case Management Landing Page

This is the landing page of Case Management. This page displays your open and closed cases and allows you to search for specific cases using several search options.



Viewing Open Cases

If you change the Status drop down menu to Open you will see your cases that are open and assigned to you.



* Service Level Agreement (SLA) date is the time frame that is set for a particular type of case to be resolved/closed.   In general, this does not apply to cases created by the field, this is for ERIC use only.

Case Management Tips

- **Agent Queue –** The Agent Queue is meant to be checked several times during the day. Agent Queue shows you the cases that have been assigned to you.

- **Browser tips -** Case Management is compatible with most browsers. Google Chrome and Fire Fox are preferred.

- **Saving Cases** – Remember whatever you put in this case will be there forever. **Information cannot be edited once submitted.**

- **Etiquette –** Remember we provide Customer Service to State Employees:

1. Take the time to review all of the questions or requests and make a point of offering a detailed response. Cookie cutter responses that do not address the question or concern reflect a lack of concern for detail and for our customer.

2. Address the customer’s concerns or questions point-by-point to make sure all requests or questions have been addressed. Answer their questions in a clear and concise manner using full sentences, proper spelling and proper grammar. No matter how upset or rude a customer may be take the high road. Never communicate in less than a professional tone.

3. Include helpful links and DHRM Rules in your Case Notes and Close Case Email. This will allow anyone reviewing or auditing the case to access the information for future reference. Include any contact names and phone numbers that were given on the phone call.

- **Character limit –** There is a character limit in the Resolution/Close Case Email field of 4000 characters. Please be brief but thorough in your Resolution. You can attach a document to the case if you need to provide more information.

- **Cutting and pasting from emails** – If you are cutting and pasting from an email you will most likely get invalid characters in your case. Check for possible invalid characters such as < or > if you encounter an error message while creating your case.

- **Use other resources to document for later case** – There may be instances when you are not able to create a case right away. If this should happen be sure to document all needed information elsewhere and be sure to create a case later – no exceptions.

- **Record everything** – Case Management is our information and our documentation source. Be sure to record as much information as possible so anyone can follow in your footsteps if necessary.

- **Past Employee** – If you receive an inquiry about or from a past employee search for them the same as any other employee. Use the first name “Past” and the last name “Employee” if you are not able to find them in Directory. You will need to list their Name and EIN in the subject line to assist in searching for the case in the future.

- **Other, Other** – This option is for use when the interaction is not related to an employee (past or current). We should document all interactions with customers. Listing a name in the subject line will allow you to easily search for the case in the future.

When should I create a Case?

Cases are required for documentation purposes for any request, action, interaction or investigation involving an employee you would normally track elsewhere if you are specialist and for DPR maintenance, job classification or any other interaction or request that may need to be documented for any reason by analysts as well. A good rule of thumb is that unless the duty is tracked by another system DHRM uses, a case is required. Listed below are examples of Case Topics and Categories created specifically for field use:

Topics	Categories
Discipline	Dismissal
	Demotion
	Reprimand
	Resignation in Lieu of Discipline
	Suspension
Employment Law	ADA
	FLSA
	GRAMA
	Investigation
	Other Liability
	TTA
	USERRA
	UALD / EEOC
	Worker's Comp
Grievance	Step 1
	Step 2
	Step 3
	Step 4
Leave	FMLA
	Leave Bank
	LTD
	LWOP
	STDI Claim
Performance Management	Performance Consultation
	Written Warning
	PIP

Do’s

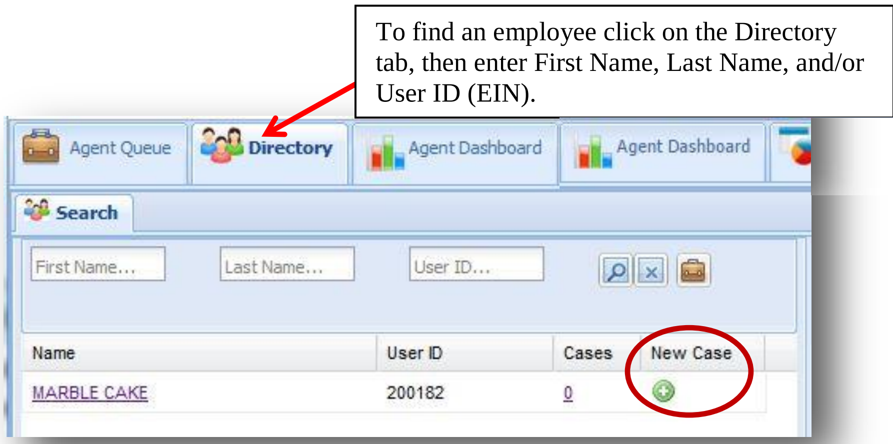
- Update your case notes frequently as you would in any other tracking list
- Do document outbound calls to employees, managers, medical providers, etc.
- Do document inbound calls in your case notes
- Do attach copies of emails, instant Message (IM), faxes, etc if applicable to the case.
- A good rule of thumb is that if you are in doubt about whether or not to create a case, create one.

Don’ts

- Show your case, case notes, etc. to the employee unless you intend for them to see everything, be very cautious and pay attention to what you are clicking.

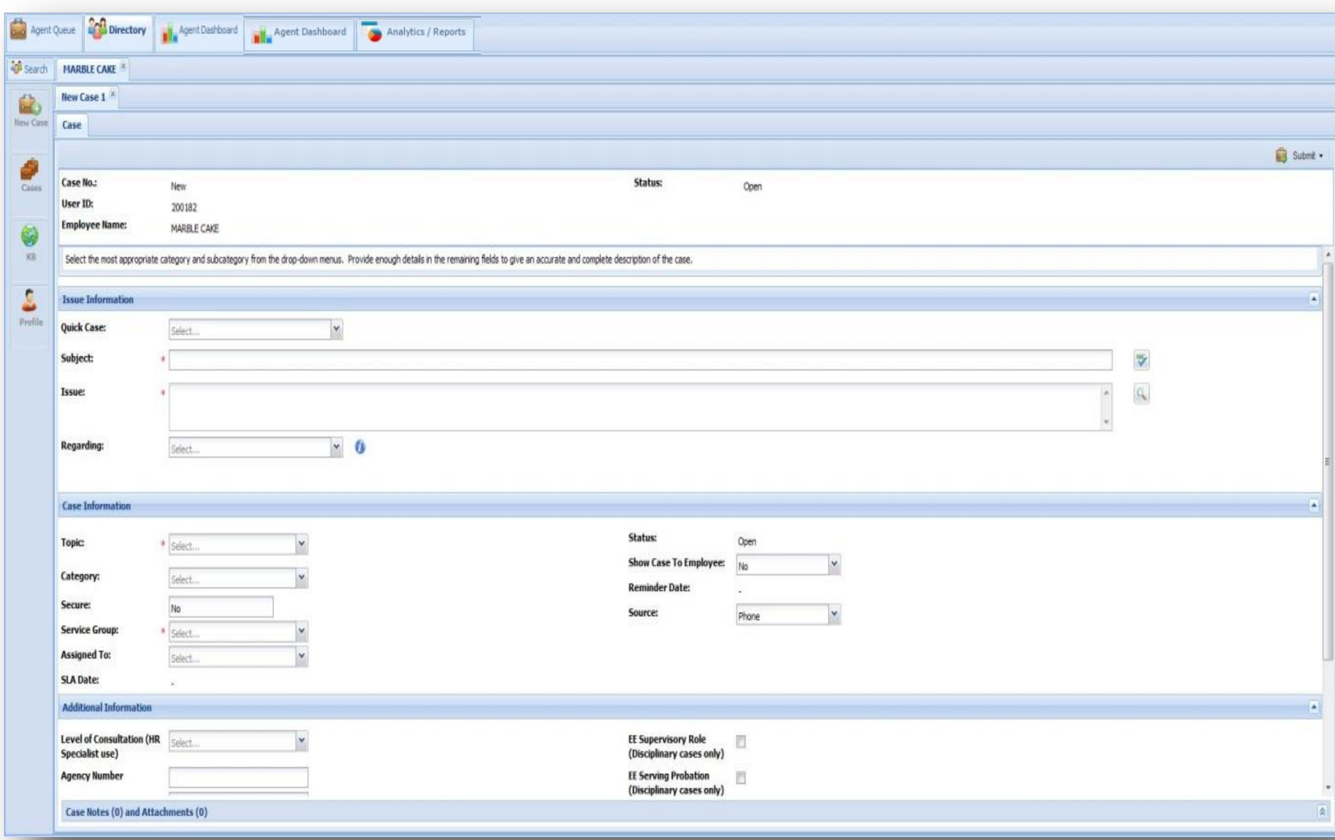
How to create a case

1. The first step to creating a case is finding the employee in your Directory. (See arrow and text box below)



2. Once you have located the correct employee click on the green plus icon in the New Case column (circled above).

3. A new case screen will appear (pictured below).

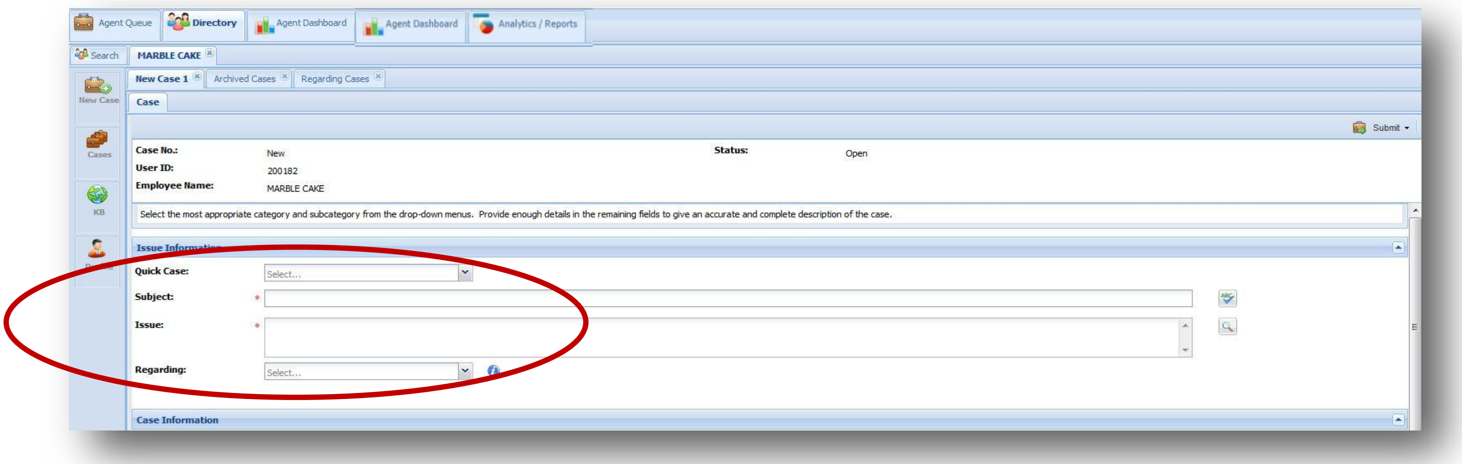


There are 4 tabs to the left of every Case:

- New Case – Creates template for a new case.
- Cases – Allow you to view all cases that have been created for this employee.
- Knowledgebase – Allow you to view Employee Gateway to attach links or highlighted text to your new case.
- Profile – Allow you to view personal information about the employee. This information is pulled from HRE.

Issue Information

4. Start creating your case – the first box is the Quickcases drop down box, this is for ERIC use only – quickcases are preformatted cases and the decision has been made not to use these in the field, these are more general and field cases require more specific detail.

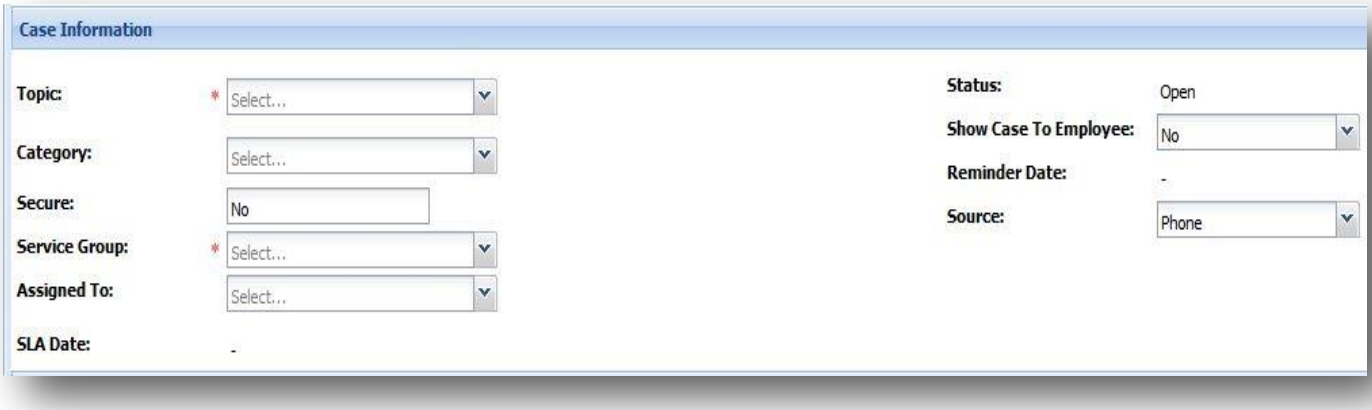


5. **The Subject box is where field cases should begin.** So you are not providing confidential information to anyone else within DHRM or convicting anyone prior to an investigation, please be brief and if you are creating a case after receiving a report of misconduct or potential discipline – **remember to use the word "Alleged" (As specified in the Business Practice included in the end of this manual - example: Alleged Policy Violation, Alleged Performance Problems etc.)**

6. The Issue box is next. This is the section to summarize the issue and briefly describe the information you have been provided with. You may go into further detail in the case notes as you discover further information if applicable and to further document the questions or concerns you have been presented with.

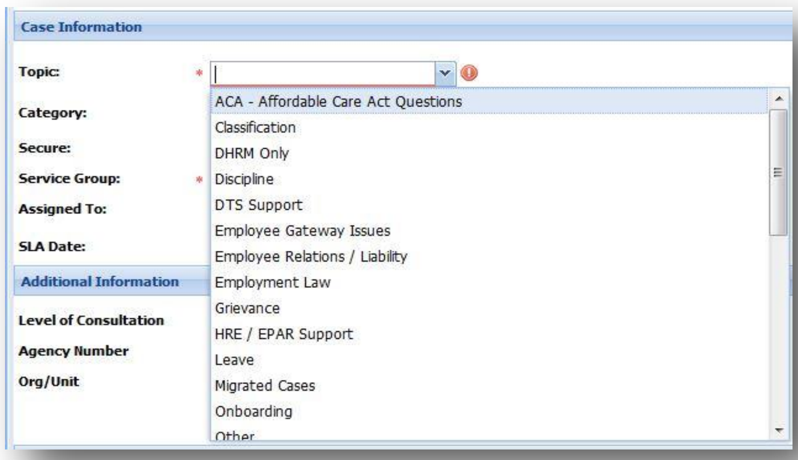
7. Next is the Regarding field. If someone is calling regarding another employee, such as a supervisor, coworker, spouse, etc then you will enter the other employee's name or EIN in this field.

Case Information



Required fields are:

- Topic: Pick a selection from the drop down menu that best fits the topic of the subject/issue. Only use the topic "other" if there is not another topic that could apply.



- Category is next, depending on the Topic you select it may be necessary for you to select further a category related to the Topic. Example: Topic is Discipline but there are several actions associated with Discipline – select from your options.

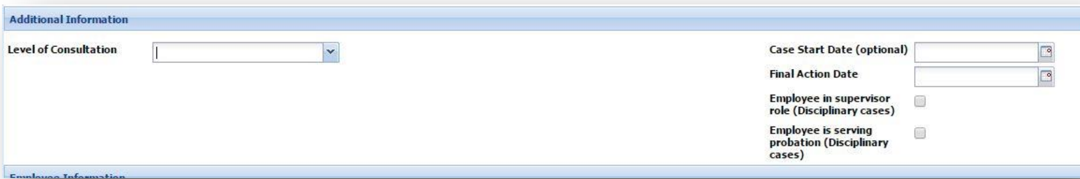
- Service Group: Once you select a Topic, the Service Group will auto-populate to the associated Field Service Group, although you may select another group, it is most likely not necessary for you to.

Additional Fields:

- Assigned To: Once you pick a Topic, the case will auto-populate with your name in the Assigned To field unless you pick a Topic that is specifically for a Service Group that you don't belong to. Example: Classification topic belongs to HR Specialist Service Group. If you are not assigned to the HR Specialist Service Group, you cannot assign a Classification case to yourself.
- Show Case To Employee: "Yes" or "No".
    - Case Management automatically sets case to "No", in most field cases you will never select "Yes". Please be very cautious with this field.

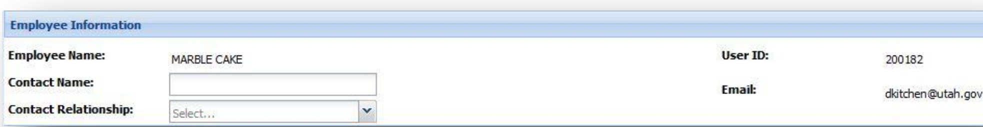
- Reminder – we are currently working with our vendor to test this feature.
- Source - This is not a required field but can be used if needed. Select the source of the case; was it via Phone, Fax, Email, HR, US mail, ERIC Outbound, SIDES, or ePAR.

Additional Information



- Level of Consultation field – This allows you to select your level of consultation with this case, choose from the dropdown list.
- Case Start Date (optional) – This box allows you to select a date prior to the actual date you are creating the case on for those instances you may have forgotten to create a case on the day you should have, this is for tracking purposes to help in reporting.
- Final Action Date – This field allows you to select a date the case was finalized.
- Employee in Supervisor Role (Disciplinary Cases) – this is a check box field, please check if this applies.
- Employee is serving probation (Disciplinary Cases) – this is also a check box field, please select if applicable.

Employee Information



- Employee Information is used when someone calls on behalf of the employee.
  - For example, if an employee's supervisor contacted you to inform you their employee was in some type of accident and might need FMLA, you could type in the supervisor's name in the Contact Name field and then select Supervisor under the Contact Relationship drop down menu.

How to change the Topic

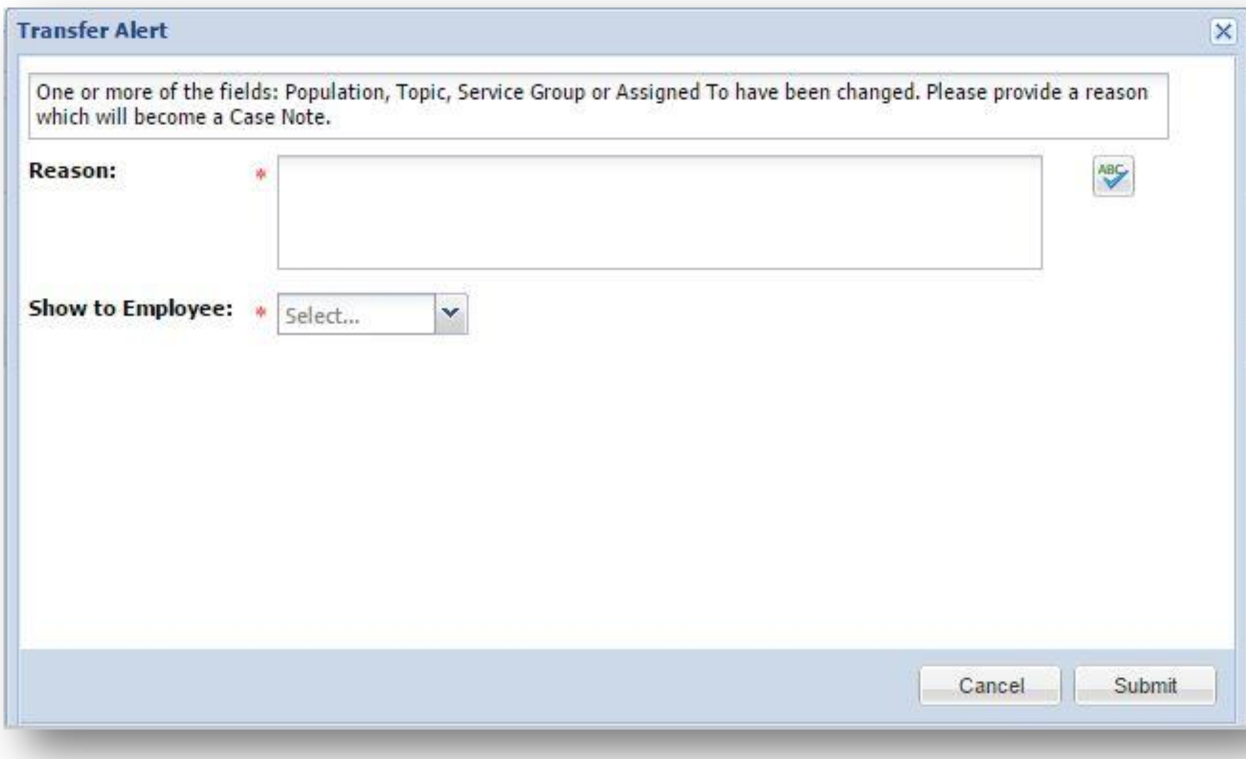
As some cases evolve through the investigative or disciplinary process, it may be necessary for you to change the topic of the case, here is the process for updating:

- If case has been closed, reopen the case and add comments as to why it is necessary for you to reopen.

- Go to the Case Information section and click on the Topic drop down menu, select the updated topic.

- Add case notes.

- Then click on Save Changes in the upper right corner by Close Case, this will pop up a Transfer Alert:

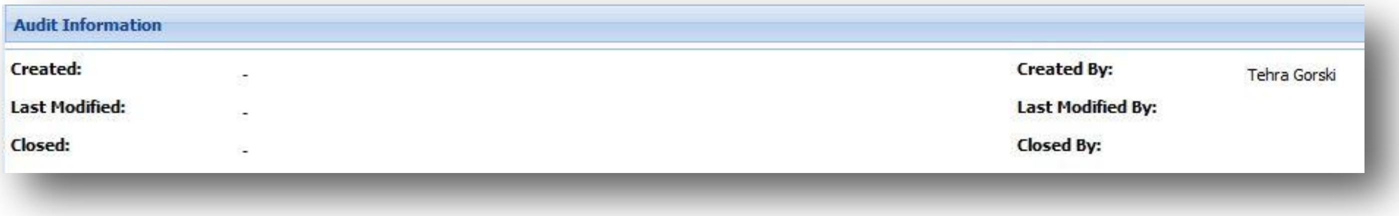


- Enter a Reason in the box provided and select No in the Show to Employee box, then submit.

- You will get a yellow box that indicates Case updated Successfully.

Audit Information

DHRM Admin will be performing regular audits of all cases to ensure confidentiality in all cases. Anyone accessing a case without a business reason will be disciplined according to the DHRM Employee Code of Conduct required as part of the UPM AAA acknowledgements.



- Audit Information will auto populate as the case is created, then automatically tag the case as to who created, closed and changed the case. To view, click on the information bar then scroll down to view.
    - This information will help with reporting.
    - It also helps monitor who is accessing the case .

Case Notes and Attachments

8. Case Notes - To add a Case Note to the case, you will need to click Case Notes (0) and Attachments (0).

9. Then Click Add Note.

10. Once the Add Note screen is open you will add any notes pertaining to your case.

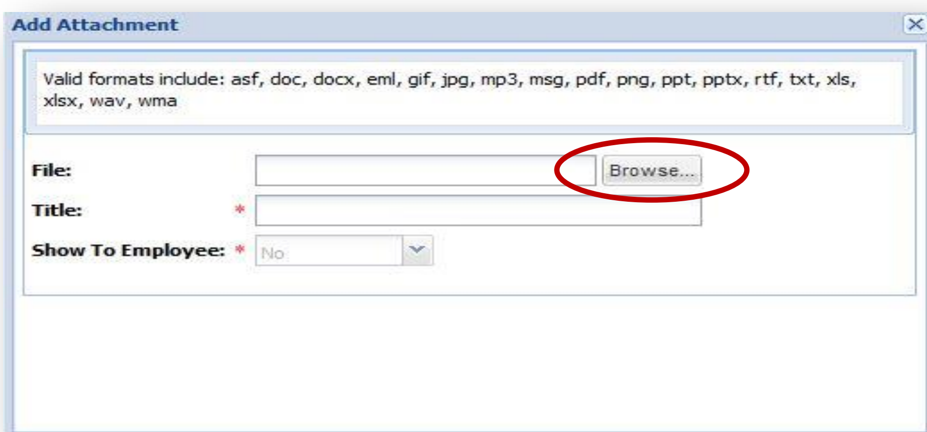
- Any information that was provided to you or you provided to them.
- Behind the scenes investigative notes
- Documentation of conversations
- Contact phone numbers
- Directions or instructions
- Follow-up notes

11. Once your note is complete you have two drop down boxes to select before adding your note.

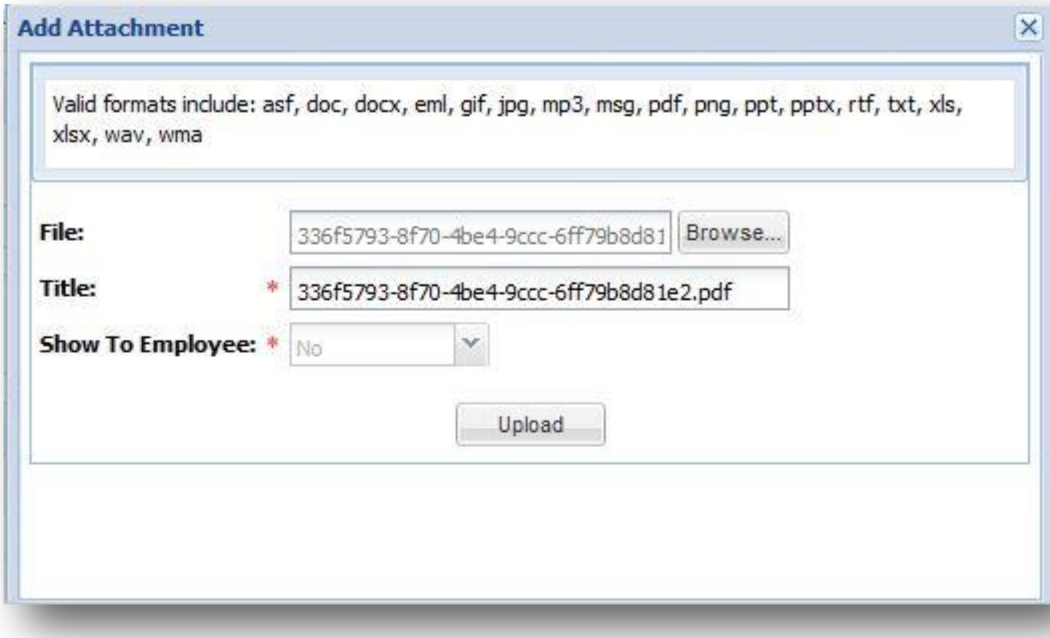
- Make Resolution: if you select “Yes”, you will be showing this note to the employee and the information will populate to the Close Case box. If you select “No”, your note will not be visible to the employee and will not populate to the Close Case box – **you will most likely NEVER show your notes to the employee, there will be very few exceptions.**
- Show to Employee: if you select “Yes”, the employee will be able to view the note. If you select “Yes” to Make Resolution, Show to Employee will auto populate as “Yes”. The drop down menu will be grayed out with “No” if you keep the Show Case to Employee as “No” in the Case Information section discussed above.
    - Notes are generally used for internal documentation so are not shown to the employee.
- Click Add
    - Once you have added the note, you cannot delete it, but you can change the Show To Employee selection.
- The final step to this process would be to Save Changes, this button is located in the upper right corner.

12. Attachments: To add an attachment, you will need to click Add Attachment.

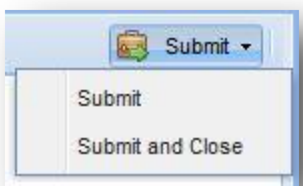
- Once you click Add Attachment, an attachment box will pop up. You will need to click the Browse button to insert the desired file.



- Once the file is selected, you will need to select “Yes” to Show To Employee if you would like the employee to view the attachment. You will select “No” if the employee does not need to view the attachment. If you are not showing the case to the employee under Case Information, you will not be able to show the employee the attachment. Then click Upload for the file to be attached to the case.
    - You do have the option to delete the attachment if you have attached the wrong file.



- You can save the case by clicking on Submit in the upper right hand corner then choosing to Submit in the drop down menu. You can submit the case to yourself at any point as long as you have entered information in the Subject, Issue and Topic. Once the case is submitted, you cannot change the Subject or Issue.



  - If you encounter an error please be sure all required information is completed. Required fields are designated by a red asterisk (*). If you try to submit or close the case without filling in the Required fields, you will get an error message stating “Please correct all incorrect or incomplete information”.

- This will change your case from New status and assign it a case number.

Before Submitting:

After Submitting:

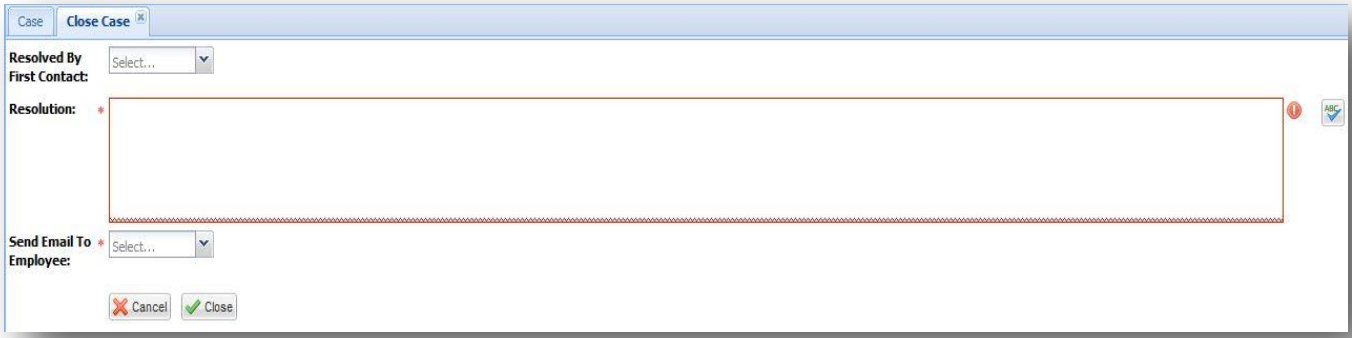
- You will see that you have four tabs in the upper right hand corner once you have submitted the case to yourself.

  - Case History will show you who has handled the case and when.
  - Reminder will allow you to set a date then remind you to follow up on this case. Your open cases can be sorted by your reminder date.
  - Save Changes will allow you to save any changes you make to the Case Information or Additional Information.
  - Close Case will allow you to close the case.

How to Close a Case

1. Once you have all the required fields filled out, your notes completed and your documents attached you are ready to close the case. You will need to click on Close Case in the upper right hand corner of the screen (Submit and Close if you haven't submitted the case to yourself yet).

2. Clicking on the Close Case option will take you to the Close Case box where you will type your Resolution.



3. If you are a field DHRM employee, your Resolution will be a summary and finalization of the case including what, if any, action was taken. **Do not show this resolution to the employee.**
    - If you clicked Make Resolution on one of your Notes, you will see that Note listed in the Resolution. You can edit the Note to be formatted as an email or close the case.

- Resolved By First contact: Click "Yes" or "No"
    - Select "Yes" if you are closing the case without needing to contact the employee a second time.
    - Select "No" if you needed to reach out to the employee again for further clarification.

- Send Email to Employee: Click "Yes" or "No"
    - The majority of situations will NOT require an email to be sent to the employee .

4. Click Close to close the case.

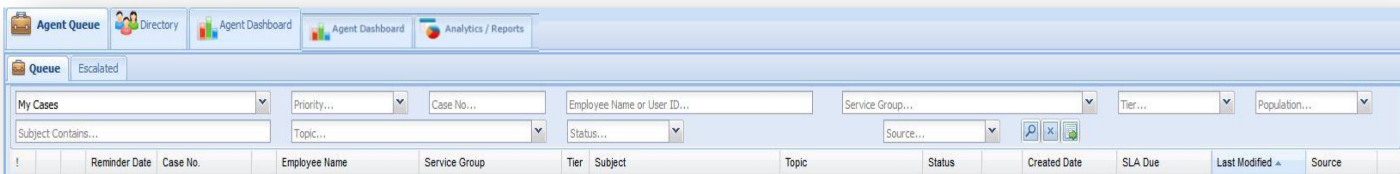
How to view case history

You can view the case history for an employee through Agent Queue or that individual employee's case history in the Directory.

Agent Queue

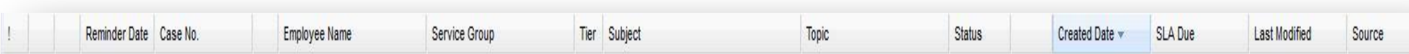
The Agent Queue will only show cases assigned to you. You can search by:

- Show… (My Cases)
- Priority…
- Case No…
- Employee Name or User ID…
- Service Group…
- Tier…
- Population…
- Subject Contains…
- Topic…
- Status/Open/Closed
- Source…



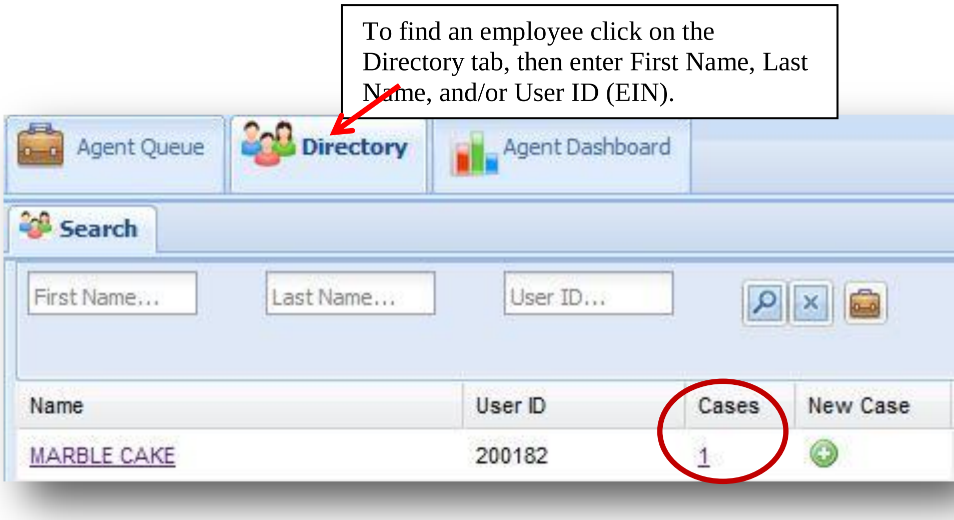
Click on any of the column headings to sort your cases.

- Example: if you click on Created Date, it will sort your cases by the creation date.

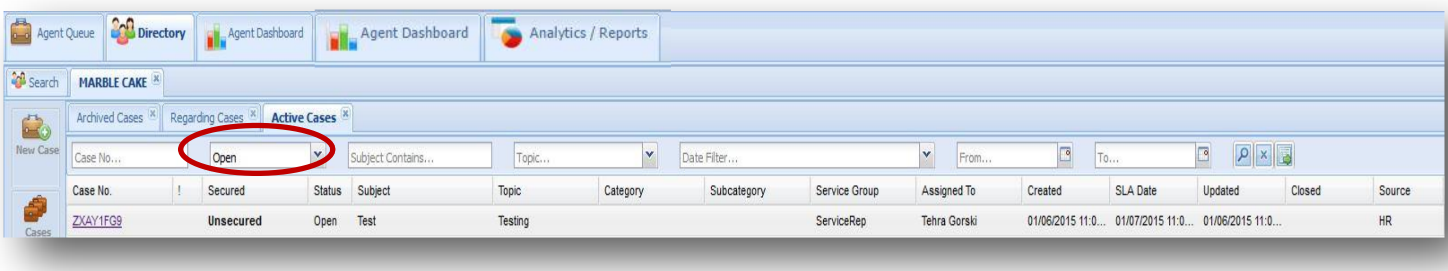


Employee History

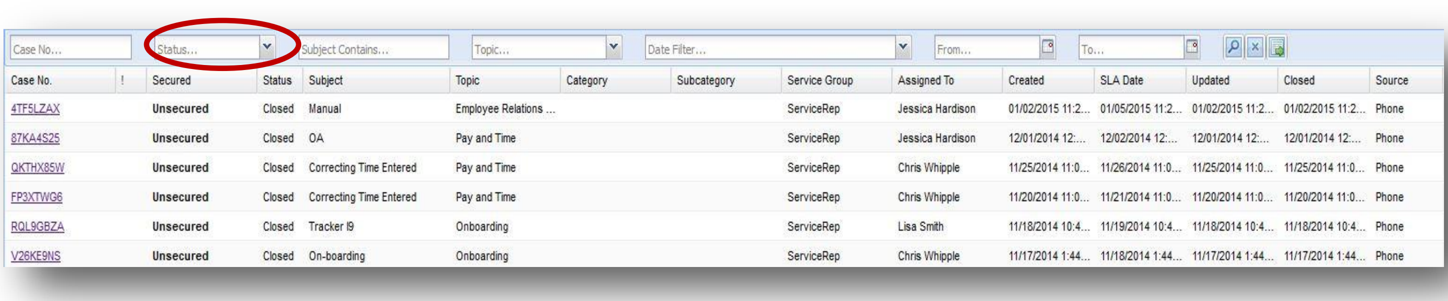
1. You can search an employee's individual case history by finding the employee in the Directory then clicking on the number shown in the Cases column.



2. Once you have clicked on the number shown in the Cases column you will be directed to the Active Cases screen (shown below). If the employee has an Open case you will automatically be directed to that case.



3. You will need to select Status, Open or Closed in the Status drop down menu depending on what you are searching for. Status will show both Open and Closed cases for that employee.



Reopening Cases

From time to time it may be necessary to reopen a closed case. The following reasons are examples of why you might need to reopen a case:

- The Employee needs additional assistance with the same issue.
- Additional information has been found that can better assist an employee.
- When the case was closed you did not send a Close Case Email or show the case to the employee.
- Additional follow-up is necessary.

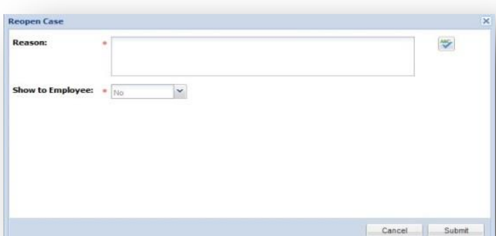
You should <u>not</u> reopen a case if an employee is calling about another issue.

To Reopen a Case:

1. Locate the case you need to reopen in the employee's case history and then click on the Case Number to access that case.

2. Click on Reopen Case in the upper right corner.

3. Click Reopen, or Assign and Reopen.
   - If you click Assign and Reopen, the case will be automatically assigned to you.
   - A Reopen Case Box will pop up asking you the reason for reopening the case. Type the reason for opening and click "Yes" or "No" in Show to Employee. You will need to hit the Submit button to go forward. Your reason for reopening the case will show as an additional note.



4. The case will reopen. You can now add follow up information or comments. Important: if you do make changes to your case remember to Save Changes.

5. Close the case as described above.

Quick Reference Guide to Case Management Case Categories

CM Case Category	Description	Examples
ACA – Affordable Care Act Questions	Cases that ask Affordable Care Act Questions.	Employee's asking any question specifically pertaining to the ACA-Affordable Care Act.
DTS Support	Cases that we cannot assist with, and need to connect the employee to DTS for assistance.	Employee forgot their password to log into their computer or State accounts. New employee hasn't received their State email login information.
Employee Gateway Issues	Cases related to missing information, inaccurate information, broken links, log in issues, search words, inquiries.	Can't find what they are looking for on the Gateway, they've clicked on a link and it's not working.
Employee Relations/Liability	Cases about discipline, workplace harassment, investigations, employee performance and other items usually handled by HR Specialists	GRAMA Request, complaints about managers, harassment claims, employee discipline
Onboarding	Cases related to Onboarding questions or issues using the system	New employee or I9 verifier has issues or questions. Can't see the tours, didn't get the email, etc.
Other	Cases that may not fit under the other categories	ONLY CASES THAT CANNOT FIT INTO ANOTHER CATEGORY. Non-State employee call, sales/telemarketing call.
Other Benefits	Cases about optional benefits not related PEHP or URS benefits	Hyatt Legal, Long-term care, Blomquist Hale, The Standard STDI
Pay and Time	Cases about an employee's time or pay, including paychecks, leave, ESS, or direct deposit	Missing pay check, paper timesheet, timecard corrections, ESS access, bereavement leave
PEHP Benefits	Cases about benefits administered through PEHP	Medical/Dental/Vision claims, open enrollment, adding dependents
Personal Information Update	Cases where employees would like to update their profile information.	Employee needs to update their address, work address, phone number, emergency contact…
Recruitment	Cases about applying for and accepting employment with the State of Utah	State Jobs questions, offer acceptance issues, check on interviews, etc.
Retirement	Cases about retirement questions or informing ERIC they would like to retire	What happens to their leave if they retire, who should they contact to retire, need information about the retirement process
Retirement Estimate	Case for a Retirement Estimate request	Employee wants a Retirement Estimate
Training	Cases that pertain to State Required Training	Questions regarding: State Required Training, Workplace Harassment, and Drivers Training…

UI Claims	Cases pertaining to Unemployment Claims.	DWS submits a 630 form to be completed.
UPM	Cases that pertain to UPM	Employee needs assistance with UPM
URS Benefits	Cases about benefits administered through URS or other retirement programs	401(k) contributions/loans/withdraws, IRA questions, beneficiaries
Verification of Employment	Cases when the customer wants to confirm or verify employment of a state employee	Financial institutions/loan companies, paper VOE
Classification	Cases regarding Classification	*HR Specialist
DHRM ONLY	Cases for DHRM Only	*DHRM Only
Discipline	Cases regarding Discipline	*HR Specialist
Employment Law	Cases regarding Employment Law	*HR Specialist
Grievance	Cases regarding a Grievance	*HR Specialist
HRE / EPAR support	Specifically for HRE/EPAR Support	*HRE Support Service Group
Leave	Cases regarding Leave such as Leave Bank, LWOP, etc.	*HR Specialist
Performance Management	Cases regarding Performance Management	*HR Specialist
Reports	Cases regarding Reports	*HR Specialist

*Topics that will auto-populate to a different Service Group. If you are not within that Service Group, you will need to select a different topic to Submit or Close the case in your name.

Case Management Business Practice for Classification Cases

All classification documentation in CM should follow the current process, procedure and business practices as outlined in the document *2014 Classification Manual and Business Practices.*

- All classification requests will be logged beginning with the first contact by an employee or agency representative, even if there is no paperwork submitted.
- The fields of Topic and Category must be included
- Requests should be tracked to the supervisor/manager who requests the review for both incumbent filled position and vacant position(s).
- Tracking notes should ensure that sufficient documentation is maintained in the case to support the specific classification action taken.
- All documentation should be uploaded, included or referenced in CM

Case management system fields:

Topics	Categories
Classification	Classification Study
	DPR Maintenance
	Establish a New Job
	Establish a New Position
	Grievance
	Modify a Job Description
	Other Classification
	Position Schedule Change
	Reclassify a Vacant Position

Case Management Business Practice for Liability Cases

All liability documentation in CM should follow the current process, procedure and business practices as outlined in the Specialist Guidebook.

- All instances of the topics listed below and other situations which suggest the need for documentation will be logged
    - If an employee has multiple medical issues (ADA and FMLA, LTD, etc), one case per type of issue--yes this means multiple cases per employee.
    - A grievance will remain a single case no matter how many steps it ends up going through, Specialist will change category to reflect most recent step.
    - A case will be opened if FMLA information is sent to someone. If case is closed because documentation was not receive, it can be reopened if it comes in late or when the completed request forms are received.
- The *Category* field must be designated for the topics of Discipline and Grievance.
- All documentation should be uploaded, included or referenced in CM.
    - For example, scanned copies of the notice of intent to discipline must be included in HRDocs as part of the personnel file. Thus, a reference to that document, by date, in CM is sufficient.

Case management system fields:

Topics	Categories
Discipline	Dismissal
	Demotion
	Reprimand
	Resignation in Lieu of Discipline
	Suspension
Employment Law	ADA
	Drug Test
	FLSA
	GRAMA
	Investigation
	Other Liability
	TTA
	USERRA
	UALD / EEOC
	Worker's Comp
Grievance	Step 1
	Step 2
	Step 3
	Step 4
Leave	FMLA
	Leave Bank
	LTD
	LWOP
	STDI Claim
Performance Management	Performance Consultation
	Written Warning
	PIP

Case Management Business Practice for Report Cases

1. When a DHRM employee receives a new request from a customer for an HR Data report that is not already generated as part of an established routine, the employee should create a new case in the Case Management system.

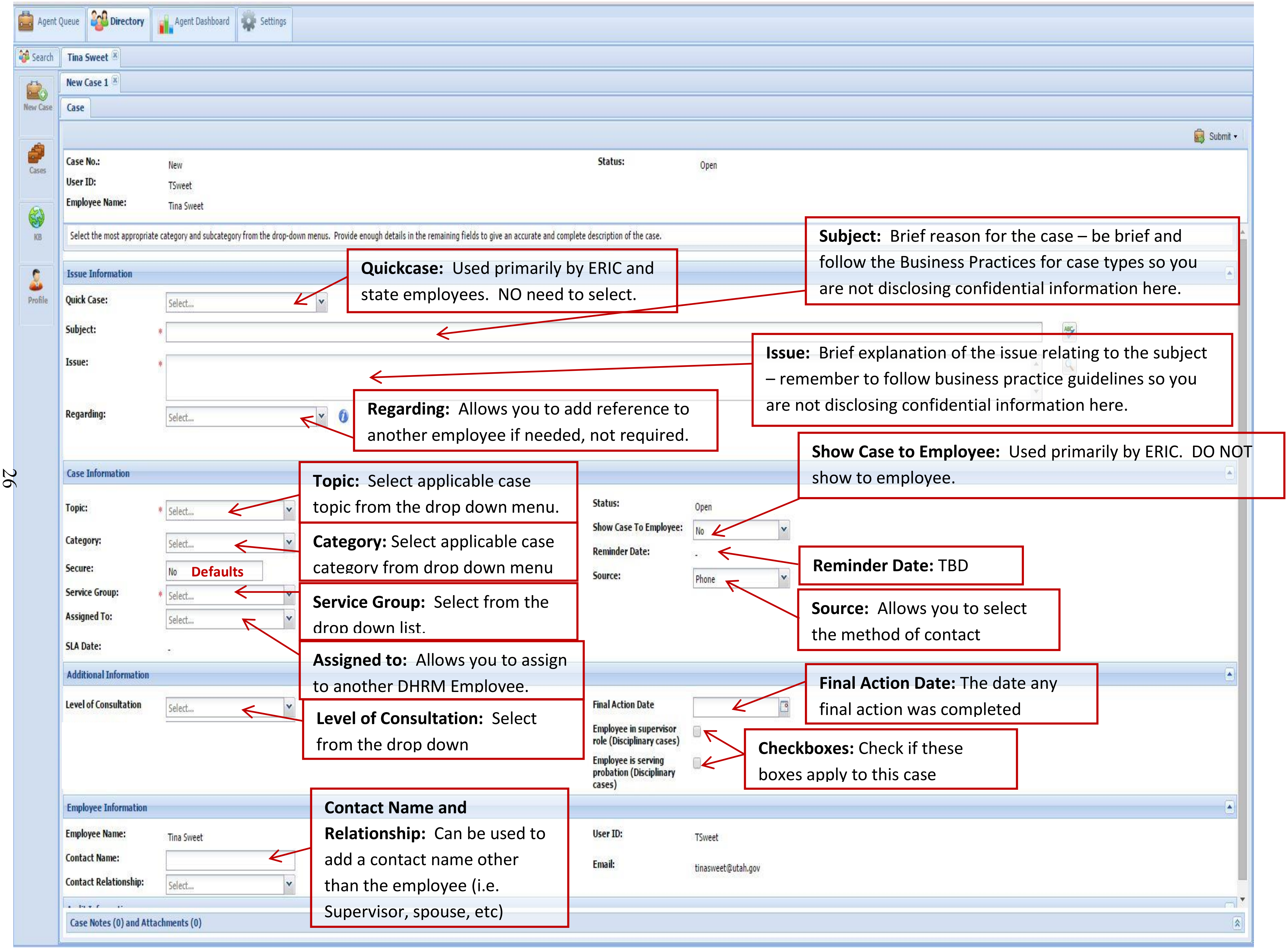
    - If the employee is able to produce the report on his/her own, the employee should close the case after the report has been delivered to the customer.

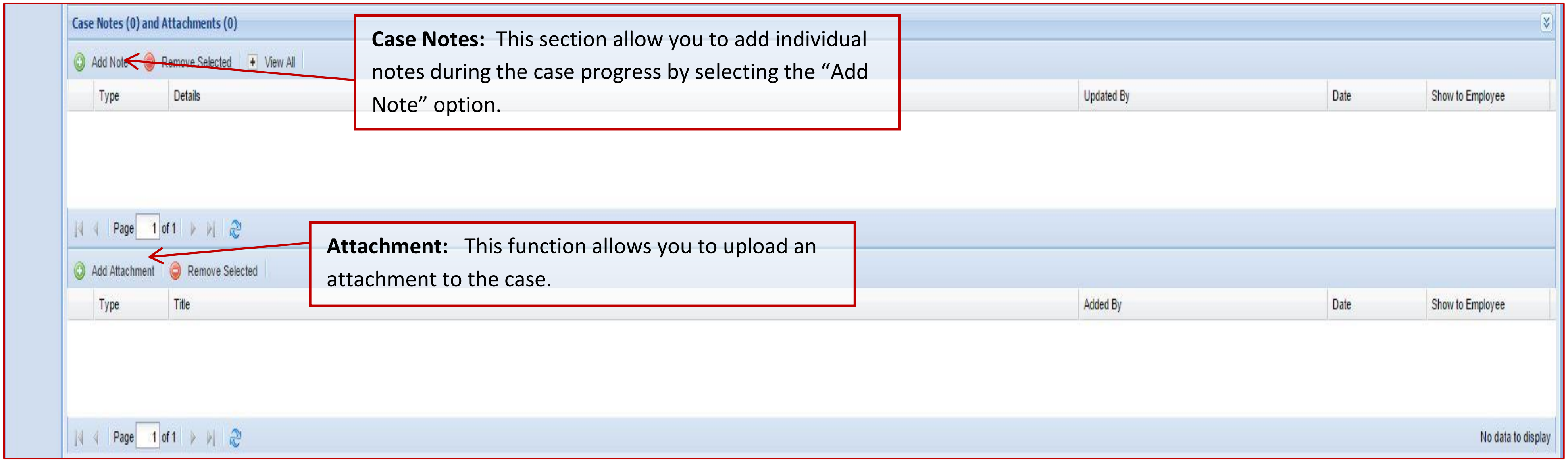
    - If the employee needs assistance from DHRM Admin to produce the report, the employee should transfer case ownership to the Data Service Group

2. A new case does not need to be created if a DHRM employee develops a report for personal use or for use by other DHRM co-workers that will not be given to the customer agency.

Case management system fields:

Topics	Categories
Reports	


Agent Queue
Directory
Agent Dashboard
Settings
Search
Tina Sweet
New Case 1
Case
Submit
Case No.: New
User ID: TSweet
Employee Name: Tina Sweet
Status: Open
Select the most appropriate category and subcategory from the drop-down menus. Provide enough details in the remaining fields to give an accurate and complete description of the case.
Issue Information
Quick Case:
Subject:
Issue:
Regarding:
Case Information
Topic:
Category:
Secure: No
Defaults
Service Group:
Assigned To:
SLA Date:
Status: Open
Show Case To Employee: No
Reminder Date:
Source: Phone
Additional Information
Level of Consultation
Final Action Date
Employee in supervisor role (Disciplinary cases)
Employee is serving probation (Disciplinary cases)
Employee Information
Employee Name: Tina Sweet
Contact Name:
Contact Relationship:
User ID: TSweet
Email: tinasweet@utah.gov
Case Notes (0) and Attachments (0)
Subject: Brief reason for the case – be brief and follow the Business Practices for case types so you are not disclosing confidential information here.
Quickcase: Used primarily by ERIC and state employees. NO need to select.
Issue: Brief explanation of the issue relating to the subject – remember to follow business practice guidelines so you are not disclosing confidential information here.
Regarding: Allows you to add reference to another employee if needed, not required.
Show Case to Employee: Used primarily by ERIC. DO NOT show to employee.
Topic: Select applicable case topic from the drop down menu.
Category: Select applicable case category from drop down menu
Service Group: Select from the drop down list.
Assigned to: Allows you to assign to another DHRM Employee.
Level of Consultation: Select from the drop down
Reminder Date: TBD
Source: Allows you to select the method of contact
Final Action Date: The date any final action was completed
Checkboxes: Check if these boxes apply to this case
Contact Name and Relationship: Can be used to add a contact name other than the employee (i.e. Supervisor, spouse, etc)


Case Notes (0) and Attachments (0)
Add Note
Remove Selected
View All
Type
Details
Updated By
Date
Show to Employee
Page 1 of 1
Case Notes: This section allow you to add individual notes during the case progress by selecting the "Add Note" option.
Attachment: This function allows you to upload an attachment to the case.
Add Attachment
Remove Selected
Type
Title
Added By
Date
Show to Employee
Page 1 of 1
No data to display

Case Management Case Creation Quick Reference

Field	Explanation
ISSUE INFORMATION	
Quick Case:	These are primarily ERIC Staff Duties - Specialists should not use this field.
Subject:	Once you submit the case, this field cannot be edited in any way. Because we often begin handling cases before a final decision is made regarding the action to be taken and sometimes even before we have all facts available, for disciplinary and performance improvement cases, this field should be one of three things: (1) Alleged Policy Violations (2) Alleged Performance Problems or (3) Alleged Policy Violations and Performance Problems. The subject should NOT contain Reprimand, Suspension or any other action as this cannot be changed if management changes course. Example: FMLA Application, PIP, Discipline, Grievance, Investigation, etc.
Issue:	Brief explanation of the issue relating to the subject, e.g. Employee allegedly violated department policy by [whatever happened]; or Employee is recertifying for intermittent FMLA, etc.
Regarding:	This is a search engine for another employee only if the case is regarding someone else, e.g. If one employee files a complaint against another employee, the complainant could be noted here. This is just a mechanism to tie the cases together in the case management system and carried no additional meaning or function.
CASE INFORMATION	
Topic	Select Applicable Drop Down Menu Item (See Index)
Category	Depending on Topic, there may be categories to select from under the category (See Index)
	ACA - No additional categories
	Classification: Typically HR Analyst Duty. Classification Study, DPR Maintenance, Establish New Job, Establish New Position, Grievance, Modify Job Description, Other, Position Schedule Change, Reclassify Vacant Position, Reclassify Incumbent Filled Position.
	DHRM ONLY: No additional categories
	DISCIPLINE: Demotion, Dismissal, Reprimand, Resignation in Lieu of Discipline, Suspension
	DTS SUPPORT: No additional categories, refer to appropriate individual
	EMPLOYEE GATEWAY ISSUES: Eric Staff Duties
	EMPLOYEE RELATIONS/LIABILITY: HR Specialist Duties, No additional categories
	EMPLOYMENT LAW: HR Specialist. ADA, FLSA, GRAMA, Investigation, Other Liability, TTA, UALD/EEOC, USERRA, Worker's Comp.

	GRIEVANCE: HR Specialist. Step 1 (Typically, Immediate Supervisor) Step 2 (Typically Manager or Director) Step 3 (Executive Director) Step 4 (UALD)
	HRE/EPAR SUPPORT: Eric Staff - No additional categories
	LEAVE: FMLA, Leave Bank, LTD, LWOP and any other leave not already track by ERIC
	MIGRATED CASES: This is an automated case topic from the conversion to a new system.
	ONBOARDING: Eric Staff only.
	OTHER: Anything else not listed here
	OTHER BENEFITS: Eric Staff. No additional categories
Service Group	Automatically populates to appropriate service group
Assigned to	Automatically populates to appropriate HR Rep
SLA Date	SLA=Service Level Agreement. This is a field built in by the vendor to track deadlines on cases. Specialists may ignore this field completely.
Status	Open, closed, etc.
Show Case to Employee	All HR Specialist categories are NOT shown to employee by default and it is recommended they remain as such. However, if some reason arose where you wanted to share the case, change the indicator here.
Reminder Date	If you need a reminder, enter date you would like to be reminded and you will be notified at that time.
Source	Source tracks how the case came to the HR Rep. The field defaults to phone, but we do not anticipate Specialists making use of this field.
ADDITIONAL INFORMATION	
Level of Consultation	Select appropriate level of time you spent in consultation with employee or management regarding topic
Final Action Date	This is the date when the action was completed (discipline imposed, grievance answered, TTA or PIP signed, etc.)
Employee In Supervisor Role	Check this box if the employee is receiving discipline and is a supervisor/manager, etc.
Employee Serving Probation	Check this box if the employee is on probation
EMPLOYEE INFORMATION	
Employee Name	Already populated
Contact Name	For disciplinary cases (and perhaps others) it is useful to know what supervisor or agency management rep is the contact to administer the action. This field may be used to track that information. DHRM will not be gathering data from this field--it is strictly available for ongoing tracking purposes for the case owner and their manager.
Contact Relationship	This field can specify the relationship or role of the listed contact to the employee who is the subject of the case.
User ID	Automatically populated
Email	Employee's email automatically populated
CASE NOTES	

	Any information deemed important to the case. Additional case notes can be added each time something is added to the case.
Resolved by First Contact	Select "yes" or "no" - Specialists will most often be selecting no and this feature is used by the ERIC but may be ignored by Specialists as it does not help us accomplish our purpose or provide meaningful data to management.
Resolution	Type in what occurred, how you came to a resolution or anything else pertinent to the case.
Send Email to Employee	Select "yes" or "no" for Liability issues, this would typically always be a "no"
ATTACHMENTS	
	Any attachments related to the case. This case should be treated as your working file. If you would like to keep official copies here in addition to the official record in HR Docs, feel free. However, this does not replace HR Docs as the personnel file repository.