eCASE ER/LR

User Manual

v3.1.0

November 2023

eCASE ER/LR v3.1.0 User Manual

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Contents

Version History

Version	Date	Revision Summary
3.1.0	11/15/2023	We've added or revised the following for v3.1.0: ▪ Updated the *Create an Investigation Inquiry* section (5.1) to capture new fields on the Inquiry Intake for. ▪ Added information on two new *Configuration* tabs: *Portal Configuration* and *Inquiry Intake terminology (Portal Form)*. See sections 6.1 and 6.2 for details.

Using This Manual

The following formatting conventions are used in this manual to highlight important information:

- *Italicized* text indicates a location, for example a particular *Folder*, *Tab*, or *Window*.
- **Bold** text indicates a specific user action, such as clicking a **button**.
- Red text and this symbol **(!!)** are used in Notes to **bring attention to crucial information**.

Acronyms

All acronyms used in this document are defined in the following table:

Acronym	Definition
COTS	Commercial Off the Shelf
ER/LR	Employee Relations Labor Relations
ER	Employee Relations

Acronym	Definition
ER/LR	Employee Relations Labor Relations
FLRA	Federal Labor Relations Authority
LR	Labor Relations
OOTB	Out of the box
PDI	Pre-Decisional Involvement
SCD	Service Computation Date
UI	User Interface
ULP	Unfair Labor Practice

1 ER/LR Overview

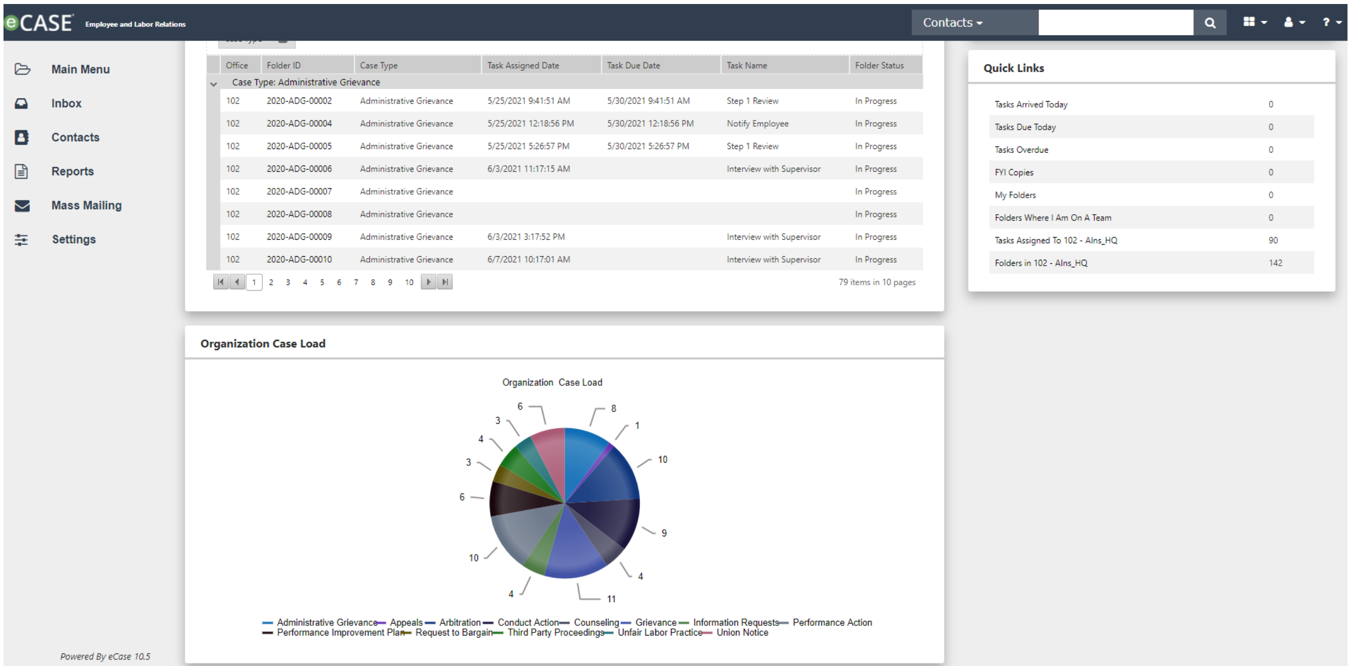
1.1 eCASE Employee Relations/Labor Relations

The eCASE Employee Relations (ER) Labor Relations (LR) system consolidates ER/LR activities under a single application, allowing you to log grievances, track arbitration and information requests, as well as employee-focused activities such as performance improvement plans and conducting reviews.

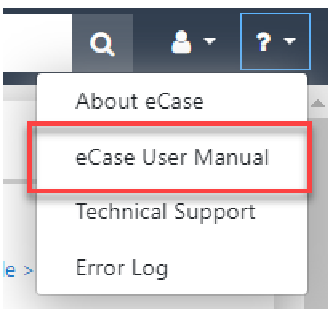
All ER and LR Module case forms can be accessed via a single location in the Launch Pad. All Employee Relations forms are contained in the Employee Relations Menu, while Labor Relations are contained in the Labor Relations Menu. Each module is described at a high level below:

- **Employee Relations**: ER Forms allows ER/LR specialists to file cases on specific employees. These cases include Administrative Grievances, Conduct Action, Counseling, Performance Action, Performance Improvement Plans, and Third Party Proceedings.
- **Labor Relations**: LR Forms track issues with the labor workforce and the relationship between employees and management. These cases include Arbitration, Request to Bargain, Information Requests, Unfair Labor Practice, and Grievance.
- **Investigation Inquiries**: This menu option allows authorized users to initiate an investigation inquiry, and capture information about this case as the inquiry progresses into an Anti-Harassment case, Management Inquiry, or an Administrative Investigation.
- **Configuration**: The Configuration menu option is available only to Administrators. This is not a conventional case form, and instead allows authorized users to change the terminology of fields within case folders. Additionally, it allows authorized users to hide/show fields on the case form and to make required fields, as desired.

The eCASE ER/LR *Home Page* is shown below. You'll find a deeper UI breakdown in the *eCASE UI* section of this document.



The *Home Page* serves as a jump-off point for using the eCASE ER/LR features. For information about the general eCASE interface, please refer to the *eCASE User Manual* (accessible under *Help* in the upper-right of the eCASE dashboard).



1.2 User Manual

This User Manual is divided into the following topics:

- *ER/LR Overview*: An overview of the ER/LR System, eCASE, and this User Manual.
- *Getting Started*: Information on getting started using eCASE ER/LR.
- *Employee Relations*: All about the ER module, case types and actions.
- *Labor Relations*: All about the LR module, case types and actions.
- *Investigation Inquiry*: The Investigation Inquiry case folder and its lifecycle within ER/LR.
- *ER/LR Configuration*: Configure settings specific to the ER/LR application.
- *Administration*: A brief look at relevant Administration features in ER/LR.

1.2.1 Scope

The purpose of this manual is to introduce the user to eCASE ER/LR application, including all major functionalities and processes, to gain familiarity with the software and integrate it effectively into daily activities.

1.2.2 Disclaimer

This manual is designed to support the Commercial Off-the-Shelf (COTS) version of eCASE ER/LR. Due to the configurable nature of the application, the user experience may vary from what is presented within this manual. These instructions are intended as a guide for the general application concepts, which can generally be applied across all instances regardless of the actual page content.

In addition, the screens presented in this manual are from the perspective of an Admin user. This serves the purpose of showing the full breadth of available options. Due to permissions structuring, most users are not able to see all the options and settings presented in this manual. What a user can see and do in the application depends on the configuration set by the system administrator. For questions about a specific instance of eCASE ER/LR, please contact your organization's eCASE ER/LR System.

2 Getting Started

This section walks you through the standard eCASE UI, including the dashboard and folder pages where you will spend the most of your time. Actions and buttons that are common across the system are described to help build familiarity with the system.

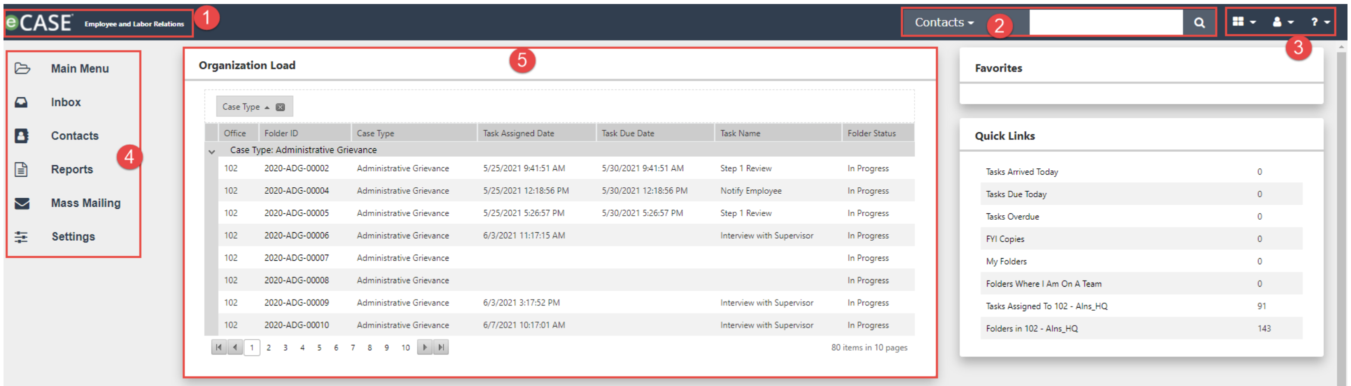
2.1 Login

To log in to eCASE, navigate to the *eCASE Login* screen. Your system administrator will provide you a hyperlink to access the *eCASE Login* screen. Enter your **(1) Username** and **(2) Password** in the *Login* screen and click **(3) Sign In**.

After login, the *eCASE ER/LR Home Page* appears. A breakdown of the Home Page UI is contained in the *eCASE UI* section.

2.2 eCASE UI

eCASE ER/LR is built on the core eCASE platform that underpins multiple powerful task management solutions. Therefore, it shares certain elements of the basic eCASE platform that should be familiar to anyone who has used any other eCASE-based tools. An example of the eCASE ER/LR UI is shown below:



(!!) Note: The image above is provided as a sample and some aspects may not reflect yourspecific eCASE environment.

The eCASE ER/LR Home Page displayed above is annotated to indicate features native to the Home Page:

1. The *Application Title*. You can click this icon to return to the Home Page from any window.
2. A *Quick Search* bar, where you can perform quick searches on Case Folders, Documents or Contacts using a word search or an attribute search.
3. The *Application Selector* icon, User menu, and Help links.
4. The *Launch Pad*, containing options to create a new contract file, search, inbox, and vendors.
5. A *Dashboard* displaying open case folders and workflow tasks assigned to the user.

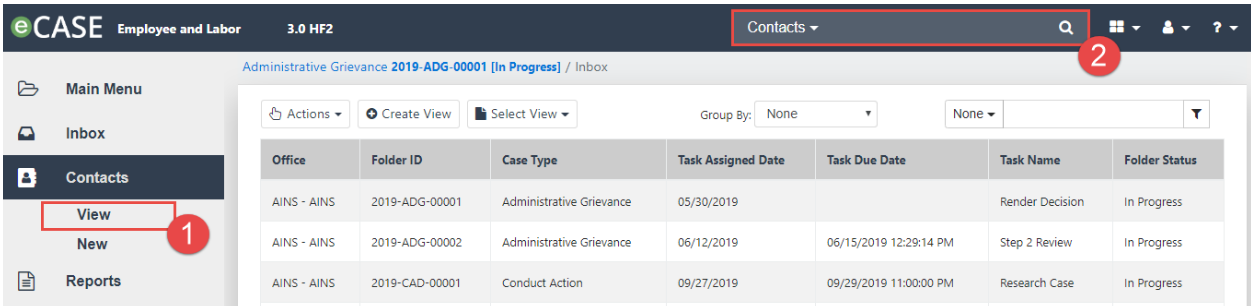
2.2.1 Contacts

Contacts are an important part of eCASE ER/LR. Employees and Representatives must exist as a Contact in eCASE ER/LR to be added to Employee Relations and Labor Relations case folder activities.

2.2.1.1 Search Contacts

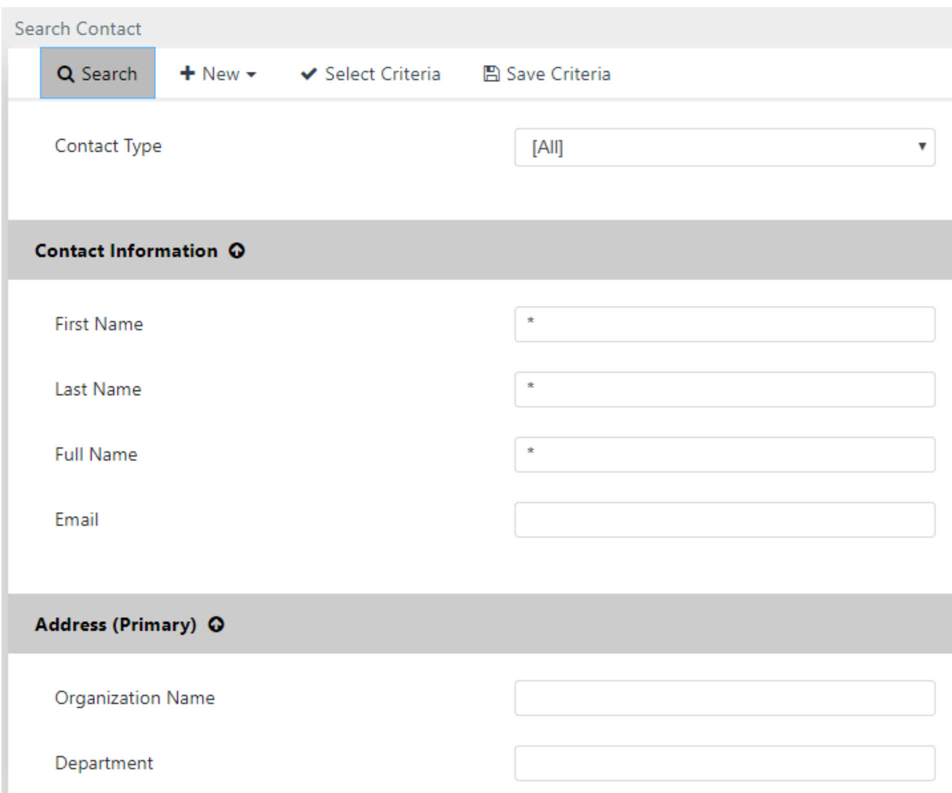
Search existing eCASE ER/LR Contacts in one of two ways:

- Via the **(1)** *Launch Pad*.
- Via the **(2)** *Quick Search bar*.



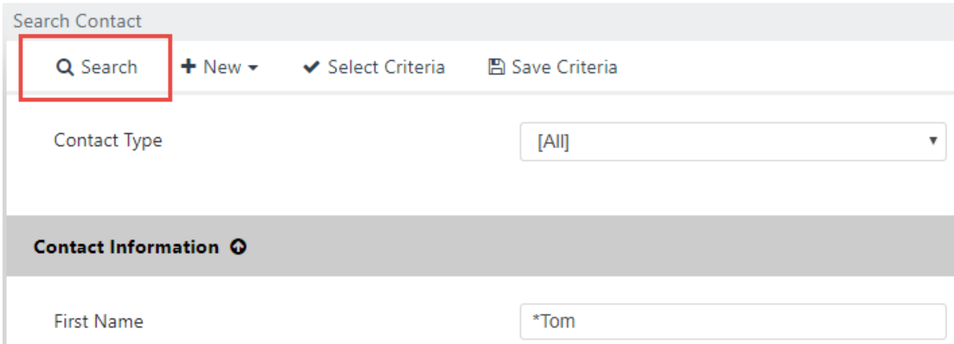
The **(1)** *Launch Pad* provides more robust search options, while the **(2)** *Quick Search* bar allows you to execute quick searches of existing system contacts, within any eCASE page. See the Quick Search section for instructions on using Quick Search. To search using the Launch Pad Contacts feature:

1. From the *Launch Pad*, click **Contacts > View > Search Contacts**. The *Search Contact* screen appears.

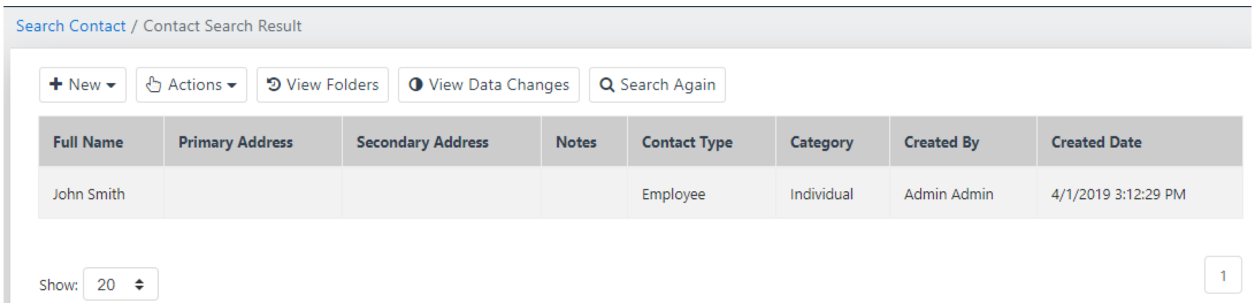


2. Enter information into the fields in this window to create the search parameters. See Wildcard Search for information on using wildcards in search fields.
3. After entering search criteria, click **Search** to execute the search and return a list of matching Contacts.

(!!) Note: Alternatively, you can click Search with all fields blank to return a list of all Contacts.



4. eCASE executes the search, and the *Contact Search Results* screen displays all matching Contacts, as shown in the example below:



2.2.1.2 Create Contacts

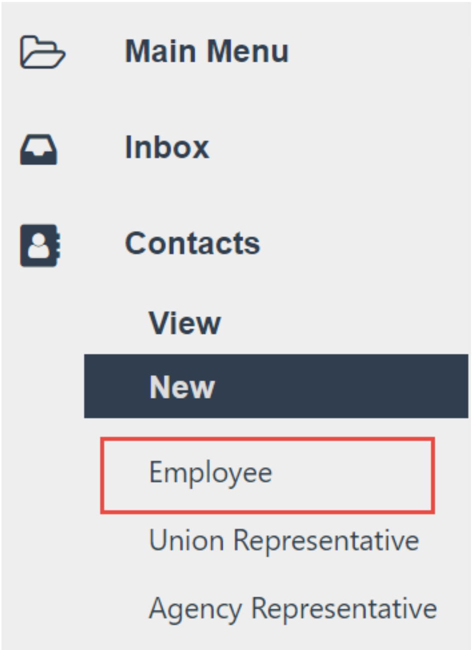
Contacts can be created in one of two ways:

- From the Launch Pad.
- During case initiation.

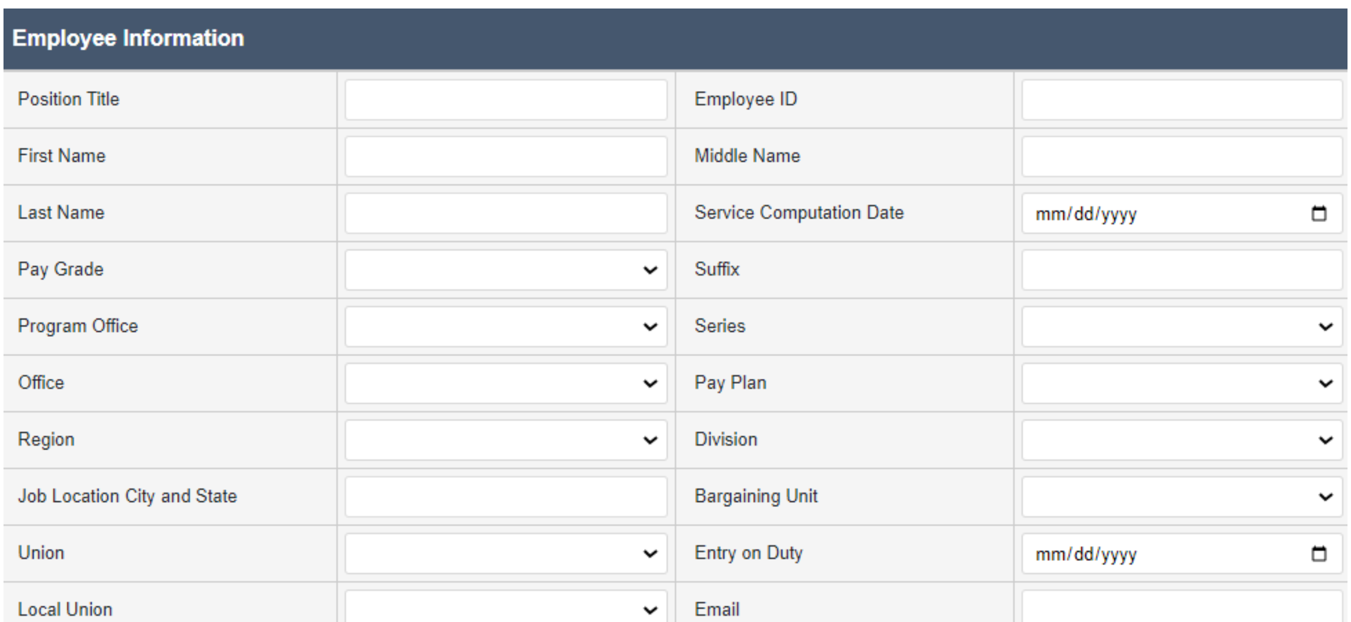
(!!) Note: It is recommended that contacts be created via the Launch Pad rather than within the case folder.

To create a contact from the Launch Pad:

1. Click **Contacts > New**, then select a Contact Type.



2. In this example, Employee is selected. After clicking **Employee**, the *Employee Information* screen appears.



3. Complete the fields on this page, providing as much detail as possible. Click **Save** to save the new contact.

(!!) Note: Contact details are automatically transferred to new case forms when creating cases, so providing information here can save time later.

4. The contact is now saved, and can be searched for and added to cases as needed.

2.2.2 Search Features

This section details some basic eCASE search features to assist in using the application.

2.2.2.1 Quick Search

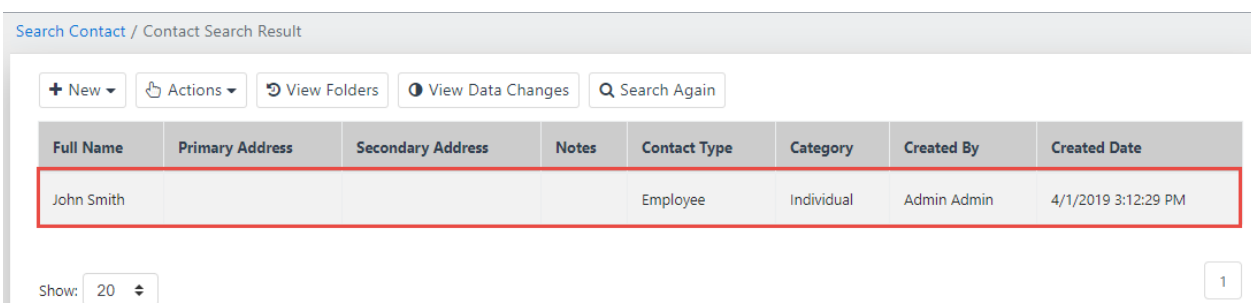
The *Quick Search* feature, located at the top of the screen in the *Navigation* bar, allows you to quickly search and access documents or contacts from anywhere within eCASE.

Using the drop-down list within the Search field, select a category to quickly narrow down search results.

(!!) Note: The values present in this drop-down are configurable, and this field can be populated with the most frequently searched fields, as needed.

As an example, to search for a specific contact, select **Contacts** from the drop-down list. This confines the search to the *Contacts* section.

In the *Search* field, type a search term for eCASE to use when looking within Contacts. When this field is populated, click the **Magnifying Glass icon** to process the search. The *Contacts* screen appears, which displays the search results, as shown below:



2.2.2.2 Wildcard Search

eCASE provides a way to explore the contents of the Case Folder and Case Folder attachments utilizing user-defined queries. For example, you can search for the word "AINS" in every case and attachment that contains it. After searching, all references to the word are listed in the search results.

Search for a case by entering a key word or description related to the case, then click Search. The Search screen displays every case matching the search criteria. Wild Card Searches can also be used to search for a complete phrase. For example, the query *test case* finds the case that exclusively contain the phrase "test case." Alternatively, the following search combination can be used to find the same phrase:

- The search format “test case*” returns all results matching the terms starting with “test case”.
- The search format “*test case” returns all results matching the terms ending with “test case”.
- The search format “*test case *” returns all results exactly matching the term “test case”.

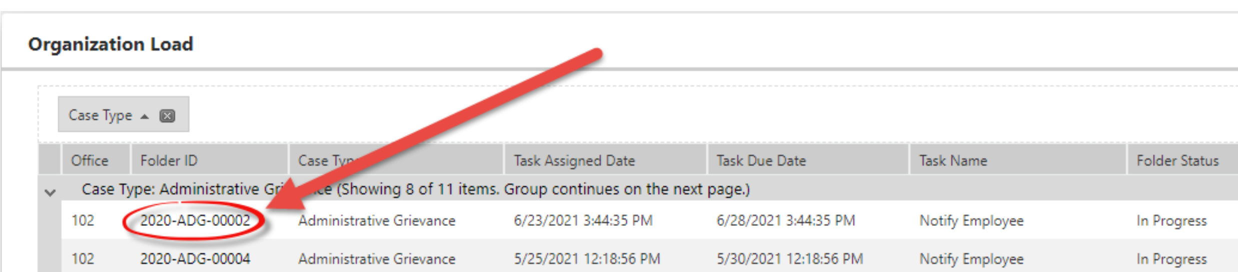
2.3 Form Selection

eCASE ER/LR has consolidated the ER and LR Modules into a single application, and all forms can be accessed via a single location in the Launch Pad. Click **Main Menu** to expand the selection options, and then click either **Employee Relations** or **Labor Relations**. Either selection will open a list of forms to select. Each form within these lists is described in later sections.

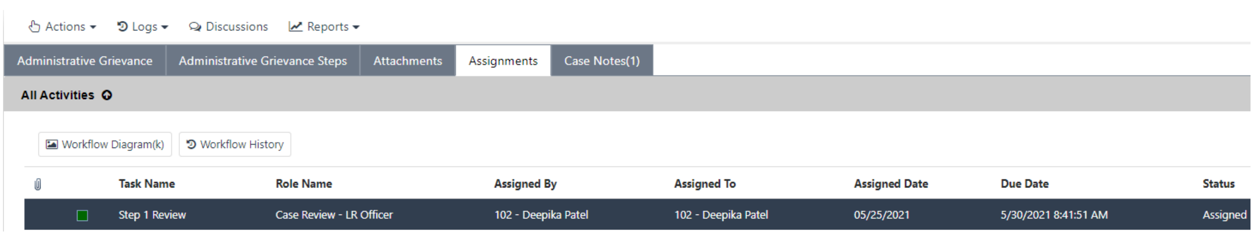
2.4 Advancing the Workflow

Case folder workflows are dependent upon your configuration, however workflows follow the same basic steps. To advance a case folder through the workflow:

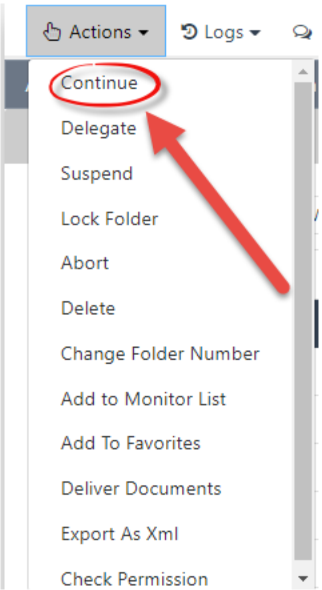
1. Login to eCASE. Any case folders assigned to you appear in your Inbox widget. Click the **Folder ID** to open the case folder.



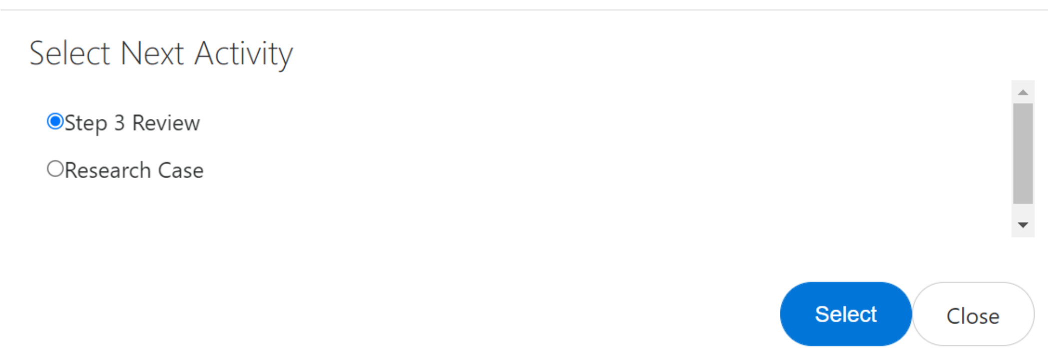
2. The case folder appears. Click the **Assignments** tab.



3. Workflow tasks assigned to you feature a green square adjacent the task name. Perform the assigned task and then click the task. Select **Continue** from the *Actions* drop-down list.

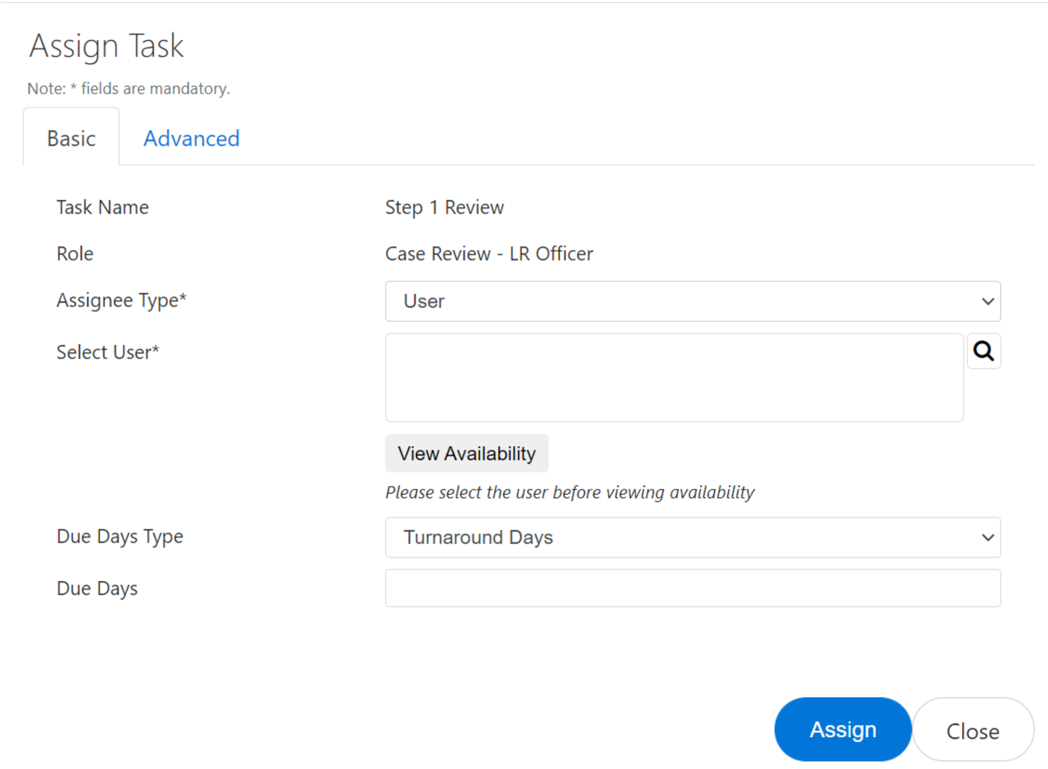


4. The *Select Next Task* pop up window appears. Select the **Next Activity** radio button and click **Select**.

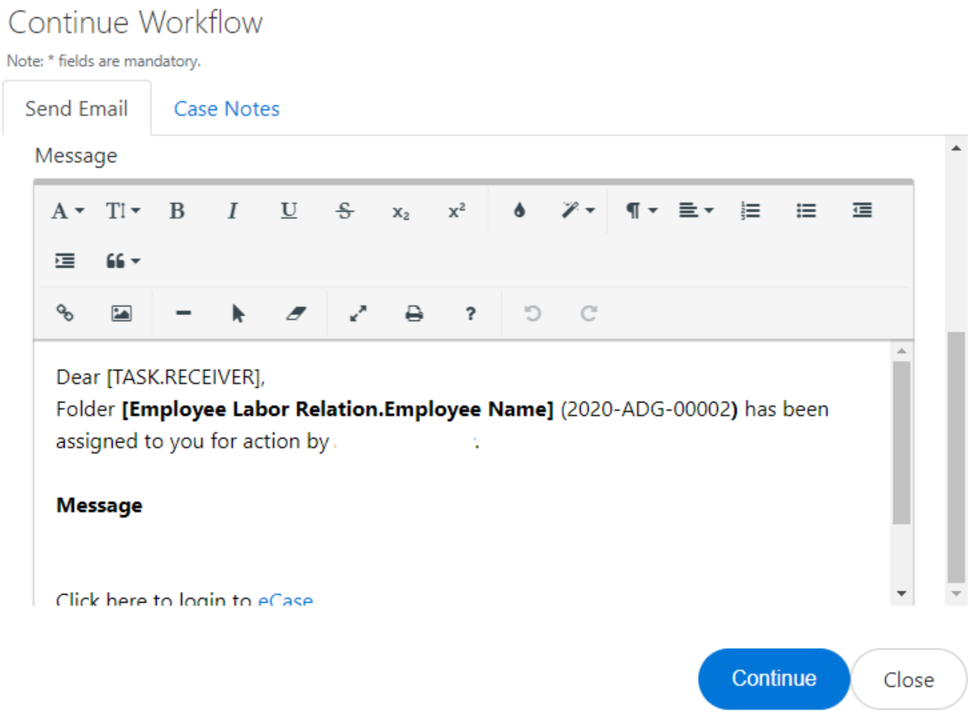


5. The *Assign Task* pop up window appears. Select the **Assignee Type** from the drop-down list.

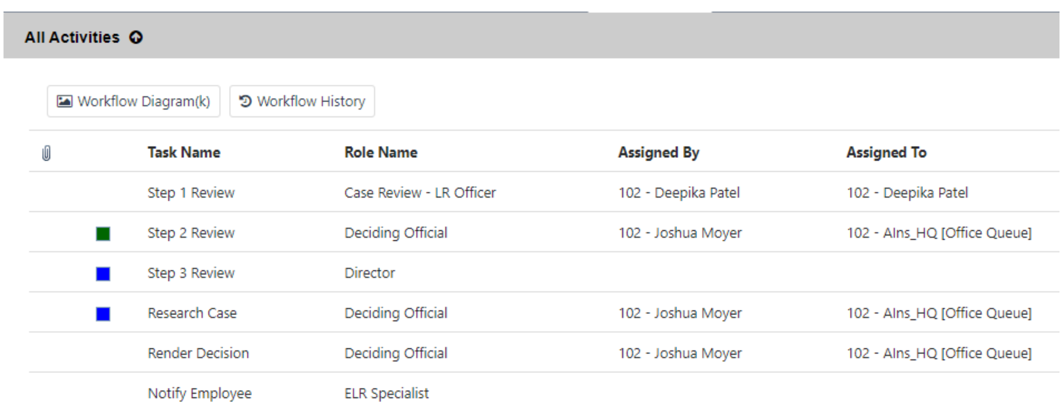
(!!) Note: This example will utilize the User Assignee Type.



6. Click the **lookup** and select the assigned User.
7. Select the **Due Days Type** from the drop-down list.
8. Enter the number of **Due Days** in the field.
9. Configure any assignment settings in the *Advanced* tab, if desired.
10. Click **Assign**. The pop up window updates to display the Send Email workspace.
11. Update the information in the *Message* workspace to reflect the details of the task assigned.
12. Click **Continue**.



The pop up window closes, and the *Assignments* tab refreshes to display the updated assignments.



All Activities

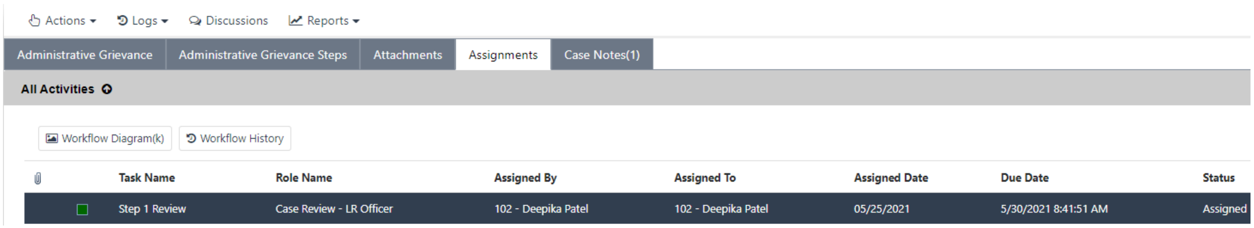
Workflow Diagram(k) | Workflow History

	Task Name	Role Name	Assigned By	Assigned To
	Step 1 Review	Case Review - LR Officer	102 - Deepika Patel	102 - Deepika Patel
	Step 2 Review	Deciding Official	102 - Joshua Moyer	102 - AIns_HQ [Office Queue]
	Step 3 Review	Director		
	Research Case	Deciding Official	102 - Joshua Moyer	102 - AIns_HQ [Office Queue]
	Render Decision	Deciding Official	102 - Joshua Moyer	102 - AIns_HQ [Office Queue]
	Notify Employee	ELR Specialist		

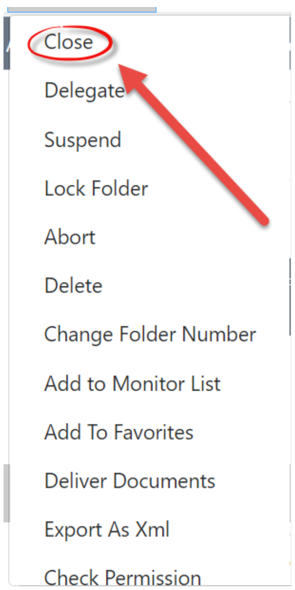
2.5 Closing a Case Folder

Once a case reaches the last task in the workflow, the task can be completed, and the case folder can be closed. To close a case folder:

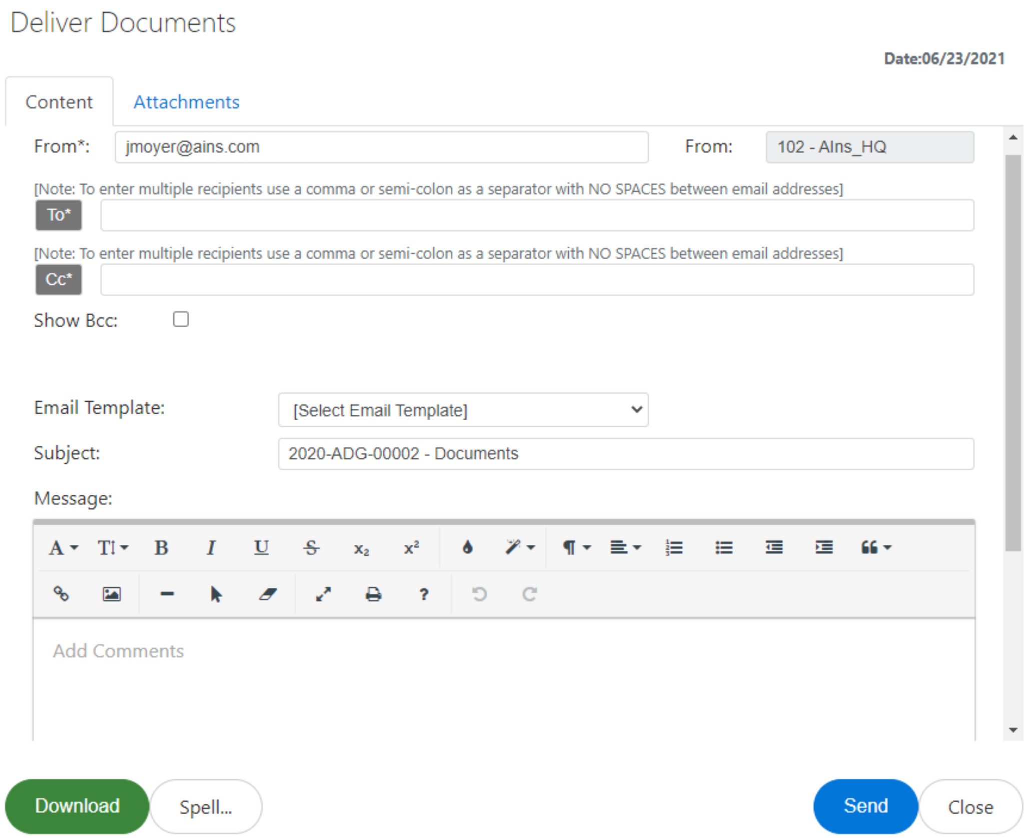
1. Login to eCASE. Any assigned case folders appear in your Inbox widget. Click the **Folder ID** to open the case folder.
2. The case folder appears. Click the **Assignments** tab.



3. Workflow tasks assigned to you feature a green square adjacent the task name. Perform the required task and then click the assigned task. Select **Close** from the *Actions* drop-down list.



4. If the case folder features attachments or documents, a pop up window appears and prompt you to deliver the documents before closing. Click **OK**.
5. The *Deliver Documents* pop up window appears. Configure the message details and click **Send**.



6. A pop up window appears, asking if you want to close the folder. Click **OK**. The case folder is now closed.

3 Employee Relations

The Employee Relations menu allows ER Specialists and ER Managers to file ER-related forms. The Employee Relations menu employs six out-of-the-box (OOTB) Case Types for filing ER-related forms. These ER Case Types include:

- Administrative Grievance
- Conduct Action
- Counseling
- Performance Action
- Performance Improvement Plan
- Third Party Proceedings

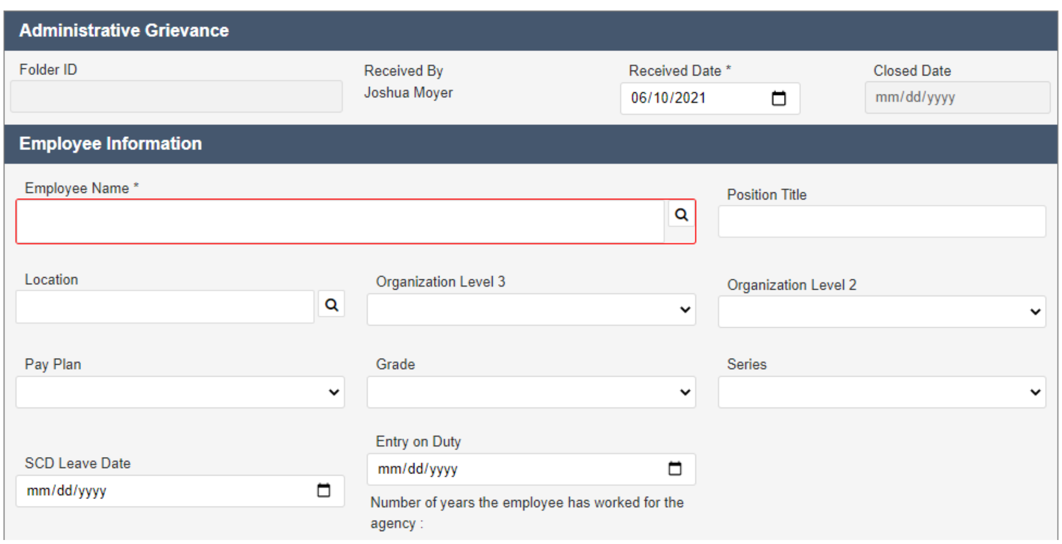
3.1 Administrative Grievance

An Administrative Grievance case type is typically used to capture grievances filed by employees who are not a part of a union.

3.1.1 Create an Administrative Grievance

Follow the steps below to create a new Administrative Grievance:

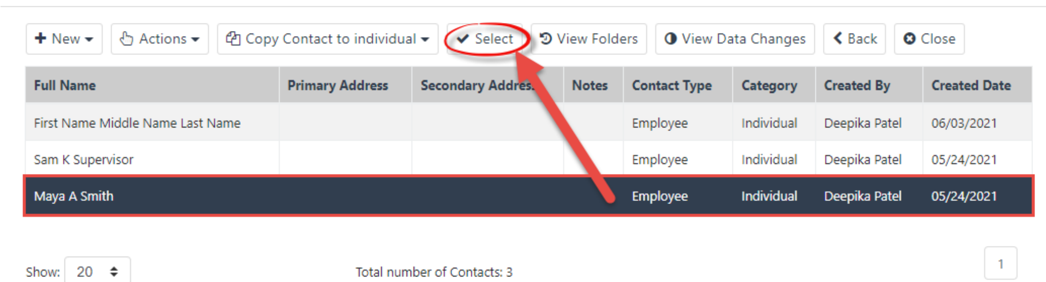
1. Within the *Launch Pad*, click **Main Menu > Employee Relations > Administrative Grievance**. The *New Folder* screen appears.



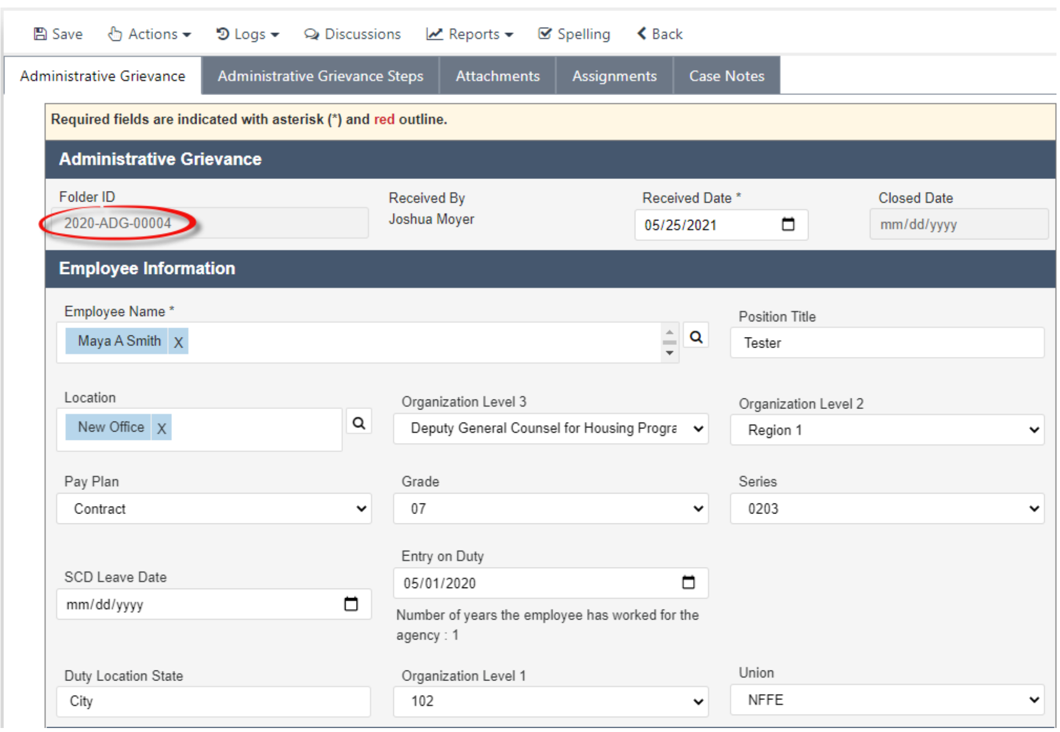
2. Click the **Employee Name** lookup.

(!!) Note: The Employee Name lookup is a Contact Search. Users must exist as a Contact before they can be selected in a case folder.

3. The *Search for Contact* screen appears. Enter any relevant search data in the available search fields.
4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.
5. Select the employee for whom to file Administrative Grievance, and then click **Select**. The Search Contact pop up window closes, and the selected Contact populates the *Employee Name* field. In addition, the contact's details are automatically populated into the corresponding fields.



6. Click **Save**. The *Administrative Grievance* folder appears.



(!!) Note: For Contacts with prior Administrative Grievance records, these appear within the Prior Disciplines section and feature links to the other associated Conduct Actions.

The folder is assigned a *Folder ID*, as highlighted above. The folder is now ready for further action. See the next sections for more information about completing an Administrative Grievance.

3.1.2 Filing an Administrative Grievance

In addition to contact-related fields, the Administrative Grievance form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Position Title	The employee's professional title.	Free text field.
Location	Use the lookup to select the location where the employee works.	Lookup field. Select one.
Organization Level 3	Select the location/code associated with organizational level 3.	Drop-down list. Select one.
Organization Level 2	Select the location/code associated with organizational level 2.	Drop-down list. Select one.
Pay Plan	The pay plan associated with the government employee.	Drop-down list. Select one.
Grade	The grade associated with the government employee.	Drop-down list. Select one.
Series	The series associated with the government employee.	Drop-down list. Select one.
SCD Leave Date	Service Computation Date	Calendar select. Choose one day.

Field	Description	Data Type
Entry on Duty	The start date at the employee's current agency.	Calendar select. Choose one day.
Duty Location State	The state containing the employee's duty location.	Free text field.
Organization Level 1	Select the location/code associated with organizational level 1.	Drop-down list. Select one.
Union	Use the drop-down list to select the union.	Drop-down list. Select one.
Representative Name	The name of the representation of the employee, typically legal representation.	Free text field.
Representative Phone Number	The representative's contact number.	Free text field.
Representative Street Address	The representative's street address.	Free text field.
City	The representative's city.	Free text field.
State	The representative's state.	Selected from drop-down list.
ZIP Code	The representative's ZIP Code.	Free text field.

Field	Description	Data Type
Alternative Dispute Resolution?	Does the employee desire to engage in Alternative Dispute Resolution?	Radio buttons, select either *Yes* or *No*.
Has employee filed an EEO Complaint?	Does the employee want to file an EEO Complaint? This disqualifies the employee from submitting a grievance.	Radio buttons, select either *Yes* or *No*.
Is issue Grievable?	Does the issue qualify for a Grievance submission?	Radio buttons, select either *Yes* or *No*.
Reasons for Denial	Enter information about the reasons given for denial.	Free text field.
Date(s) of Issue	Select the date associated with the issue being grieved.	Calendar select. Choose one day.
Issue being Grieved	Enter information about the issue that is being grieved.	Free text field.
Date Employee Became Aware of Issue	Select the date that the employee was informed of the issue being grieved.	Calendar select. Choose one day.
Timely	Was the issue grieved in a timely fashion?	Radio buttons, select either *Yes* or *No*.
Relief Being Sought	What kind of remedy is being requested?	Free text field.

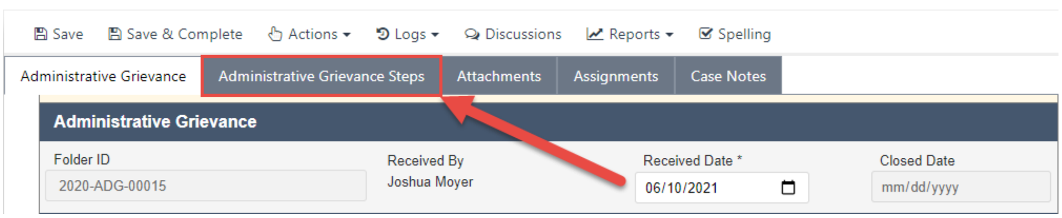
Field	Description	Data Type
Other Persons	Persons other than the employee and representative involved.	Free text field.
Other relevant information to clarify grievance issue(s)	Include any other information relative the grievance.	Free text field.

(!!) Note: After making any changes to the details on this tab, click Save to save the updated case folder before navigating away from the page.

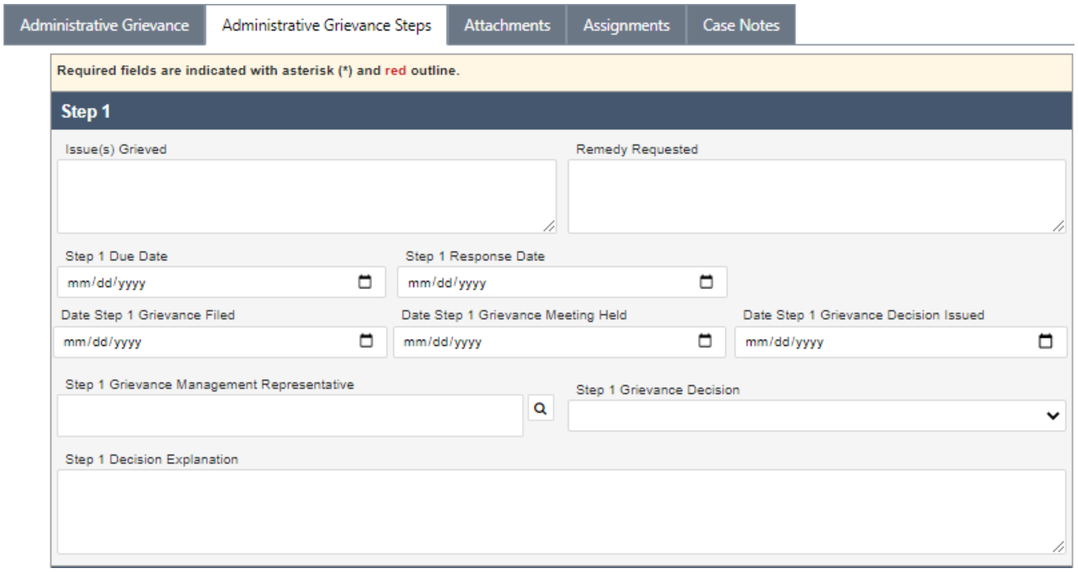
3.1.3 Administrative Grievance Steps

The Administrative Grievance Steps tab is present within each Administrative Grievance folder, allowing you to log steps in a multi-part Administrative Grievance filing process. These steps account for actions, meetings, and decisions in the filing process.

1. To access the *Administrative Grievance Steps*, open an existing Administrative Grievance case folder and navigate to the *Administrative Grievance Steps* tab, highlighted below:



2. The *Administrative Grievance Steps* tab appears. This tab allows you to log up to three Administrative Grievance Steps. Each Grievance Step will be completed by a different member of management. The fields under *Step 1* are described in the table below.



The following table displays a list of fields available within the tab:

Field	Description	Data Type
Issue(s) Grieved	Describe the issue(s) that are at the focus of the grievance.	Free text field.
Remedy Requested	Describe the resolution requested by the aggrieved party.	Free text field.
Step 1 Due Date	Date that step 1 is due.	Calendar select. Choose one day.
Date Step 1 Grievance Filed	Date the first Grievance step is filed.	Calendar select. Choose one day.
Step 1 Management Response Due Date	Date that management is required to respond to the grievance.	Calendar select. Choose one day.

Field	Description	Data Type
Step 1 Management Response Date	Date that management responds to the grievance.	Calendar select. Choose one day.
Date Step 1 Grievance Meeting Held	Date of meeting to address the first Grievance Step 1.	Calendar select. Choose one day.
Date Step 1 Grievance Decision Issued	Date a decision was issued in response to Grievance Step 1	Calendar select. Choose one day.
Date Step 1 Grievance Deciding Official	Management representative involved in Grievance Step 1.	Contact search. Click the **Lookup** icon to search for a system Contact.
Step 1 Grievance Decision	Decision reached in response to Grievance Step 1.	Drop-down list. Select one.
Step 1 Decision Explanation	Explanation of the results of the grievance.	Free text field.

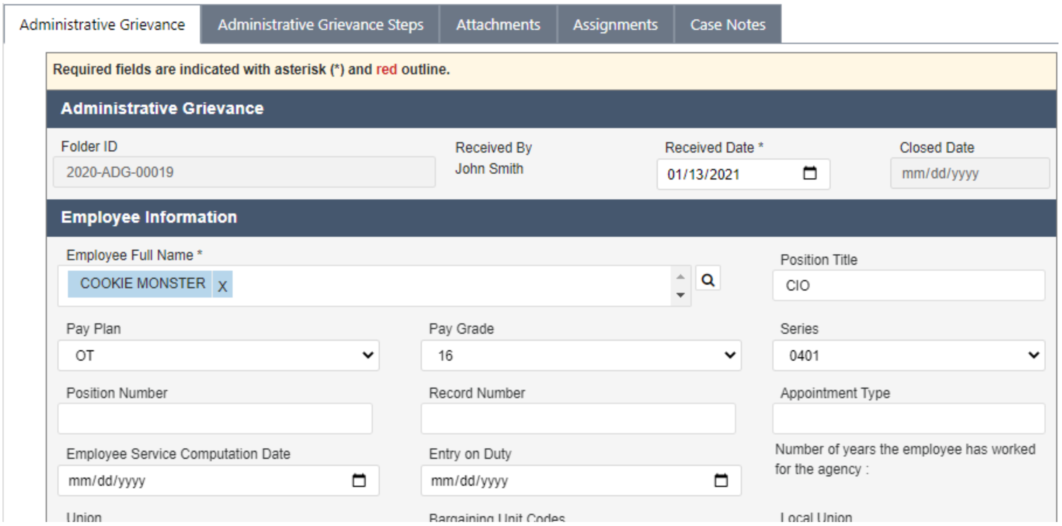
3. In addition to *Step 1*, there are sections to file *Step 2* and *Step 3*. Fields under these steps have the same attributes as Step 1, however are applied to the second and third Administrative Grievance Steps, respectively, which are completed by other supervisors.

(!!) Note: The Issue(s) Grieved and Remedy Requested fields are only located under Step 1, as these selections apply to all Grievance Steps in the tab.

4. Click **Save.**

3.1.4 Administrative Grievance UI

The primary tab for capturing Administrative Grievance details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



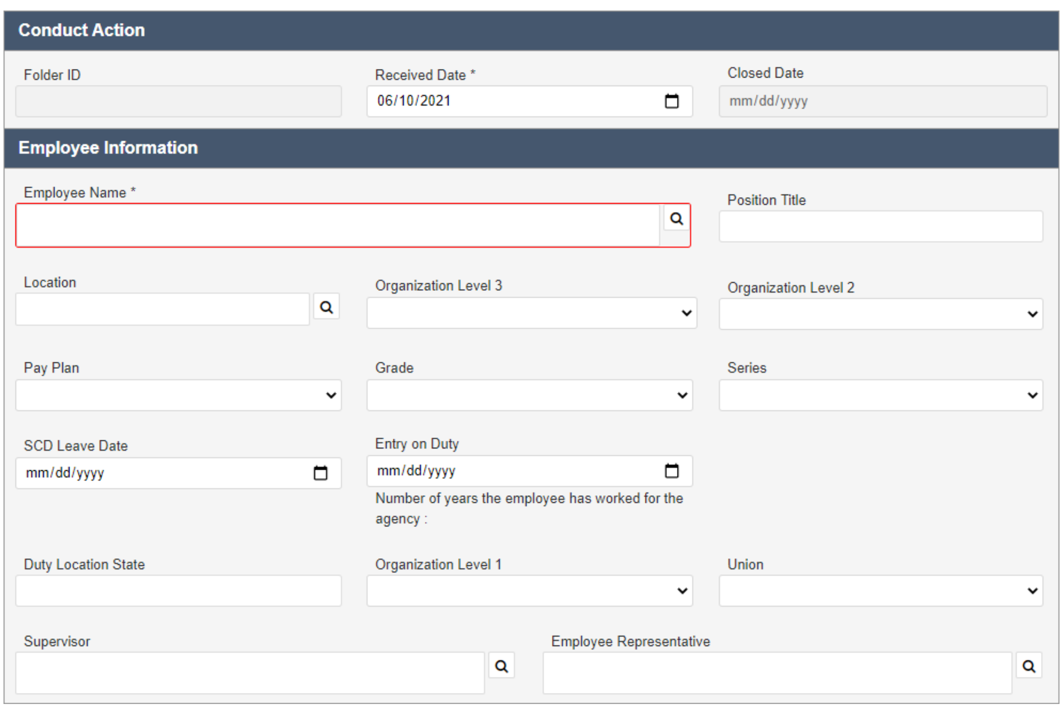
3.2 Conduct Action

Employee conduct may sometimes require responsive actions, referred to in the ER/LR system as Conduct Action Cases.

3.2.1 Create a Conduct Action

Follow the steps below to create a new Conduct Actions:

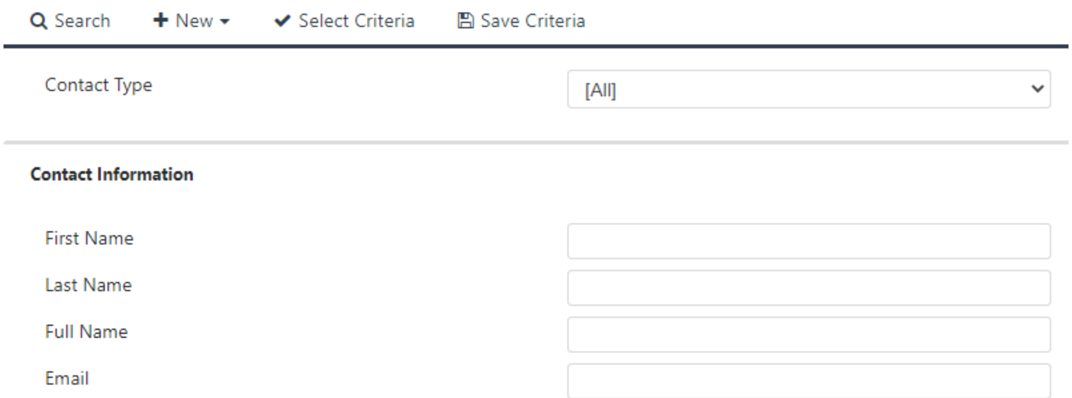
1. Within the *Launch Pad* click **Main Menu > Employee Relations > Conduct Actio**n. The *New Folder* screen appears.



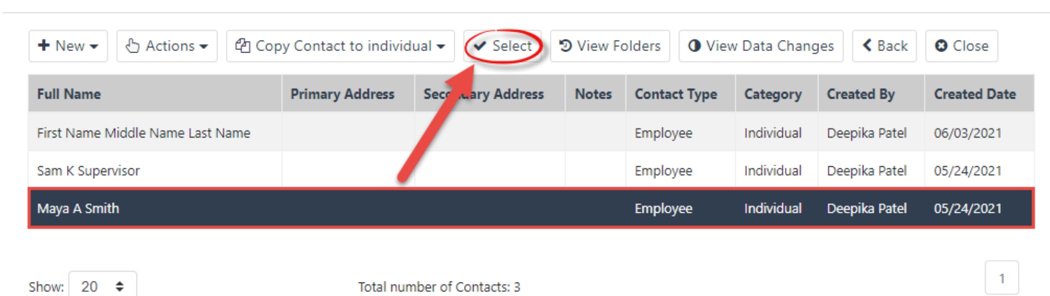
2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the Conduct Action, only the required fields must be completed. These are denoted with a red outline, for example on *Employee Name* in the example above. Click **Lookup**.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

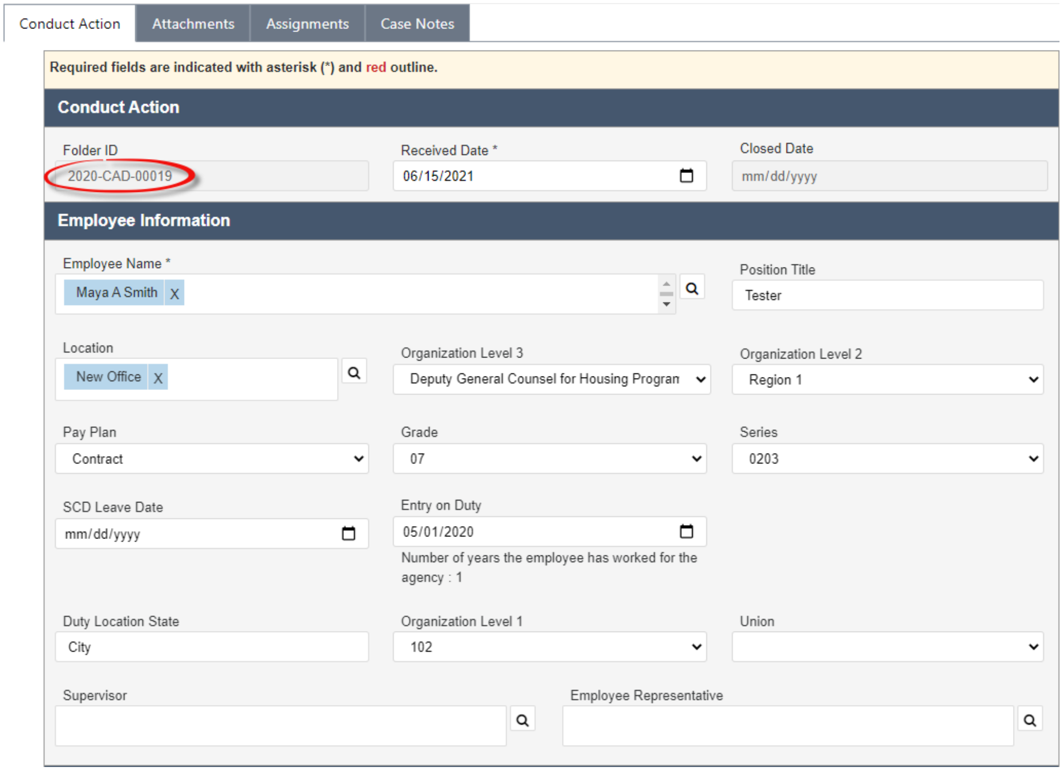
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



5. Select the employee for whom to file Conduct Action, then click **Select**. The *Conduct Action* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details are automatically populated.
6. Click **Save**. The *Conduct Action* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

3.2.2 Filing a Conduct Action

In addition to contact-related fields, the *Conduct Action* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Charge(s)	Charges proposed to be filed against the employee.	Lookup field, with selections for multiple charges. Select as many as apply.
Description of Misconduct	Provide a description of the employee misconduct being documented in this Conduct Action.	Free text field.

Field	Description	Data Type
Date(s) of Incident(s)	Select the date(s) that the conduct action incident occurred.	Calendar select. Choose one day.
Incident	Indicate the nature of the incident.	Free text field.
Was a letter of reprimand issued	Indicate if a letter of reprimand was issued to the offending party.	Radio buttons, select either *Yes* or *No*.
Date Letter of Reprimand was Issued	Select the date that the letter of reprimand was issued.	Calendar select. Choose one day.
Was a letter of Counseling Issued	Indicate if a letter of counseling was issued to the offending party.	Radio buttons, select either *Yes* or *No*.
Date Letter of Counseling Issued	Select the date that the letter of counseling was issued.	Calendar select. Choose one day.
Was Action Proposed?	Certain actions which are severe enough must be proposed prior to action. This varies from agency to agency.	Free text field.
Final Decision	Select the nature of the final decision.	Drop-down list. Select one.

Field	Description	Data Type
Action Taken	The action that was ultimately taken.	Selected from drop-down list.
Discipline Explanation	An explanation of the rationale behind the recommended disciplinary action.	Free text field.
Date Decision Issued	Date the disciplinary decision was issued.	Calendar select. Choose one day.
Date Employee Received Action	Date the employee is notified that the action is being taken against them.	Calendar select. Choose one day.
Effective Date of Discipline	Date the disciplinary action takes effect.	Calendar select. Choose one day.
Length of Suspension	Enter the length of the suspension and specify the time interval i.e. (Days, Weeks, etc.)	Free text field.
Was Final Decision different than Proposed?	Use the radio buttons to indicate if the final decision that was rendered was different than the final decision that was proposed.	Radio buttons, select either *Yes* or *No.*

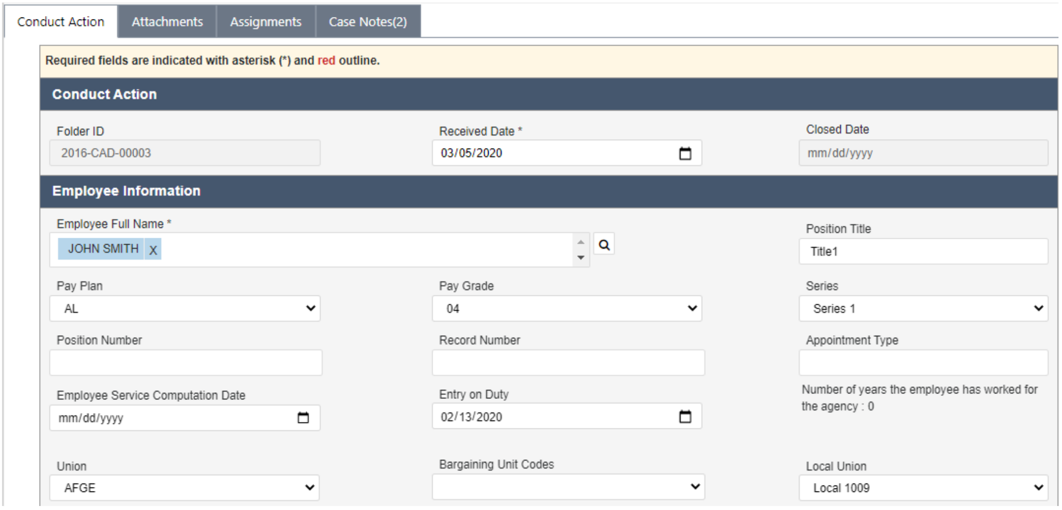
Field	Description	Data Type
Decision Explanation	Use the drop-down list to select the nature of the final decision (Mitigated, Rescinded, Upheld).	Drop-down list. Select one.
Decision Explanation Details	Use this field to enter additional information regarding the decision. Use this space for information that is not captured elsewhere in the case folder.	Free text field.
Comments	Additional comments regarding the final decision for the Conduct Action case.	Free text field.
Was this action appealed/grieved?	Has the employee opted to appeal or grieved the action. Additional qualifying fields appear if Yes is selected.	Radio buttons, select either *Yes* or *No*.
Type of Appeal	If the action is appealed, specify the nature of the appeal.	Drop-down list. Select one.
Issue Category	The issue category for the conduct action.	Free text field.
Was Final Decision Overturned	Use the radio buttons to indicate if the final decision was overturned under appeal.	Radio buttons, select either *Yes* or *No*.

Field	Description	Data Type
Date Decision Was Overturned	Use the date picker to indicate the date that the decision was overturned.	Calendar select. Choose one day.
Date Employee Was Reinstated	Use the date picker to indicate the date that the employee was reinstated.	Calendar select. Choose one day.
Party Responsible for Overturning the Decision	Enter the party that was responsible for overturning the decision.	Free text field.
Reason Decision Was Overturned	Specify why the decision was overturned.	Free text field.
Final Decision Comments	Enter any additional information about the Final Decision that was not captured in other fields.	Free text field.

(!!) Note: After making any changes to the details on this tab, click Save to save the updated case folder before navigating away from the page.

3.2.3 Conduct Action UI

The Conduct Action tab is used to capture Conduct Action details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



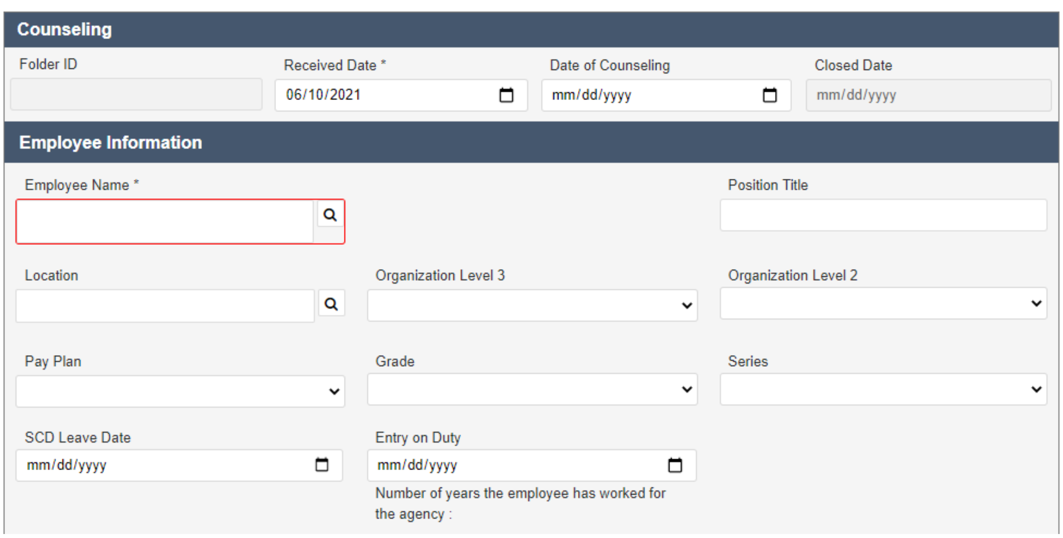
3.3 Counseling

The Counseling Case Type is used to track employees who had been counselled verbally or whose leave has been restricted. Leave Restriction is a status that results from suspected leave abuse.

3.3.1 Create a Counseling Case

Follow the steps below to create a new Counseling:

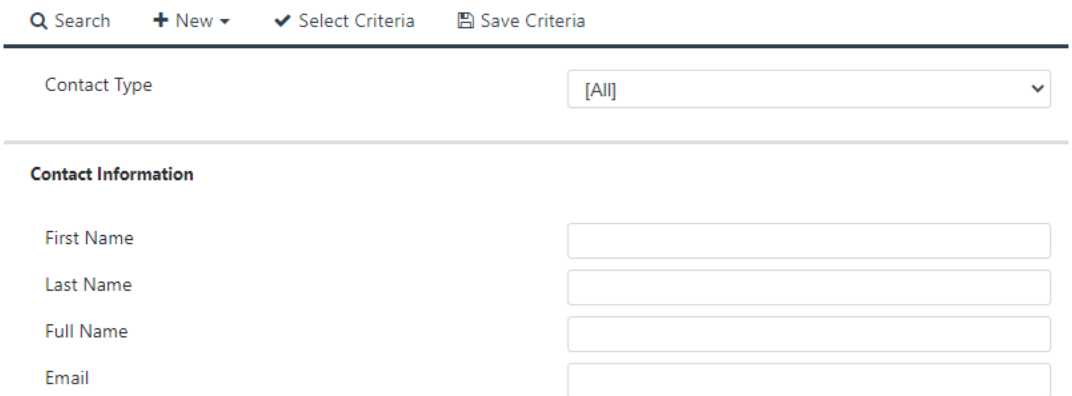
1. Within the *Launch Pad*, click **Main Menu > Employee Relations > Counseling**. The *New Folder* screen appears.



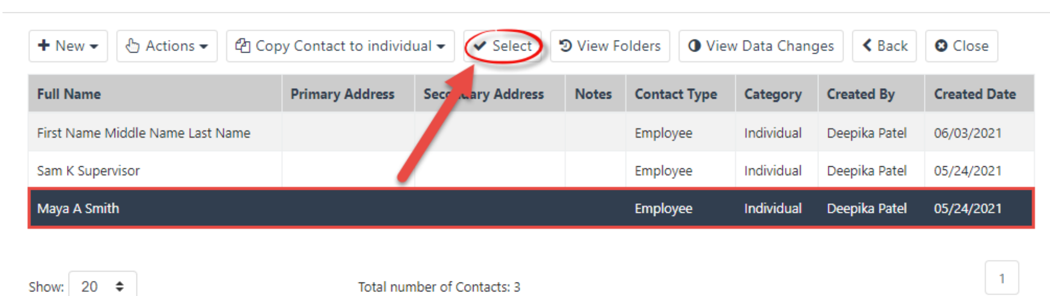
2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the Counseling, only the required fields must be completed. These are denoted with a red outline, for example on *Employee Name* in the example above. Click the **Employee Name Lookup**.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

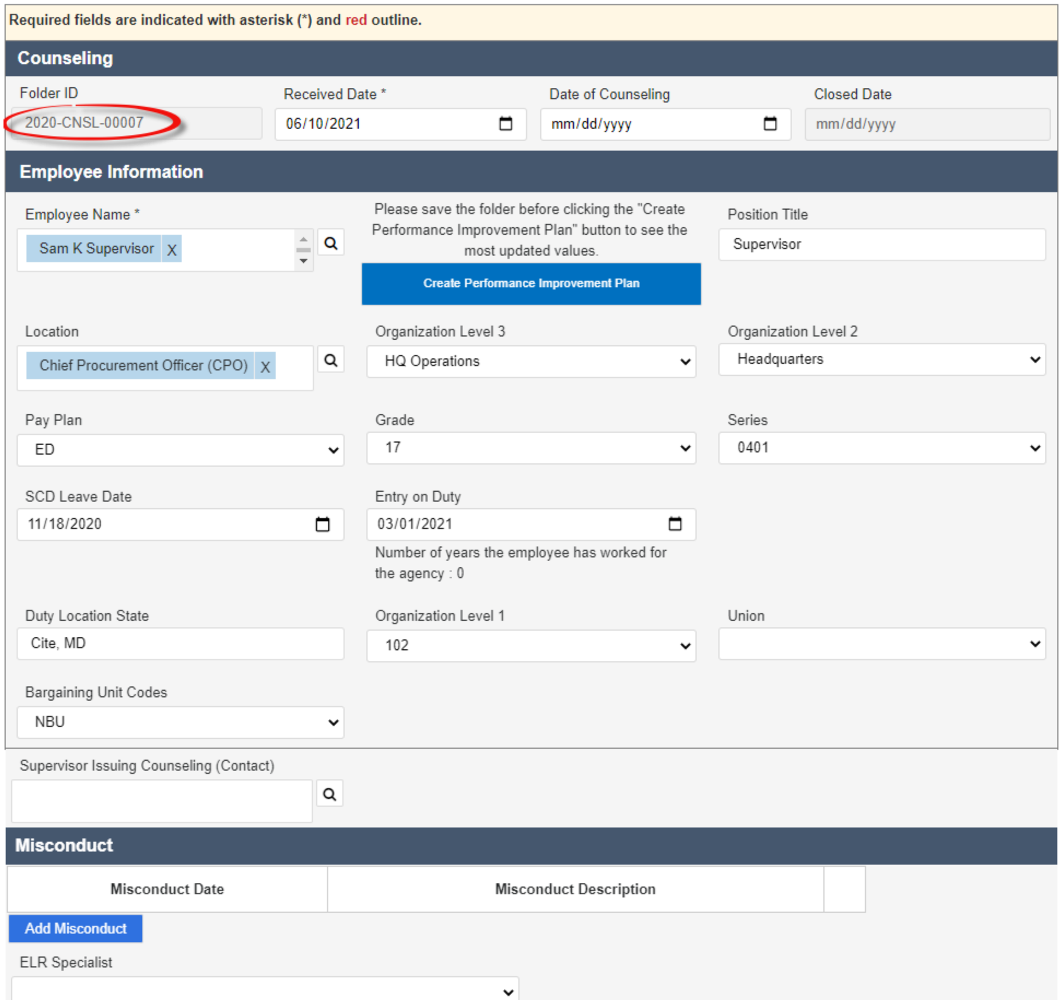
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



5. Select the employee for whom to file Counseling, then click **Select**. The *Counseling* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details may be automatically populated.
6. Complete any additional fields.
7. Click **Save**. The *Counseling* folder appears.



The folder is assigned a *Folder ID*, as highlighted above. The folder is now ready for further action. See the following section for more details.

3.3.2 Filing a Counseling Case

(!!) Note: The majority of the fields in a counseling case folder are Contact related fields, and may be automatically populated after selecting the Employee.

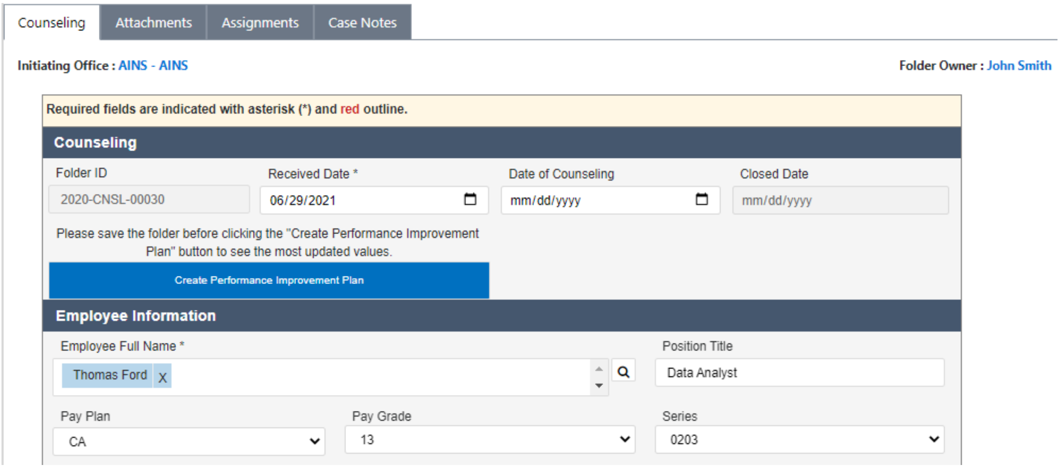
In addition to contact-related fields, the *Counseling* form has fields to capture more case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Supervisor Issuing Counseling	Name of the supervisor.	Lookup field, with selections for multiple charges. Select as many as apply.
Counseling/Leave Restriction	Indicate whether the submission is for counseling or leave restriction.	Selected from drop-down list.
Misconduct Date	Date the incident(s) occurred.	Calendar select. Choose one day.
Misconduct Description	Information regarding the incident(s) prompting counseling or leave restriction.	Free text field.
ER/LR Specialist	Name of the ER/LR specialist assigned to the case.	Selected from drop-down list.
Deciding Official	Name of the person who renders the final determination for this case.	Lookup field.

(!!) Note: After making any changes to the details on this tab, click Save to save the updated case folder before navigating away from the page.

3.3.3 Counseling UI

The Counseling tab is used to capture Counseling details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



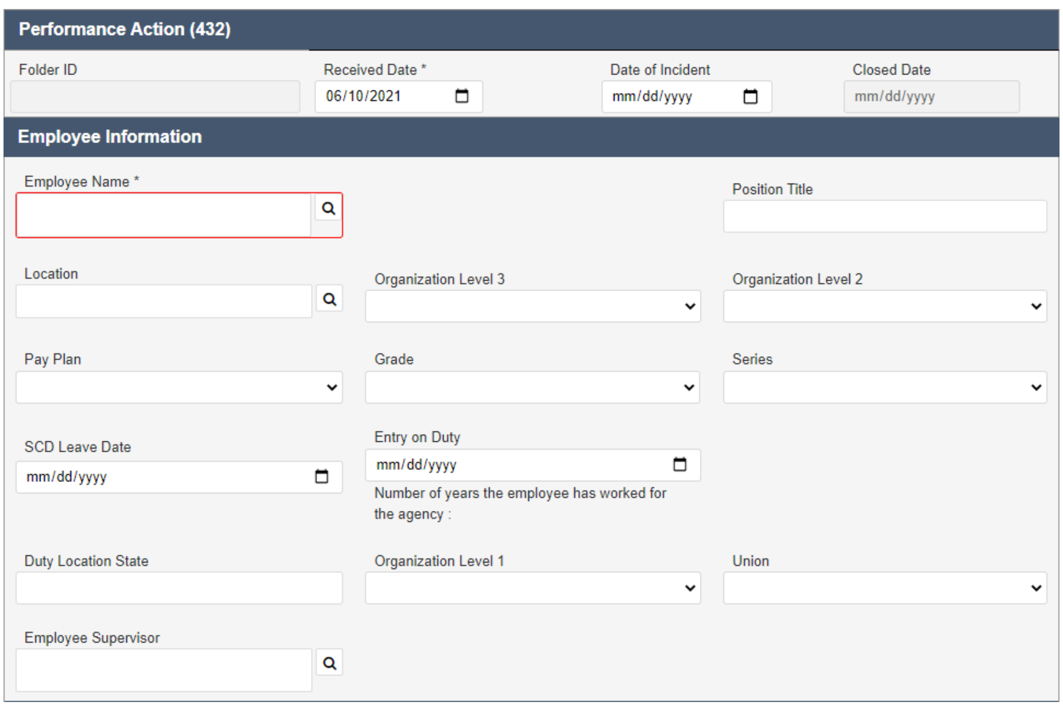
3.4 Performance Action

The *Performance Action (432)* form is used to document employees who do not meet performance expectations, and to document proposed and recommended actions in response.

3.4.1 Create a Performance Action

To create a new Performance Action:

1. Within the *Launch Pad*, select **Main Menu > Employee Relations > Performance Action**. The *New Folder* screen appears.

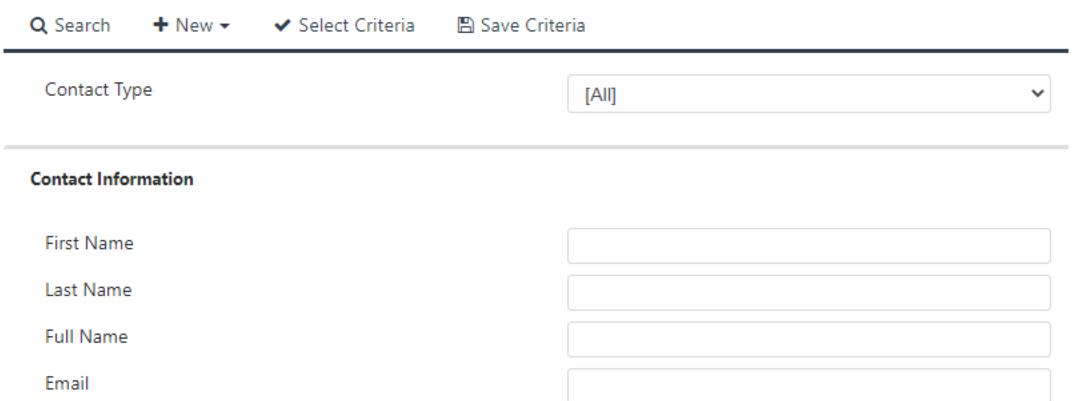


2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the Performance Action form, only the required fields must be

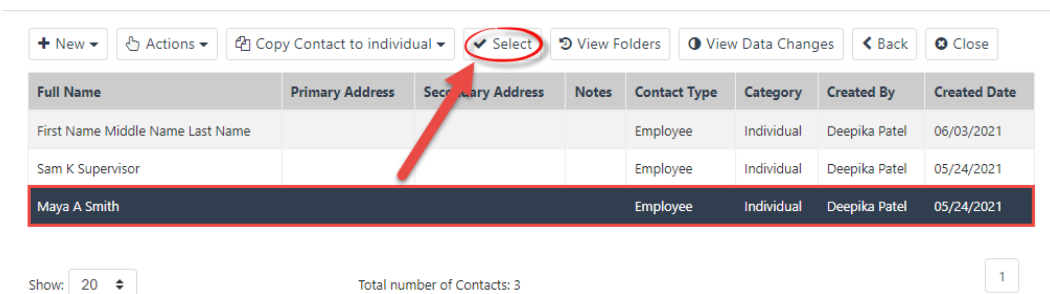
completed. These are denoted with a red outline, for example on *Employee Name* in the example above. Click **Lookup**.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

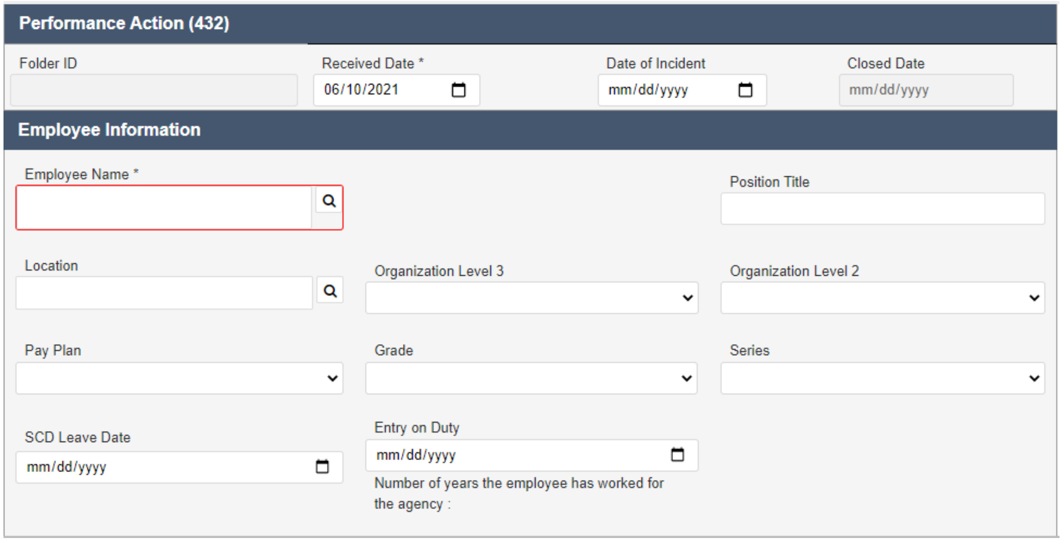
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



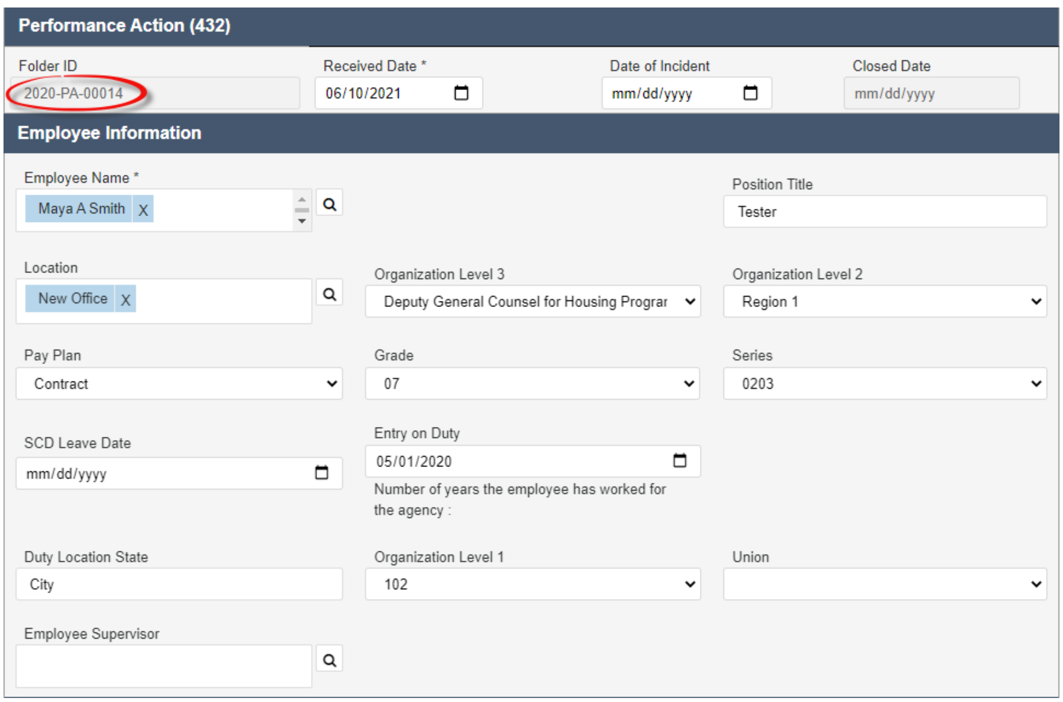
4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



5. Select the employee for whom to file the Performance Action, and click **Select**. The *Conduct Action* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details are automatically populated.



6. Complete any additional fields.
7. Click **Save**. The *Performance Action* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

3.4.2 Filing Performance Action

In addition to contact-related fields, the *Performance Action* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. The *Performance Action Details* fields are described in the following table:

Field	Description	Data Type
Union	Select the union associated with the employee.	Drop-down list.
Employee Supervisor	Select the employee’s supervisor.	Lookup field.
Employee Representative	Select the employee representative.	Lookup field.
Employee Rep Email	Enter the email address associated with the employee representative.	Free text field.
Employee Rep Phone	Enter the phone number by which the employee representative can be contacted.	Free text field.
Critical Elements Failed	The critical element(s) in the performance evaluation which have triggered the performance action.	Free text field.
Proposed Action	Disciplinary action proposed in response to performance issues.	Selected from drop-down list, includes suspension periods from one to 30 days, enforced leave, indefinite suspension and more.

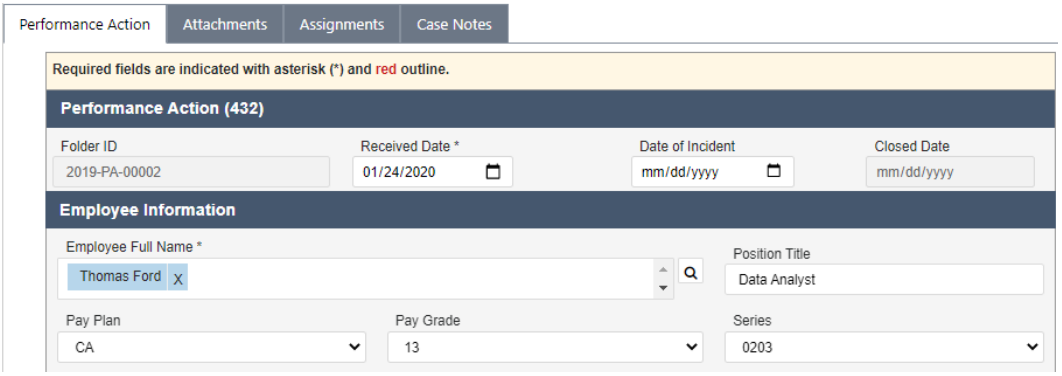
Field	Description	Data Type
Decision	Final decision regarding actions to be taken in response to performance issues.	Free text field.
Score System Used	Import the score from the performance evaluation, if applicable. Prompts additional fields.	Checkbox.
Performance Standard Score	Enter the graded score of the employee’s work performance.	Numeric field.
Out of	Enter the highest ranking score for employee work performance.	Numeric field.
PIP Number	The number for the associated Performance Improvement Plan. Click Select to view PIP Numbers which can be associated to the Performance Action.	Lookup field.
Date Proposal Issued	Date the proposed action is issued for review.	Calendar select. Choose one day.
Response Due Date	Date the employee must respond to the Performance Action.	Calendar select. Choose one day.
Date of Response	Date the recommended action is issued.	Calendar select. Choose one day.

Field	Description	Data Type
Employee Replied?	Has the employee replied to the Conduct Action report?	Radio buttons, select either *Yes* or *No*.
Recommended Action	Recommended disciplinary action after case review.	Selected from drop-down list, includes suspension periods from one to 30 days, enforced leave, indefinite suspension and more.
Effective Date of Decision	Date the disciplinary action takes effect.	Calendar select. Choose one day.
Employee Response	The written response from the employee.	Free text field.
Was this action appealed	Has the employee opted to appeal or grieved the action. Prompts additional fields if Yes is selected.	Radio Button, select either *Yes* or *No*.
Costs (Appeal/Grievance Costs)	Select the nature of the cost of the Performance Action.	Drop-down list.
Amount (Appeal/Grievance Costs)	Enter the amount of the cost of the performance action.	Numeric field.

(!!) Note: After making any changes to the details on this tab, click Save to save the updated case folder before navigating away from the page.

3.4.3 Performance Action UI

The Performance Action tab is used to capture Performance Action details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



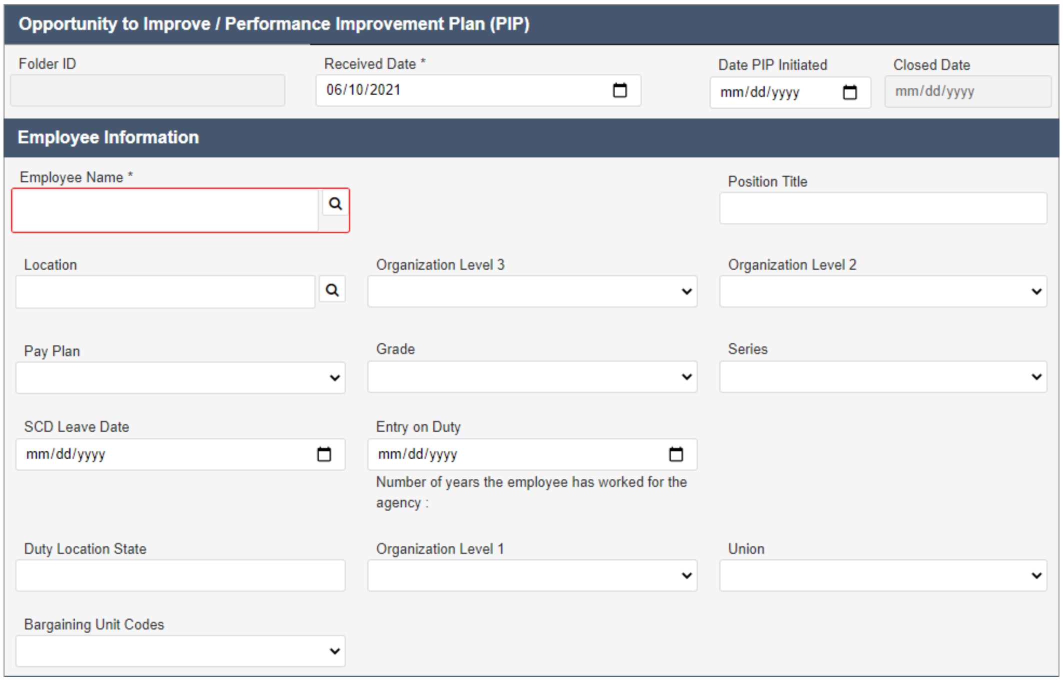
3.5 Performance Improvement Plan

Some employees may be placed on a Performance Improvement Plan (PIP) to assist in raising employee performance to the required standard. This section includes details on creating and working with PIPs.

3.5.1 Create Performance Improvement Plan

To create a new Performance Improvement:

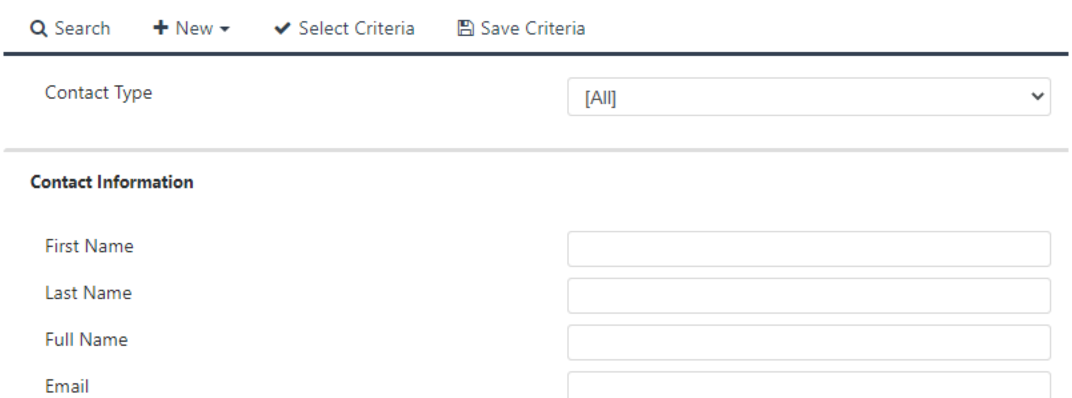
1. Within the *Launch Pad*, select **Main Menu > Employee Relations > Performance Improvement Plan**. The *New Folder* screen appears.



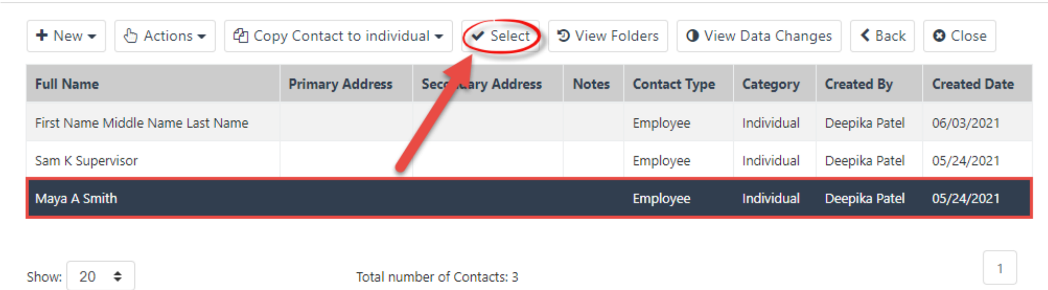
2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the *Performance Action Plan* only the required fields must be completed. These are denoted with a red outline, for example on *Employee Name* in the screen above. Click **Lookup**.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

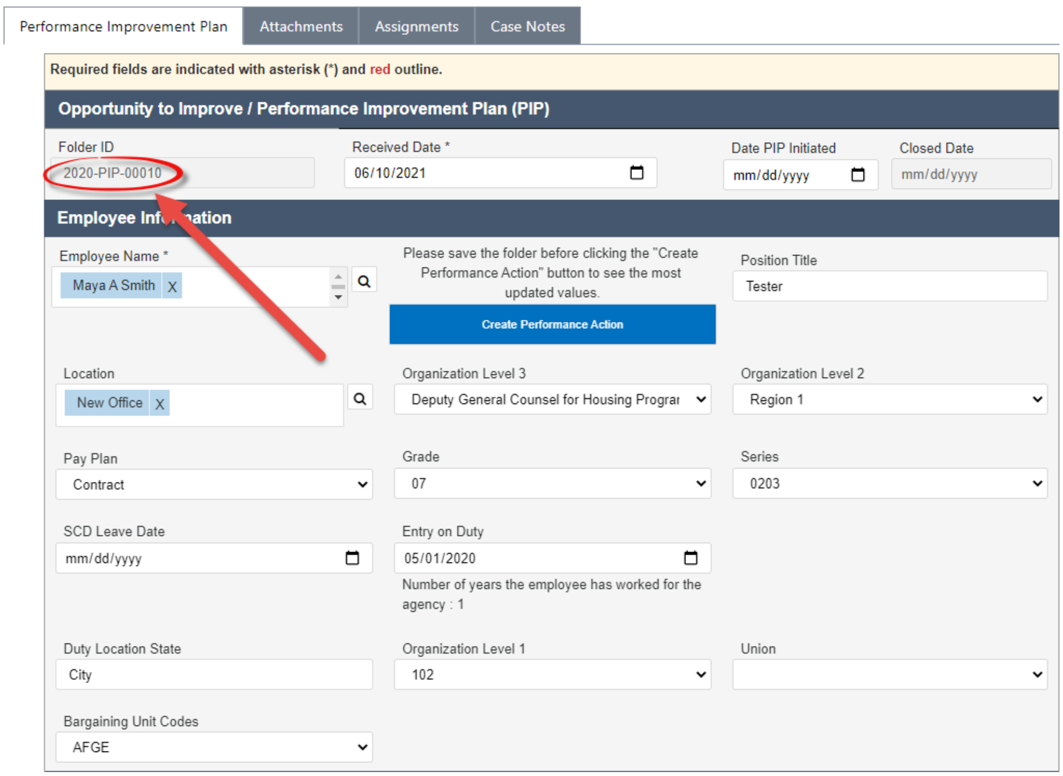
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



5. Select the employee for whom to file the Performance Action, and click **Select**. The *Conduct Action* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details are automatically populated.
6. Click **Save**. The *Performance Improvement Plan* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action.

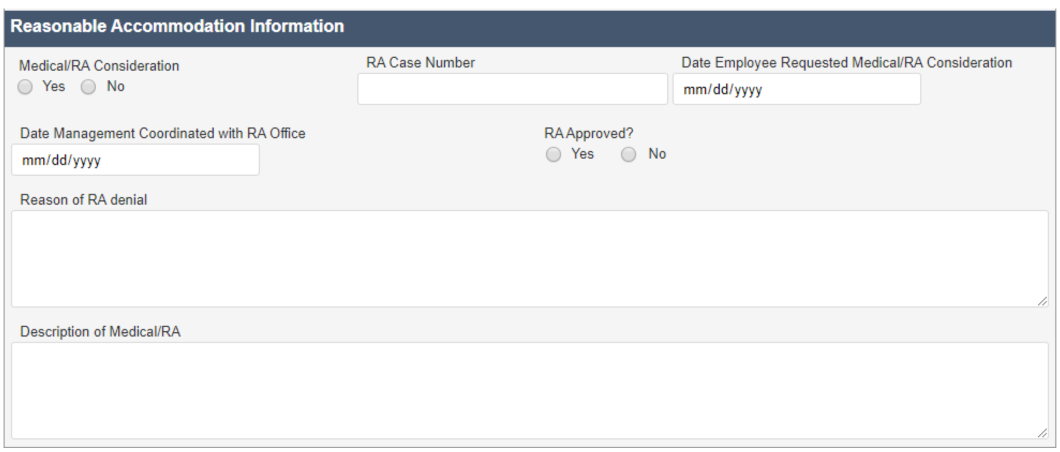
3.5.2 Filing Performance Improvement Plan

In addition to contact-related fields, the *Performance Improvement Plan* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. The *PIP Details* fields are described in the following table:

Field	Description	Data Type
Employee Supervisor	Name of the supervisor.	Free text field.
Date Notice Issued	Date the employee was formally notified of the performance improvement plan.	Calendar select. Choose one day.
Date PIP Issued	Date PIP is issued to the employee.	Calendar select. Choose one day.
Date PIP Extended	Date PIP is extended, if an extension is granted.	Calendar select. Choose one day.
Reason for PIP Extension	Justification given for extending the PIP timeline.	Selected from drop-down list.
Description of Deficient Performance and Related Critical Elements	A detailed description of the elements of the employee’s performance determined to be deficient.	Free text field.
Date PIP Completed	Date the PIP was completed by the employee.	Calendar select. Choose one day.
Outcome of PIP	Date the recommended action is issued.	Calendar select. Choose one day.

Field	Description	Data Type
Score System Used	Import the score from the performance evaluation, if applicable. Prompts additional fields.	Checkbox.
Description of Performance after PIP	Description of employee job performance after performance improvement plan.	Free text field.

Reasonable Accommodation Information may be available for Performance Improvement Plan case folders, depending upon your organizations configuration. If desired, the ability to capture basic information on a Reasonable Accommodation can be captured by enabling the RA fields during configuration.


Reasonable Accommodation Information

Medical/RA Consideration
Yes No

RA Case Number

Date Employee Requested Medical/RA Consideration
mm/dd/yyyy

Date Management Coordinated with RA Office
mm/dd/yyyy

RA Approved?
Yes No

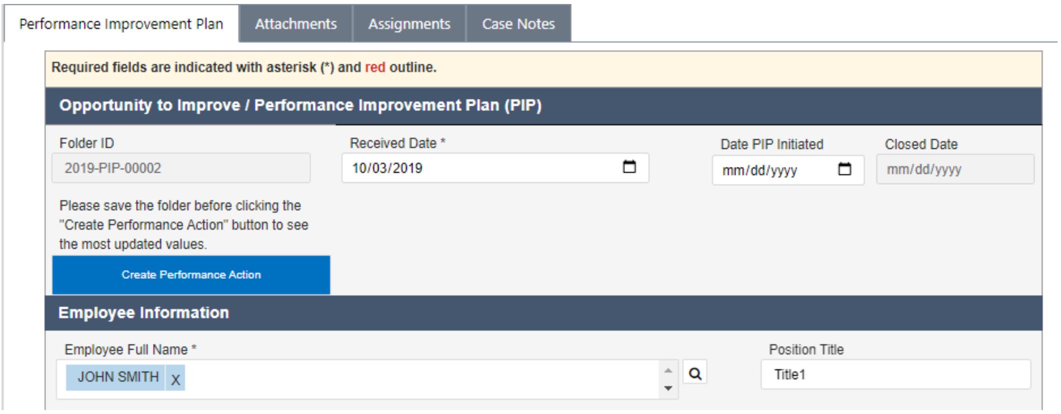
Reason of RA denial

Description of Medical/RA

After making any changes to the details on this tab, click **Save** to save the changes before navigating away from the page.

3.5.3 Performance Improvement Plan UI

The Performance Improvement Plan UI tab is used to capture Performance Improvement Plan and Reasonable Accommodation details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided..



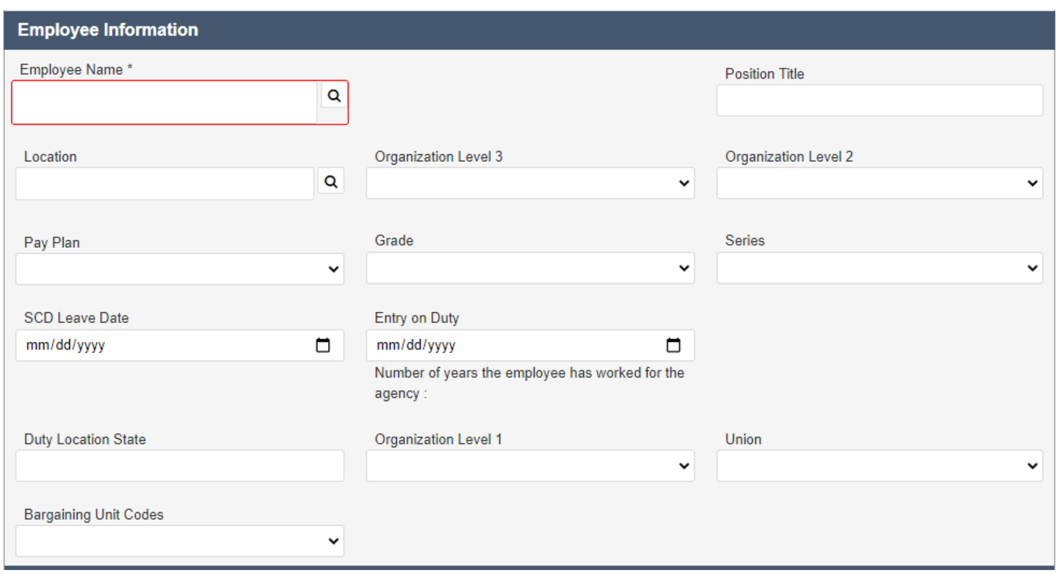
3.6 Third Party Proceedings

The Third Party Proceedings Case Type captures information for representatives of an agency or an employee which is also linked to proceedings outside of the ER/LR system. The Third Party Proceedings case type resides within the ER Menu, however it can be used for Labor Relations cases as well.

3.6.1 Create a Third Party Proceeding

Follow the steps below to create a new Third Party Proceeding:

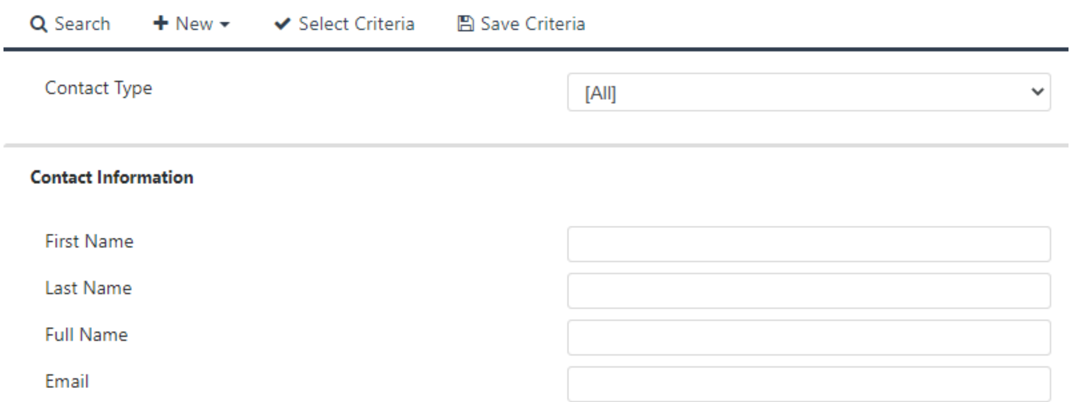
1. Within the *Launch Pad*, click **Main Menu > Employee Relations > Third Party Proceedings**. The *New Folder* screen appears.



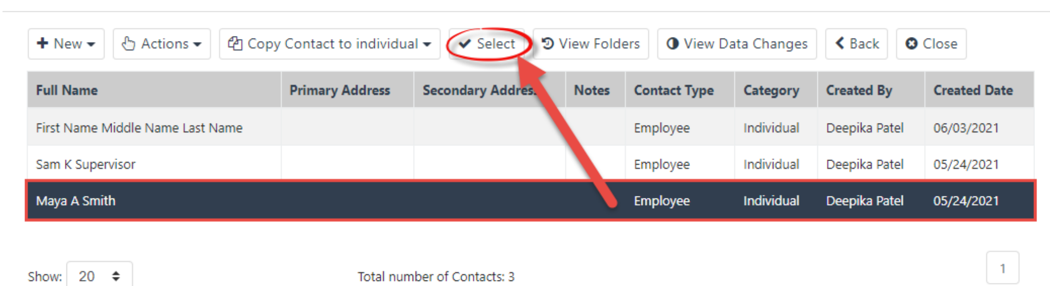
2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the *Third Party Proceeding* only the required fields must be completed. These are denoted with a red outline, for example on *Employee Name* in the screen above. Click **Lookup**.

(!!) Note: The Employee Name lookup is a Contact Search. Users must exist as a Contact to be selected.

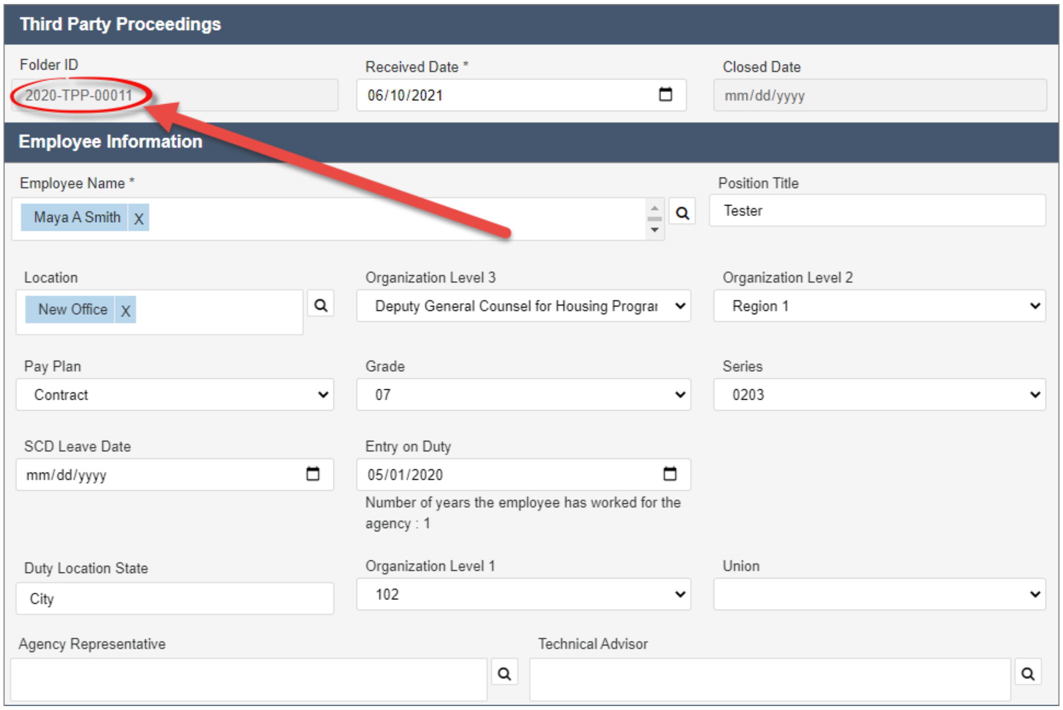
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



5. Select the employee for whom to file Third Party Proceeding, and click **Select**. The *Conduct Action* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details are automatically populated.
6. Click **Save**. The *Third Party Proceeding* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

3.6.2 Filing a Third Party Proceeding

In addition to contact-related fields, the *Third Party Proceeding* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

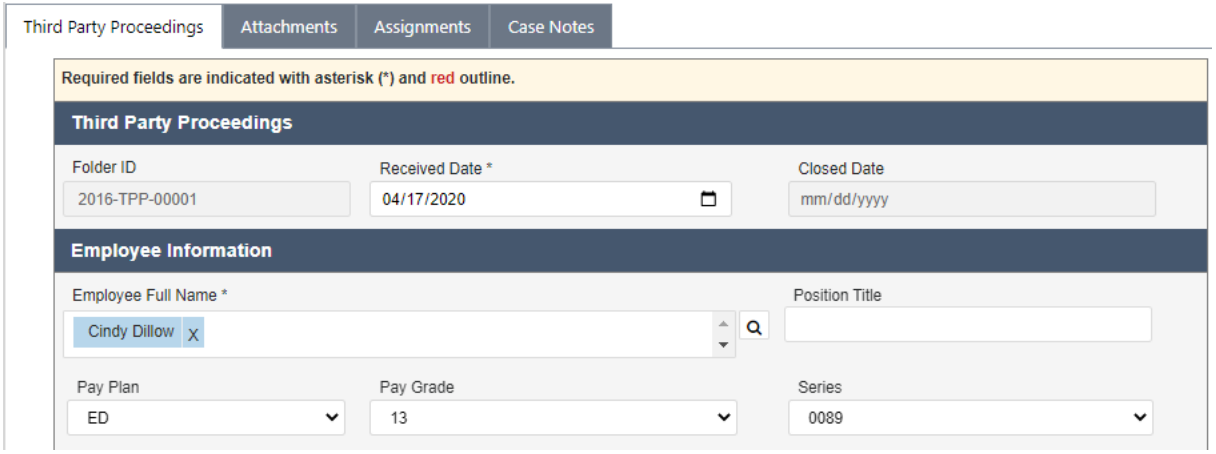
Field	Description	Data Type
Union	The union associated with the employee whom the Third Party Proceedings are being adjudicated.	Drop-down list.
Agency Representative	The name of the representation of the agency.	Lookup field.

Field	Description	Data Type
Technical Advisor	Name of the HR Specialist assisting the case.	Lookup field.
Employee Representative Name	The name of the representation of the employee, typically legal representation.	Lookup field.
Employee Representative Email	The email address of the employee representation.	Free text field.
Employee Representative Phone	The contact number of the employee representative.	Free text field.
Administrative Hearing Officer	Name of the arbitrator ultimately selected to review the case.	Lookup field.
Date of Decision	Date the decision was rendered.	Calendar select. Choose one day.
Outcome	Outcome of the hearing.	Selected from drop-down list.
Date of Hearing	Date the hearing occurred.	Calendar select. Choose one day.
Hearing Comments	Enter information about the hearing.	Free text field.

After making any changes to the details on this tab, click **Save** to save the changes before navigating away from the page.

3.6.3 Third Party Proceedings UI

The Third Part Proceedings tab is used to capture Third Party Proceedings details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



4 Labor Relations

The Labor Relations menu allows LR Specialists and LR Managers to file forms related to Labor Relations. The Labor Relations menu employs five out-of-the-box Case Types for filing LR related forms. These case types include:

- Arbitration
- Request to Bargain
- Information Requests
- Unfair Labor Practice
- Grievance
- FLRA Petitions
- Union Notice
- Pre-Decisional Involvement

Each of these standard case types is described in the following sections.

4.1 Arbitration

An Arbitration case is the escalation of an unresolved Grievance. An Arbitration must be attached to a Grievance, and some Grievance-related data remains associated to the case when escalating to Arbitration.

This section provides guidance on creating and working with Arbitration cases.

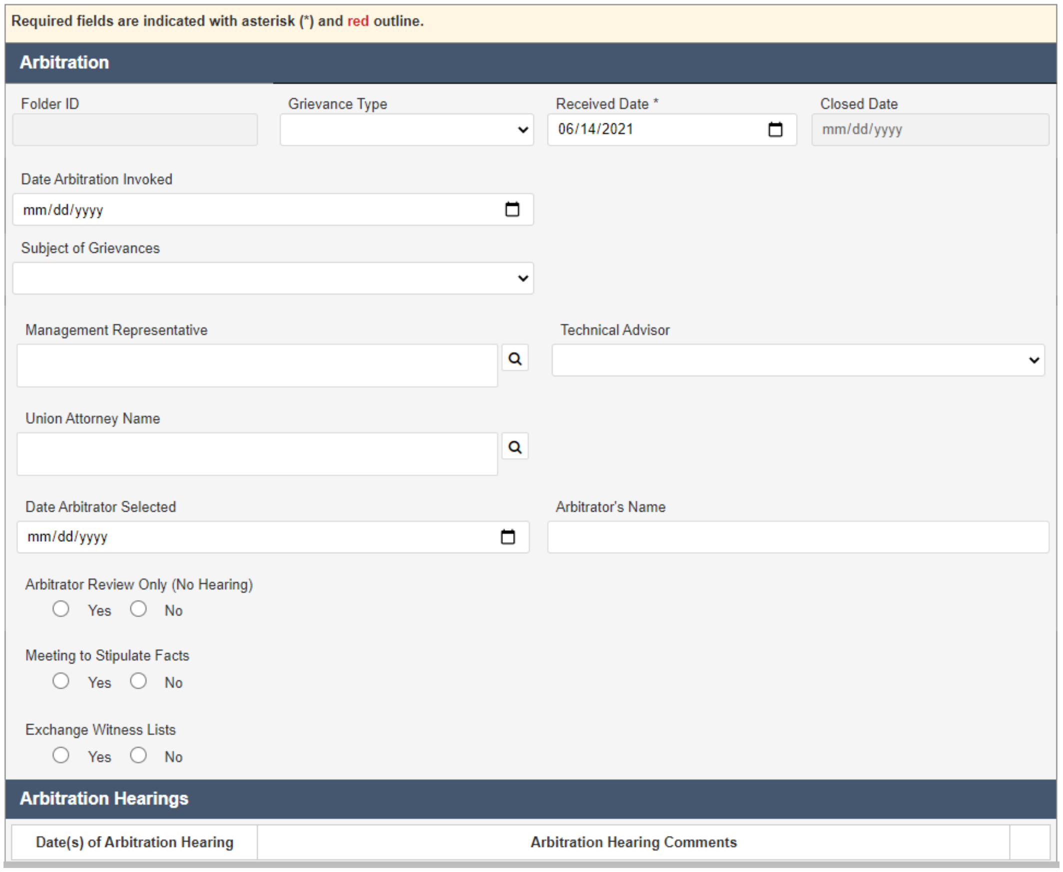
4.1.1 Create an Arbitration

Arbitration cases are created in one of two ways:

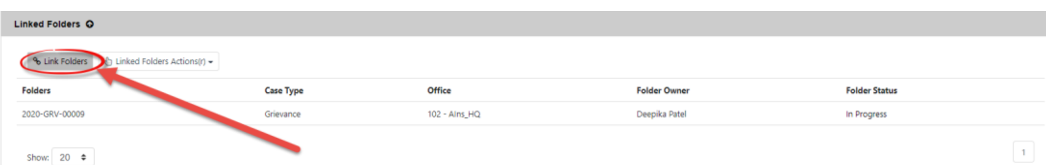
- From the *Launch Pad*
- Escalated from an existing *Grievance*

For details on escalating a Grievance, see the *Escalate to Arbitration* section. Follow the steps below to create a new Arbitration:

1. Within the *Launch Pad*, click **Main Menu > Labor Relations > Arbitration**. The *New Folder* screen.

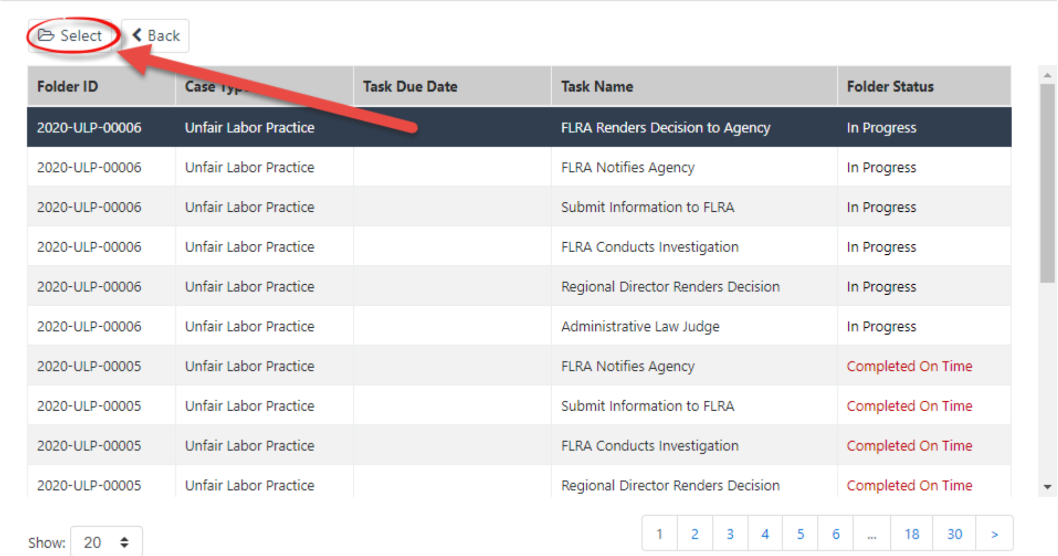


2. An Arbitration must be associated with a preceding Grievance. Click the **Assignments** tab.
3. Click **Link Folders**.



4. The *Search Folders* pop up window appears. Configure the search criteria and click **Search**.

5. The system returns a list of case folders matching the search criteria. Select a folder and click **Select**.

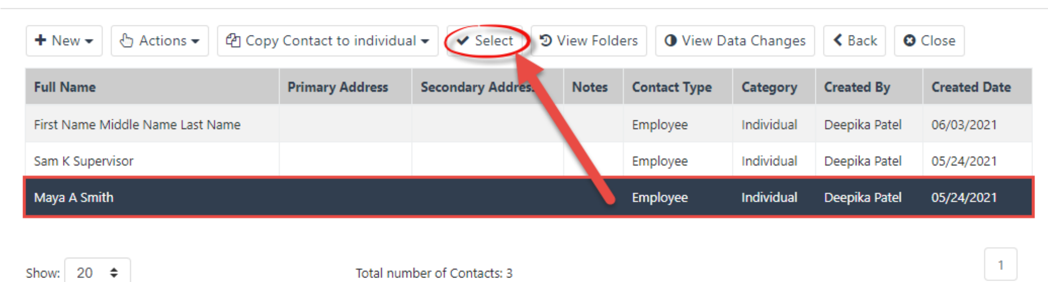


Folder ID	Case Type	Task Due Date	Task Name	Folder Status
2020-ULP-00006	Unfair Labor Practice		FLRA Renders Decision to Agency	In Progress
2020-ULP-00006	Unfair Labor Practice		FLRA Notifies Agency	In Progress
2020-ULP-00006	Unfair Labor Practice		Submit Information to FLRA	In Progress
2020-ULP-00006	Unfair Labor Practice		FLRA Conducts Investigation	In Progress
2020-ULP-00006	Unfair Labor Practice		Regional Director Renders Decision	In Progress
2020-ULP-00006	Unfair Labor Practice		Administrative Law Judge	In Progress
2020-ULP-00005	Unfair Labor Practice		FLRA Notifies Agency	Completed On Time
2020-ULP-00005	Unfair Labor Practice		Submit Information to FLRA	Completed On Time
2020-ULP-00005	Unfair Labor Practice		FLRA Conducts Investigation	Completed On Time
2020-ULP-00005	Unfair Labor Practice		Regional Director Renders Decision	Completed On Time

6. The newly selected case folder appears in the *Linked Folders* section.
7. Select the **Management Representative** using the lookup.

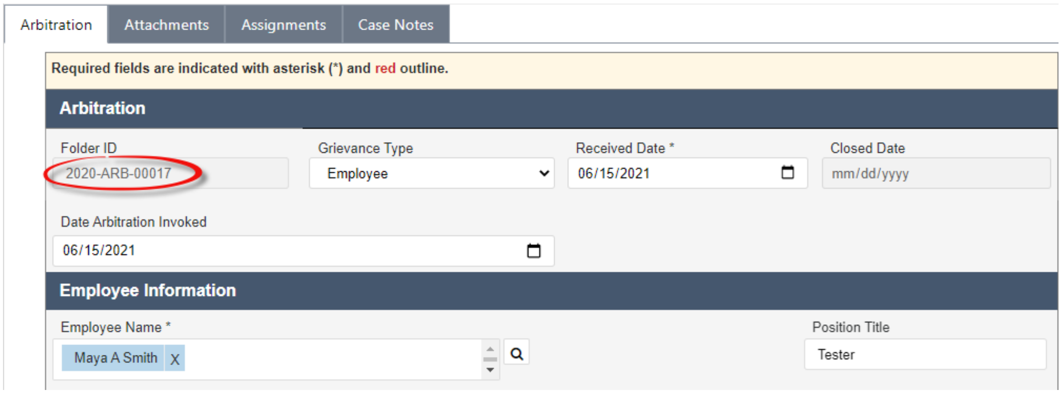
(!!) Note: The Management Representative lookup is a Contact Search. Users must exist as a Contact to be selected.

8. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.
9. Click **Search**. The *Select Contact* screen appears, listing search results which meet the criteria.



Full Name	Primary Address	Secondary Address	Notes	Contact Type	Category	Created By	Created Date
First Name Middle Name Last Name				Employee	Individual	Deepika Patel	06/03/2021
Sam K Supervisor				Employee	Individual	Deepika Patel	05/24/2021
Maya A Smith				Employee	Individual	Deepika Patel	05/24/2021

10. Select the employee for whom to file Administrative Grievance, then click **Select**. The *Arbitration* screen reappears with the selected Contact populating the *Employee Name* field. In addition, the contact's details are automatically populated:
11. Click **Save**. The *Arbitration* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following subsections for more information about completing an Arbitration case folder.

4.1.2 Filing an Arbitration

In addition to contact-related fields, the *Arbitration* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. The fields are described in the following table:

Field	Description	Data Type
Grievance Type	Select the nature of the issue being arbitrated.	Drop-down list. Select one.
Received Date	Date the Arbitration was received in-office.	Calendar select. Choose one day.
Date Arbitration Invoked	Select the date that the Arbitration was filed.	Calendar select. Choose one day.
Subject of Grievances	Select the matter being grieved.	Drop-down list. Select one.
Management Representative	Responsible Management representative associated with the Arbitration action.	Contact search. Click the **Lookup** icon to search for a system Contact.

Field	Description	Data Type
Technical Advisor	Name of HR specialist assisting the case.	Contact search. Click the **Lookup** icon to search for a system Contact.
Union Attorney Name	Union Attorney involved in the Arbitration action.	Contact search. Click the **Lookup** icon to search for a system Contact.
Date Arbitrator Selected	Select the date that the arbitrator for this case was selected.	Calendar select. Choose one day.
Arbitrator’s Name	Name of the Arbitrator assigned to the case.	Free text field.
Arbitrator Review Only (No Hearing)	Use the radio buttons to indicate if a hearing will not be held, and the matter will be decided solely by an arbitrator.	Radio button. Select one.
Meeting to Stipulate Facts	Use the radio buttons to indicate if a meeting will be held to stipulate the facts of the arbitration.	Radio button. Select one.
Date of Meeting to Stipulate Facts	If a meeting is being held to stipulate the facts of the arbitration, use the date picker to indicate the date the meeting will be held.	Calendar select. Select one day.

Field	Description	Data Type
Exchange Witness Lists	Use the radio buttons to indicate if the arbitration witness lists will be exchanged.	Radio Button. Select one.
Date Witness Lists Exchanged	If a meeting is being held to exchange the witness list, use the date picker to indicate the date the meeting will be held.	Calendar select. Select one day.
Date of Arbitration Hearing	Use the date picker to indicate the date that the arbitration hearing will be held.	Calendar select. Select one day.
Arbitration Hearing Comments	Use this field to enter information about the content of the arbitration hearing.	Free text field.
Briefs Agreed To	Use the radio buttons to indicate if the arbitration briefs were agreed to.	Radio button. Select one.
Arbitrators Award	Select the party for whom the arbitrator awarded the decision.	Drop-down list. Select one.
Date of Decision	Use the date picker to indicate the date the arbitrator made their decision.	Calendar select. Choose one day.
Date of Arbitrator’s Award	Use the date picker to indicate the date the arbitrator’s award is rendered to the aggrieved party.	Calendar select. Choose one day.

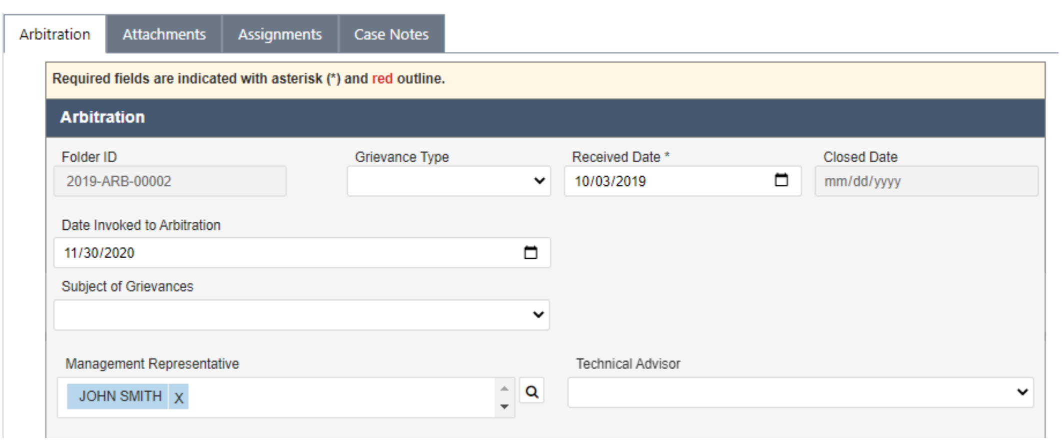
Field	Description	Data Type
Exceptions Filed	Use the radio buttons to indicate if a party filed an exception.	Radio button. Select one.
Date Exceptions Filed	Indicate the date any exception was filed.	Calendar select. Choose one day.
Exceptions Filed By	Select the party that filed the exception.	Calendar select. Choose one day.
Exceptions Filed Explanation	Use the free text field to describe the manner of the exception being filed.	Free text field.
FLRA Decision	Select the party that the Federal Labor Relations Authority (FLRA) ruled in favor of.	Drop-down list. Select one.
Date of FLRA Decision	Indicate the date the FLRA made a decision.	Calendar select. Choose one day.
FLRA Decision to Exceptions	Indicate the nature of the FLRA Decision to the filed exceptions.	Free text field.
Settlement Discussed	Use the radio buttons to indicate if any party discussed a potential settlement.	Radio button. Select one.
Settlement Reached	Use the radio buttons to indicate if the parties agreed to a settlement.	Radio button. Select one.

Field	Description	Data Type
Date Settled	Indicate the date the Settlement was reached.	Calendar select. Choose one day.
Settlement	Describe the settlement that was reached.	Free text field.
Comments	Enter any comments related to the arbitration.	Free text field.
Costs	Select the nature of the Appeal/Grievance costs.	Drop-down list. Select one.
Amount	Enter the amount of the Appeal/Grievance costs.	Free text field.

After making any changes to the details on this tab, click **Save** to save the changes before navigating away from the page.

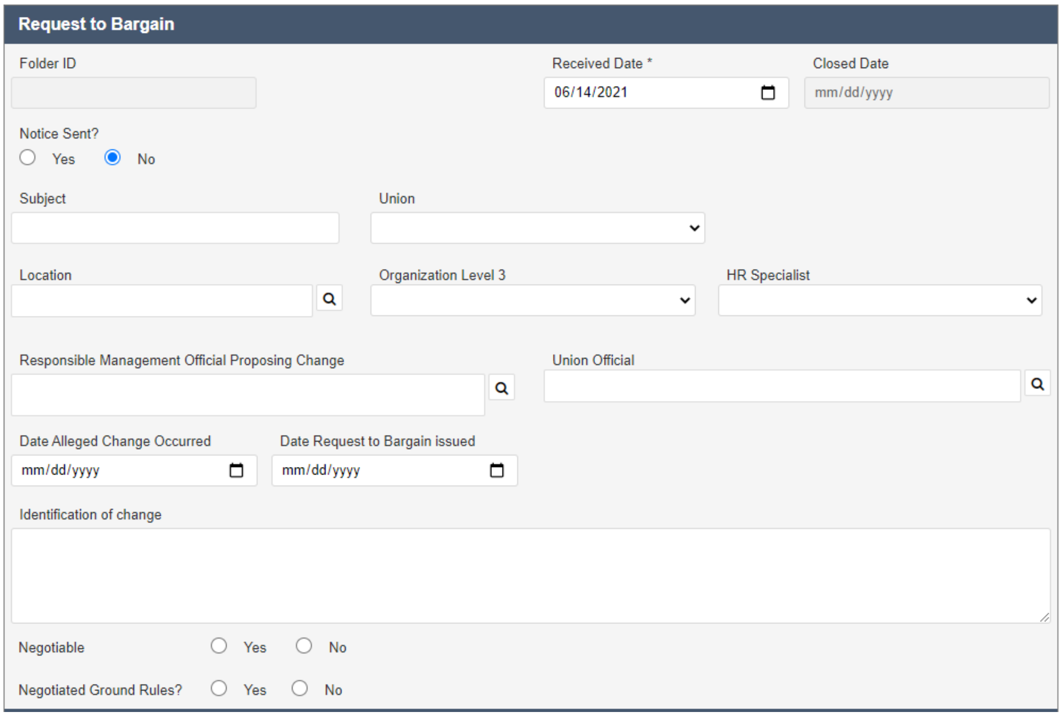
4.1.3 Arbitration UI

The Arbitration tab is used to capture Arbitration details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



4.2 Request to Bargain

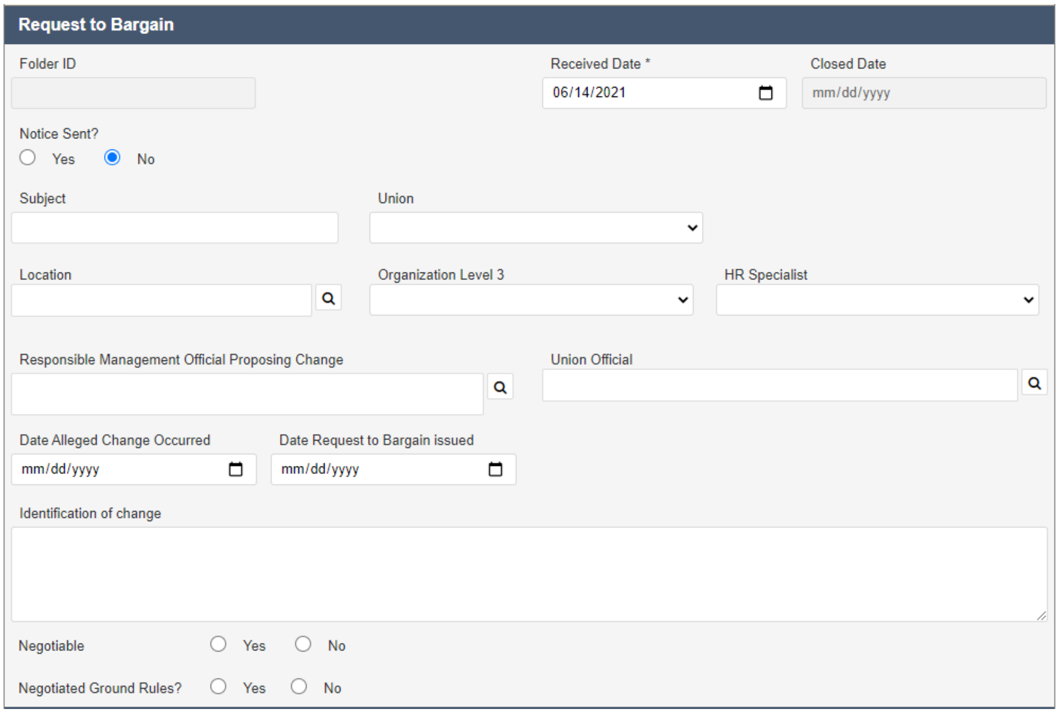
The Request to Bargain case type is utilized when a demand is submitted by a union, and this folder tracks the negations and outcome of the union demand.



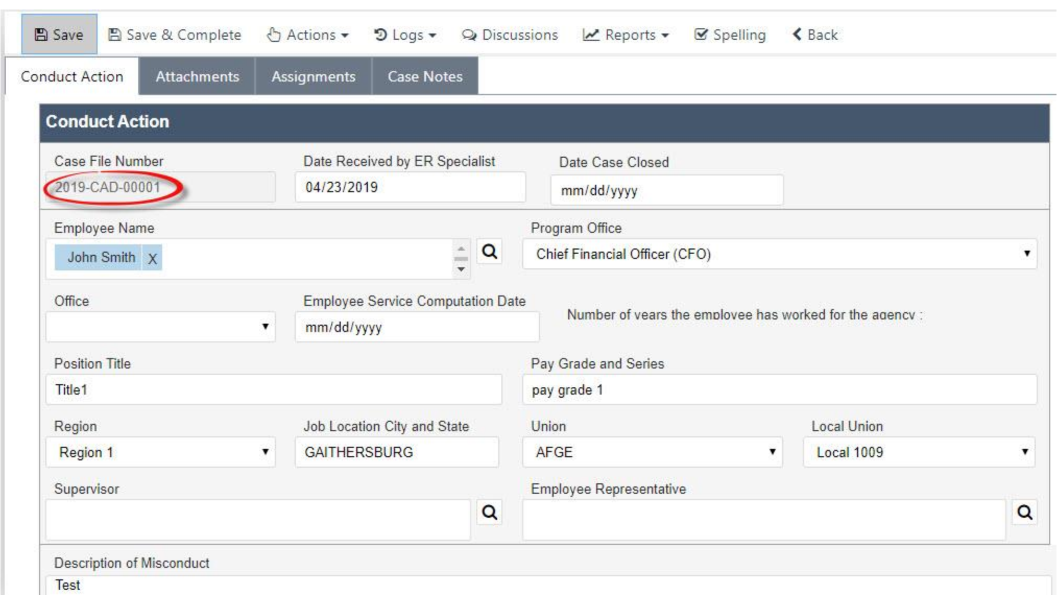
4.2.1 Create a Request to Bargain

Follow the steps below to create a new Request to Bargain:

1. Within the *Launch Pad*, click **Main Menu > Labor Relations > Request to Bargain**. The *New Folder* screen appears.



2. The *New Folder* screen appears. Select the **Union Name** from the drop-down list.
3. Enter information about the *Identification of Change* in the free text field.



4. Click **Save** to save the new *Third Party Proceeding* folder.

The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.2.2 Filing a Request to Bargain

In addition to contact-related fields, the *Request to Bargain* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. The fields on the form are described in the following table:

Field	Description	Data Type
Received Date	Date the Request to Bargain was received.	Calendar select. Choose one day.
Notice Sent?	Use the radio buttons to indicate if a notice was sent.	Radio button. Select one.
Subject	Enter the Subject being bargained.	Free text field.
Union	Select the name of the union filing the Request to Bargain.	Drop-down list. Select one.
Location	Location of office proposing change.	Free text field.
Organization Level 3	Level of organizational structure for the office.	Drop-down list. Select one.
HR Specialist	Name of HR Specialist associated with office.	Contact search. Click the **Lookup** icon to search for a system Contact.
Responsible Management Official Proposing Change	Name of management official proposing change which prompted Request to Bargain.	Contact search. Click the **Lookup** icon to search for a system Contact.

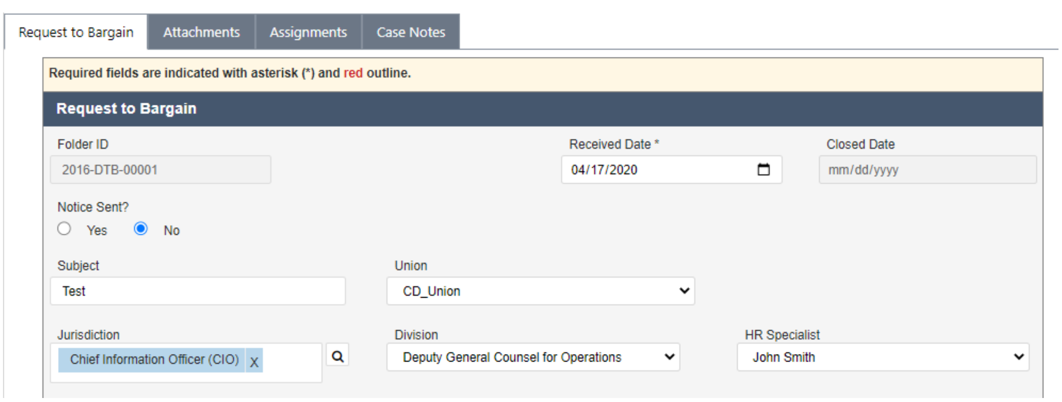
Field	Description	Data Type
Union Official	Name of union official associated with Request to Bargain submission.	Contact search. Click the **Lookup** icon to search for a system Contact.
Date Alleged Change Occurred	Date the change in operations began.	Calendar select. Choose one day.
Date Request to Bargain Issued	Date the Request to Bargain was issued.	Calendar select. Choose one day.
Identification of Change	Enter a description of the change that triggered Request to Bargain submission.	Free text field.
Negotiable	Is this Request to Bargain negotiable? This selection may prompt additional fields.	Radio Button. Select one.
Negotiated Ground Rules?	Indicate if the involved parties have negotiated the ground rules for bargaining.	Radio Button. Select one.
Date Ground Rules Agreed to	Indicate the date the bargaining ground rules were agreed to.	Calendar select. Choose one day.
Date(s) of Negotiations	Indicate the date the negotiations took place.	Calendar select. Choose one day.
Proposals Submitted?	Use the radio buttons to indicate if any proposals were submitted.	Radio Button. Select one.

Field	Description	Data Type
Summary	Summarize the negotiations.	Free text field.
Agreement Reached?	Indicate if the negotiations led to an agreement between the parties.	Radio Button.
Date Agreement Reached	Indicate the date the agreement was finalized.	Calendar select. Choose one day.
Summary of Agreement	Enter a summary of the agreement the parties negotiated.	Free text field.
Comments	Enter any additional information about the Request to Bargain.	Free text field.

After making any changes to the details on this tab, click **Save** to save the changes before navigating away from the page.

4.2.3 Request to Bargain UI

The Request to Bargain tab is used to capture Request to Bargain details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



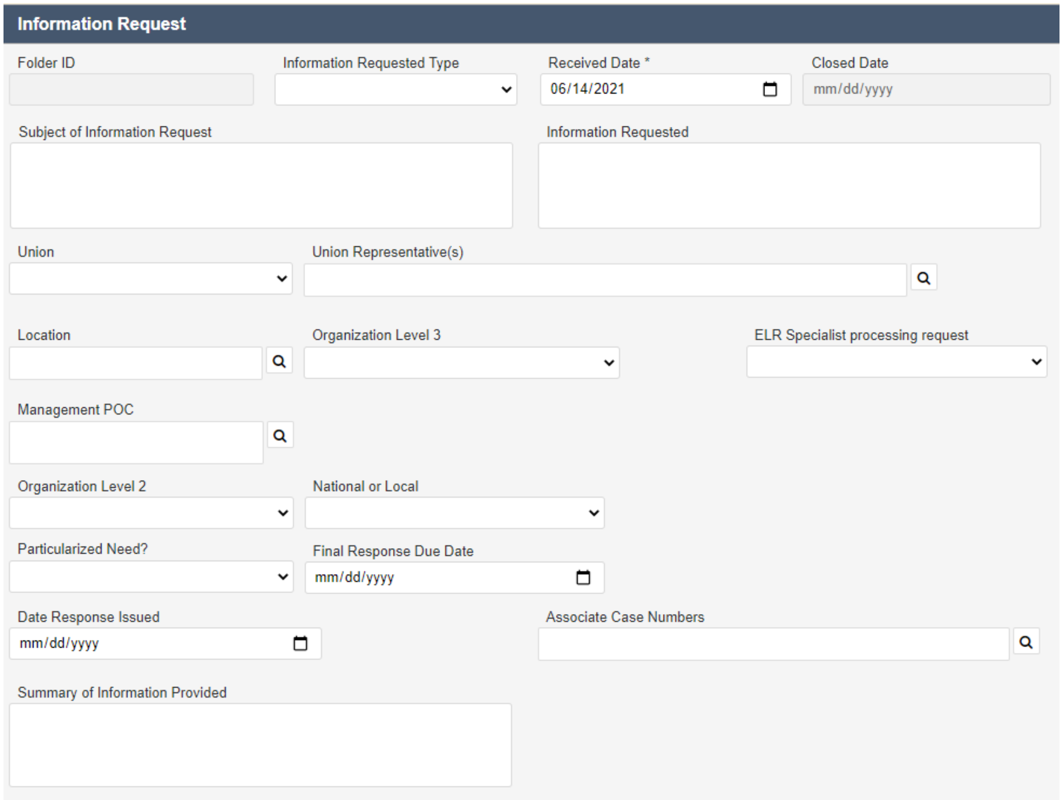
4.3 Information Request

While processing LR cases, information requests may be required to fully and successfully close these cases. The LR Module has a separate *Information Request* case type to handle these requests. This section provides information about creating and filing Information Requests.

4.3.1 Create an Information Request

Follow the steps below to create a new Information Request:

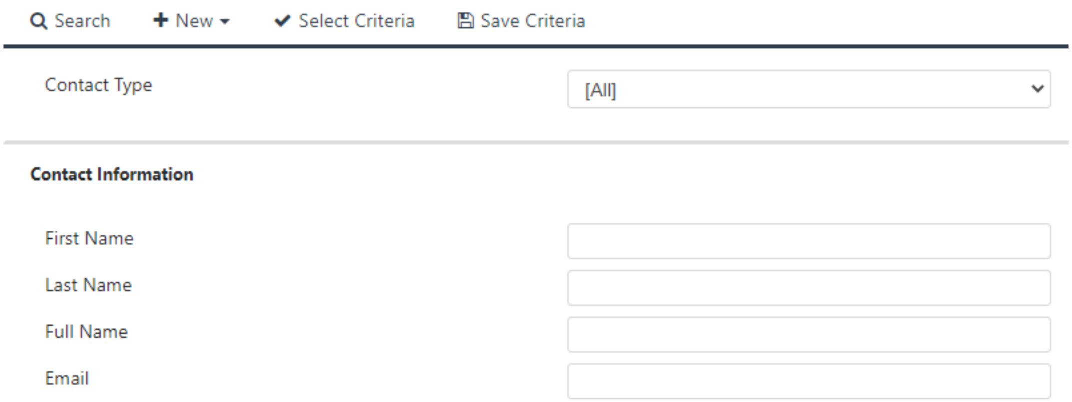
1. Within the *Launch Pad*, click **Main Menu > Labor Relations > Information Request**. The *New Folder* screen appears.



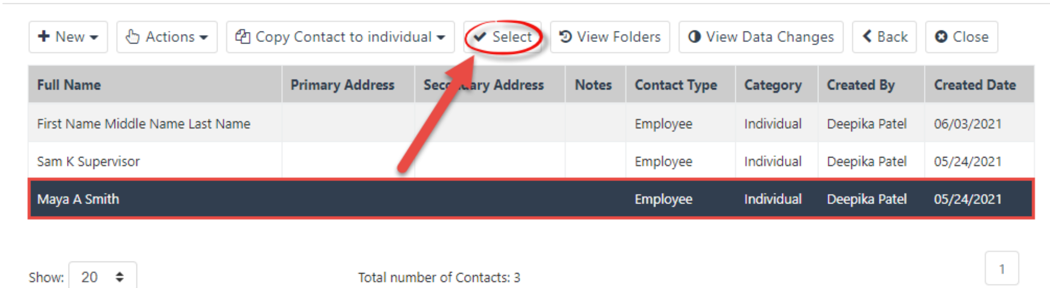
The New Folder screen includes various data fields, both required and optional. For the purpose of initiating the Information Request, only the required fields must be completed. These are denoted with a red outline.

(!!) Note: The Union Representative lookup is a Contact search. Users must exist as a Contact to be selected.

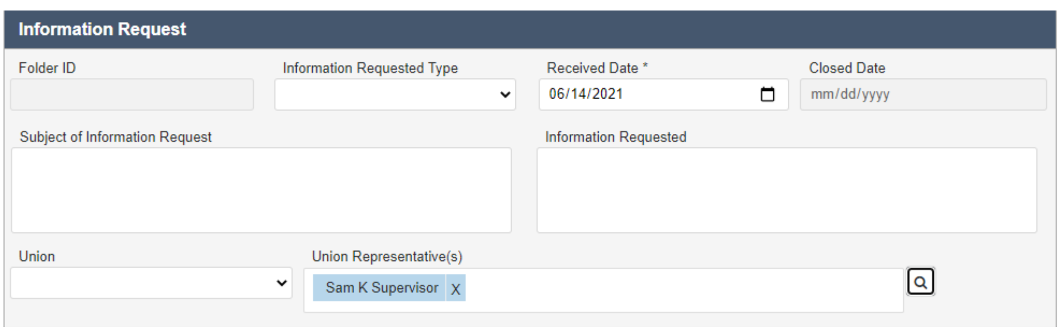
2. Click the **Union Representative(s)** lookup. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



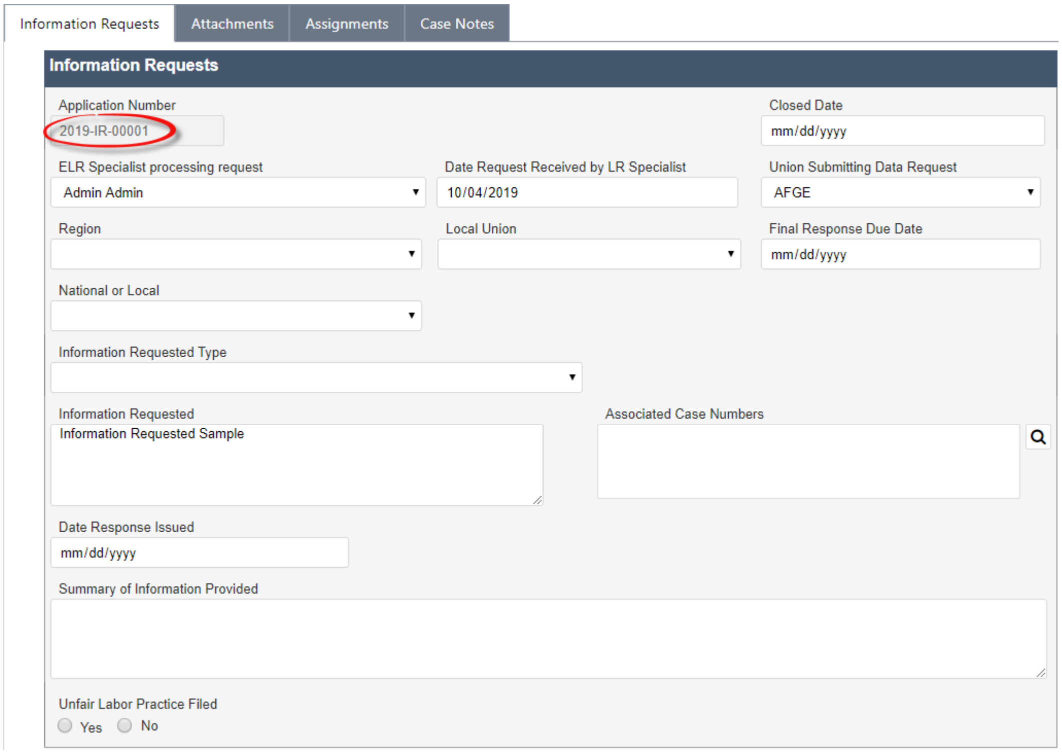
3. Click **Search**. The *Select Contact* screen appears.



4. Select the specialist for whom to assign the request, and click **Select**. The *New Folder* screen reappears with the selected Contact populating the *ER/LR Specialist* field.



5. Select the **Union** that is submitting the Data Request from the drop-down list.
6. Complete the *Information Requested* field. Include as much information as possible to ensure the best results.
7. Click **Save** to save the new *Information Request*.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.3.2 Filing Information Requests

In addition to contact-related fields, the *Information Request* form has fields to capture case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Information Requested Type	Type of information being requested.	Drop-down list. Select one.
Received Date	Indicate the date the requested information was received.	Calendar select. Choose one day.

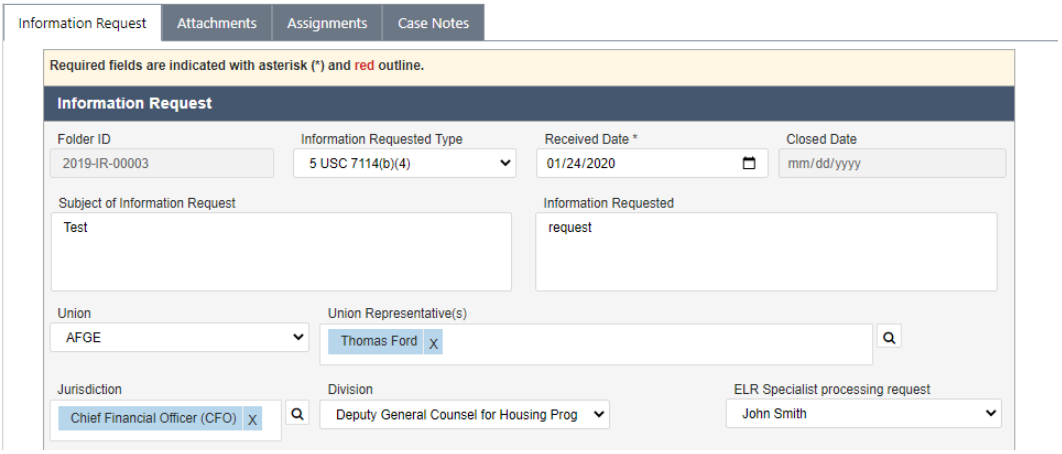
Field	Description	Data Type
Subject of Information Request	Enter information about the subject of the information request.	Free text field.
Information Requested	Specify the information requested.	Free text field.
Union	Local union involved in ULP reporting.	Drop-down list. Select one.
Union Representative	Select the union representative personnel.	Contact search. Click the **Lookup** icon to search for a system Contact.
Location	Region of the program office.	Free text field.
Organization Level 3	Select the location/code associated with organizational level 3.	Drop-down list. Select one.
ER/LR Specialist processing request	Select the specialist processing the request.	Drop-down list. Select one.
Management POC	Use the lookup to select the point of contact for the management team.	Contact search. Click the **Lookup** icon to search for a system Contact.
Organization Level 2	Select the location/code associated with organizational level 2.	Drop-down list. Select one.

Field	Description	Data Type
National or Local	Is this information being requested for a specific local organization, or is this in regards to a national organization.	Drop-down list. Select one.
Particularized Need?	Indicate if the request is for a particularized need.	Drop-down list. Select one.
Final Response Due Date	Due date for the final response to the Information Request.	Calendar select. Choose one day.
Date Response Issued	Date management responded.	Calendar select. Choose one day.
Associated Case Numbers	Folder IDs associated with the Information Request.	Free text field, enter all applicable cases.
Summary of Information Provided	Enter a summary of the information provided by the request.	Free text field.
Comments	Enter any additional information about the Request to Bargain.	Free text field.

After making any changes to the information in this tab, click **Save** to save the changes before navigating away from the page.

4.3.3 Information Request UI

The Information Request tab is used to capture Information Request details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



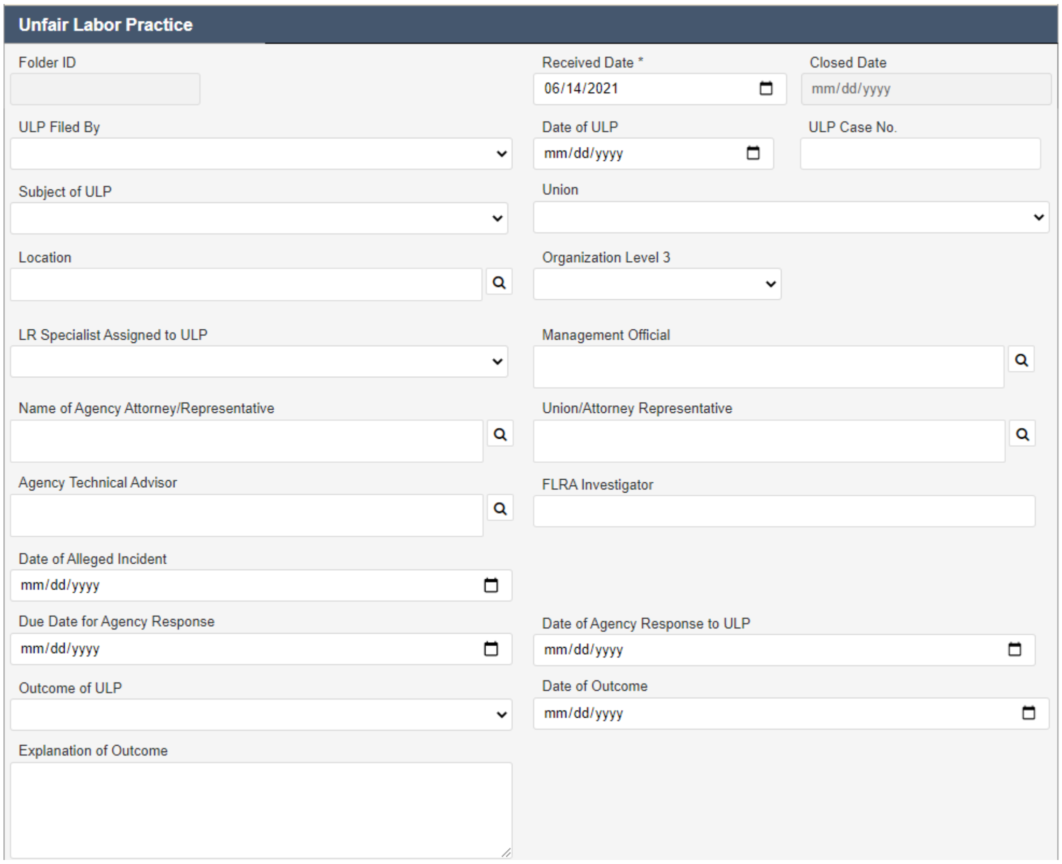
4.4 Unfair Labor Practice

An Unfair Labor Practice (ULP) case is the reporting and review of alleged unfair labor practices. This section provides information about creating and working with Unfair Labor Practice cases.

4.4.1 Create an Unfair Labor Practice Case

Unfair Labor Practice case folders are initiated from the *Launch Pad*. Follow the steps below to create a new ULP:

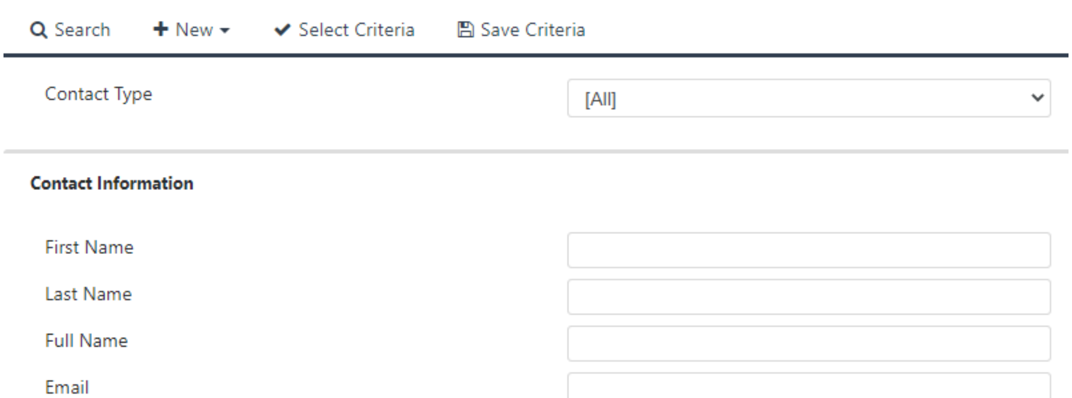
1. Within the *Launch Pad*, click **Main Menu > Labor Relations > Unfair Labor Practice**. The *New Folder* screen appears.



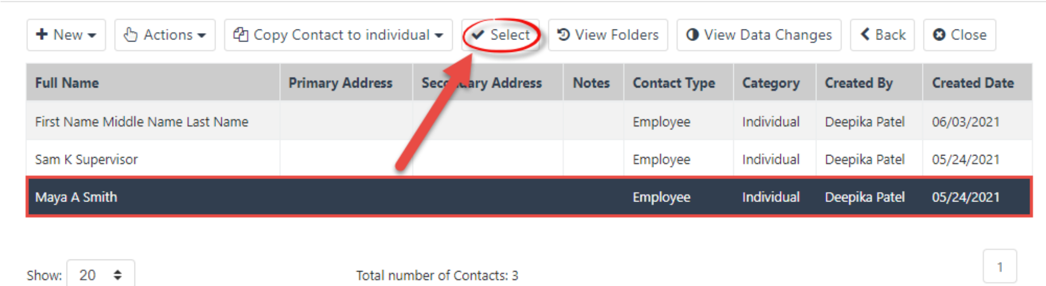
2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the ULP, only the required fields must be completed. These are denoted with a red outline, for example on *Employee Name* in the example above. Click the **Lookup**.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

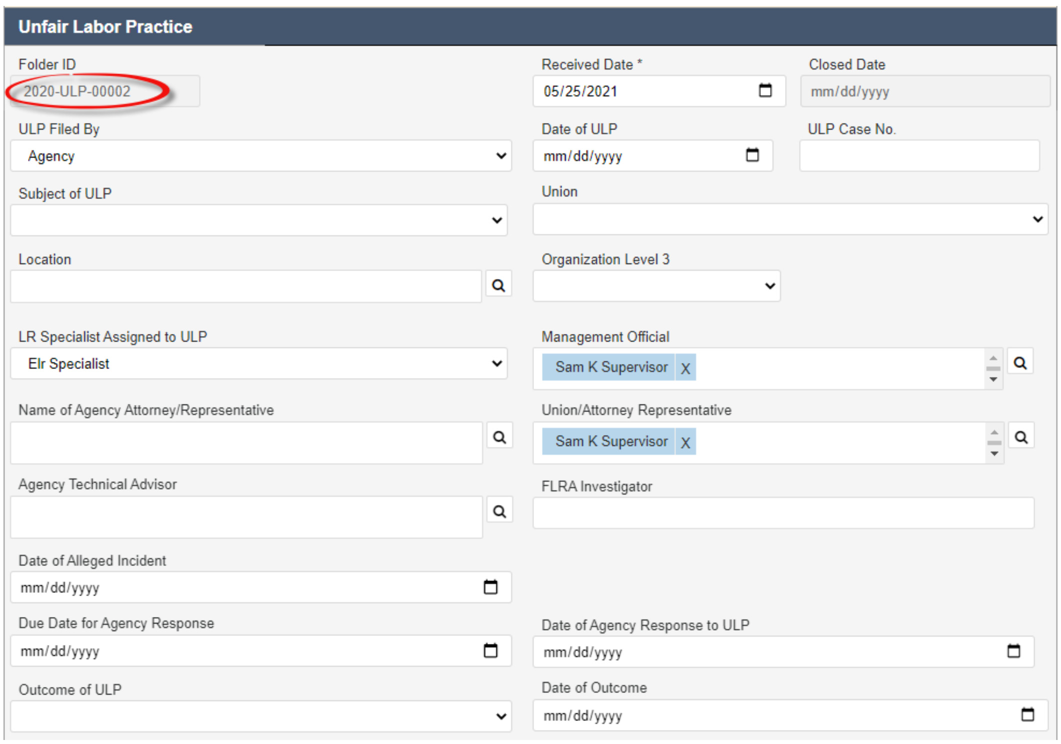
3. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



4. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.
5. Click the employee for whom to file a ULP, and then click **Select**.



6. The *Unfair Labor Practice* screen reappears with the selected contact populating the *Employee Name* field. In addition, the contacts details are automatically populated.
7. Click **Save**. The *Unfair Labor Practice* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.4.2 Filing an Unfair Labor Practice

In addition to contact-related fields, the *Unfair Labor Practice* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Received Date	Date the ULP was received in-office.	Calendar select. Choose one day.
ULP Filed By	Select Agency/Employee/Union.	Drop-down list. Select one.
Date of ULP	Date of alleged ULP.	Calendar select. Choose one day.
ULP Case No.	Number of the referring ULP Case.	Free text field.
Subject of ULP	Select the subject of the unfair labor practice protest.	Drop-down list. Select one.
Union	The union involved in ULP reporting.	Drop-down list. Select one.
Location	Office where Program Office involved in ULP is located.	Drop-down list. Select one.
Organization Level 3	Select the location/code associated with organizational level 3.	Free text field.
LR Specialist Assigned to ULP	LR Specialist assigned to handle this ULP.	User Lookup. Click the **Lookup** icon to search for a credentialed user.
Management Official	Point of contact in the impacted Program Area.	Contact search. Click the **Lookup** icon to search for a system Contact.

Field	Description	Data Type
Name of Agency Attorney/Representative	Select the name of the attorney representing the Agency.	User Lookup. Click the **Lookup** icon to search for a credentialed user.
Union Attorney/Representative	Select the name of the attorney representing the Union.	User Lookup. Click the **Lookup** icon to search for a credentialed user.
Agency Technical Advisor	Select the technical advisor associated with the agency.	User Lookup. Click the **Lookup** icon to search for a credentialed user.
FLRA Investigator	Enter the name of the FLRA Investigator associated with the ULP.	Free text field.
Date of Alleged Incident	Program Office involved in the alleged ULP.	Drop-down list. Select one.
Due Date for Agency Response	Select the date by which the agency must respond.	Calendar select. Choose one day.
Date of Agency Response to ULP	Date the agency ultimately responds to the Employee/Union ULP.	Calendar select. Choose one day.
Outcome of ULP	Result of the FLRA Decision.	Drop-down list. Select one.
Date of Outcome	Select the date that the ULP Decision was rendered.	Calendar select. Choose one day.

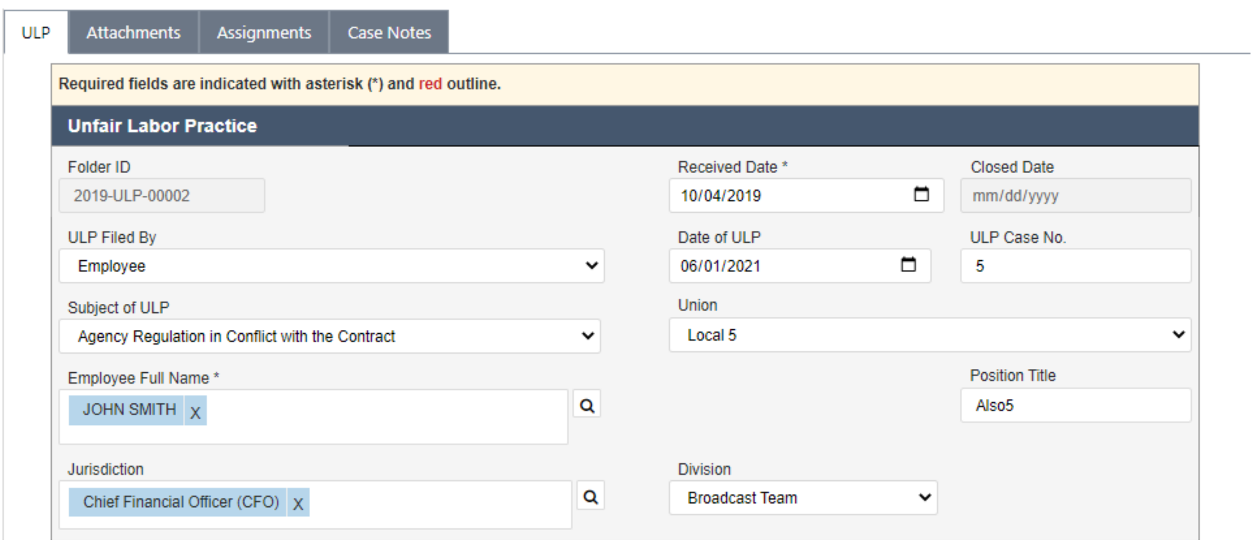
Field	Description	Data Type
Explanation of Outcome	Enter information explaining the outcome of the ULP case.	Free text field.
FLRA Conducted	Indicate whether an FLRA investigation is conducted in response to the ULP.	Radio button. Select one.
Date of FLRA Decision	Date the FLRA Decision is issued.	Calendar select. Choose one day.
Agency Complied with FLRA Decision	Has the agency complied with the FLRA Decision?	Radio button. Select one.
Attempts to Informally Resolve ULP	Description of any attempts to resolve ULP without the assistance of FLRA.	Free text field.
Appeal	Is the ULP being appealed? This selection may prompt additional fields.	Radio button. Select one.
Settlement Discussed	Indicate if a Settlement was discussed between the involved parties.	Radio button. Select one.
Information Request Filed?	Indicate if an Information Request has been filed in relation to the ULP.	Radio button. Select one.
Comments	Enter any additional information relevant to the case folder.	Free text field.

Field	Description	Data Type
Costs	Select the nature of the ULP costs.	Drop-down list. Select one.
Amount	Enter the numeric value of the ULP cost.	Free text field.

After making any changes to the details on this tab, click **Save** to save the changes before navigating away from the page.

4.4.3 ULP UI

The ULP tab is used to capture Unfair Labor Practice details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



4.5 Grievance

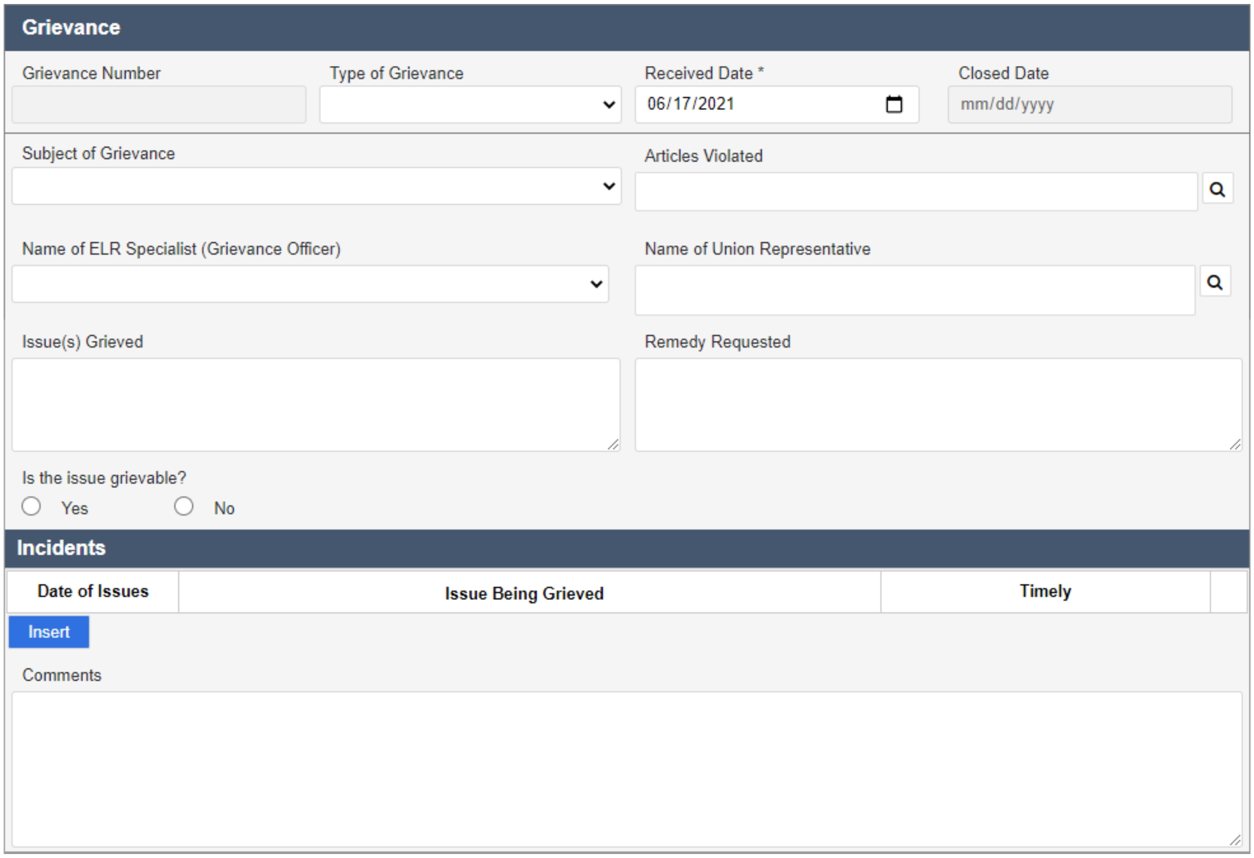
Employee Grievances can be files through eCASE Labor Relations. Credentialed LR users can start and process a Grievance case. The *Grievance* form allows for qualified users to create an Arbitration case for use during the processing an employee grievance.

4.5.1 Create a Grievance

(!!) Note: A grievance can also be created from a Conduct Action or Performance Action case folder if the case folder is grieved by a union employee.

Follow the steps below to create a new Grievance:

1. Within the *Launch Pad* and select **Main Menu > Labor Relations > Grievance**. The *New Folder* screen appears.



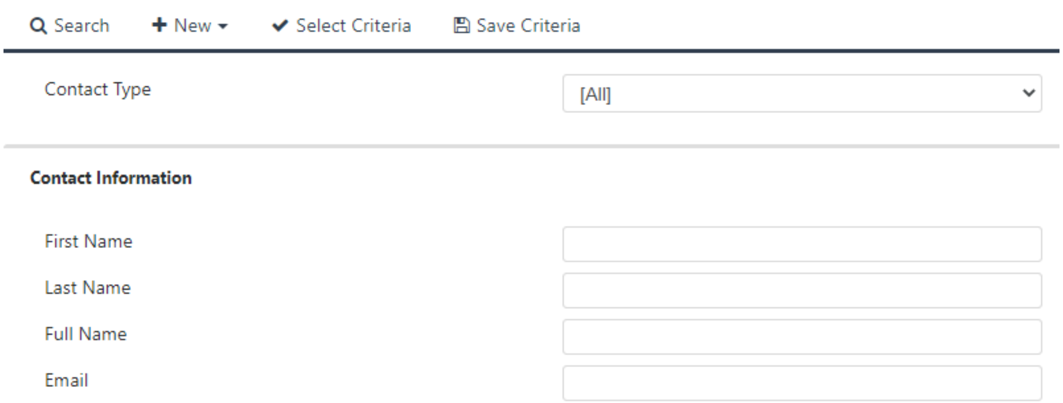
2. Select the **Type of Grievance** from the drop-down list.

(!!) Note: The selection made in the Type of Grievance drop-down determines the fields available in the case form. The following procedure will utilize the Employee selection.

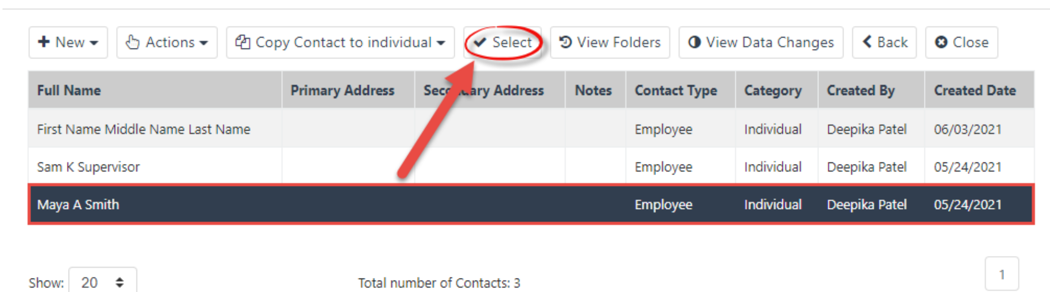
3. Complete the remaining fields.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

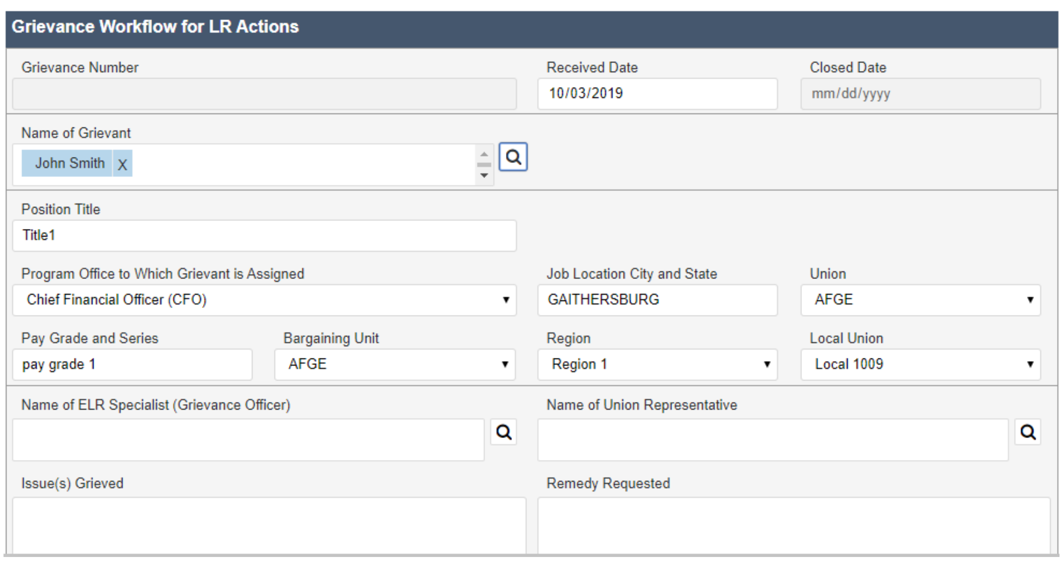
4. Click the **Name of Union Representative** lookup.
5. The *Search for Contact* screen appears. Enter any relevant data in the available search fields.



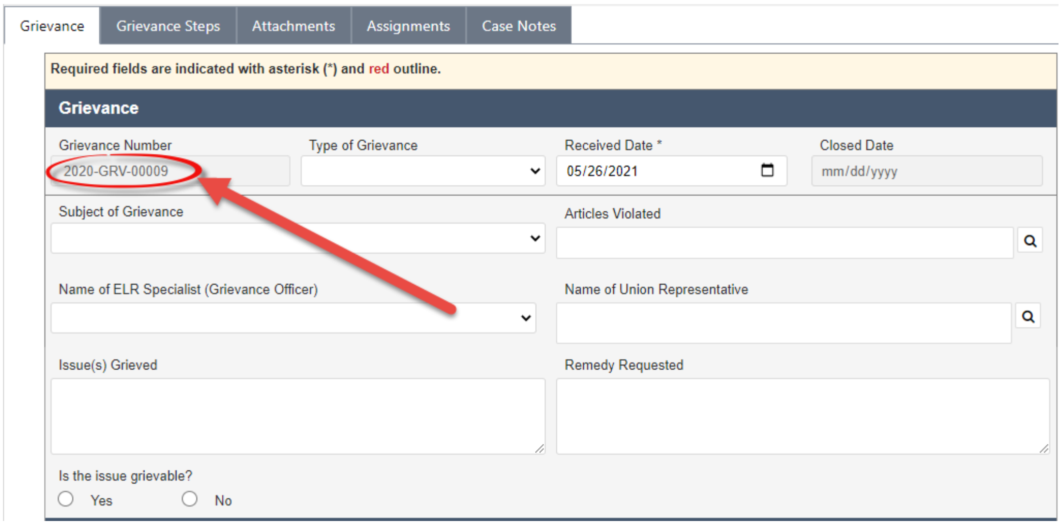
6. Click **Search**. The *Select Contact* screen appears, listing search results which meet the entered criteria.



7. Select the employee for whom to file a Grievance, and then click **Select**. The *Grievance* screen reappears with the selected contact populating the *Name of Grievant* field. In addition, the contact's details are automatically populated into the corresponding fields:



8. Click **Save**. The *Grievance* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.5.2 Filing a Grievance

In addition to contact-related fields, the *Grievance* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

Field	Description	Data Type
Type of Grievance	Type of grievance to be filed in response to the employee's issue.	Drop-down list. Select one.
Received Date	Date the Grievance was received in-office.	Calendar select. Choose one day.
Subject of Grievance	Select the subject for which the grievance is being raised.	Drop-down list. Select one.
Article Violated	Specific article violated according to the employee's grievance.	Drop-down list. Select one.

Field	Description	Data Type
Name of ER/LR Specialist (Grievance Officer)	Name of ER/LR Specialist assigned to the case.	Contact search. Click the **Lookup** icon to search for a system Contact.
Name of Union Representative	Name of the employee's union representative.	Contact search. Click the **Lookup** icon to search for a system Contact
Issue(s) Grieved	Description of the issues which prompted the Grievance submission.	Free text field.
Remedy Requested	What kind of remedy is being requested?	Free text field.
Is this issue Grievable?	Does the issue qualify for a grievance submission?	Radio button. Select one.
Date of Issues	Select the date of the issue being grieved.	Calendar select. Choose one day.
Issue Being Grieved	Enter information describing the issue being grieved.	Free text field.
Timely	Select the radio button to indicate if the subject of the grievance is time sensitive.	Radio button. Select one.
Information Request Filed	Indicate if an Information Request has been filed.	Radio button. Select one.

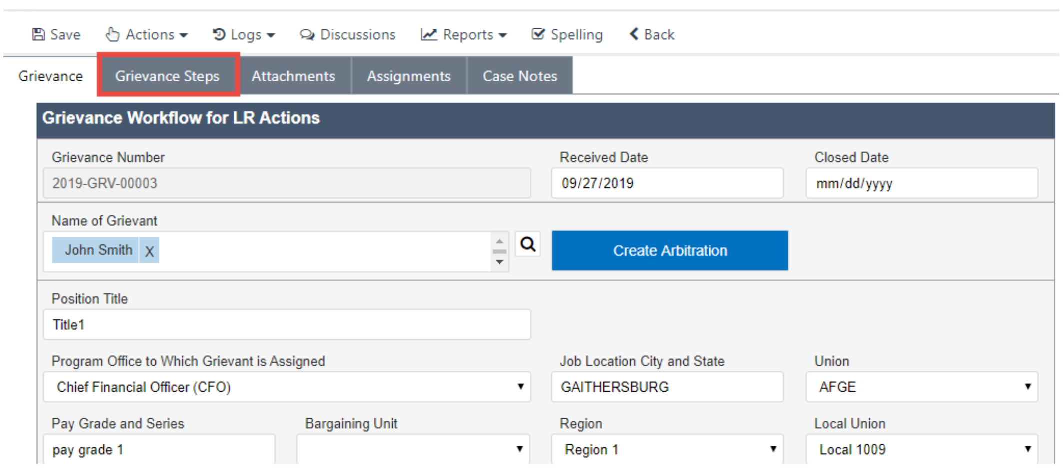
Field	Description	Data Type
Date Information Request Filed	Use the date picker to select the date that the Information Request was filed.	Calendar select. Choose one day.
Comments	Any additional comments related to the Grievance.	Free text field.

(!!) Note: The Grievance tab also includes a Create Arbitration button. This escalates the case to Arbitration.

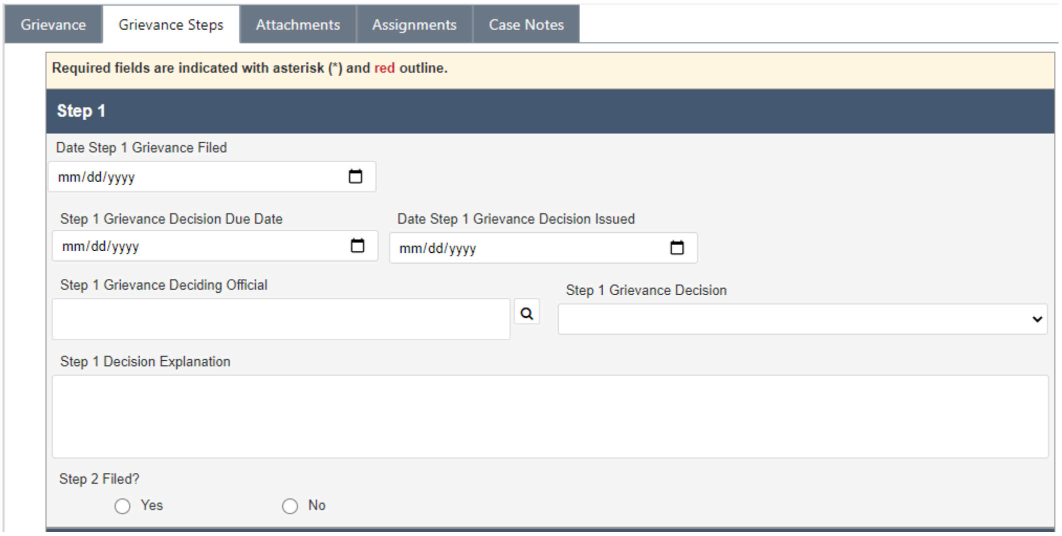
4.5.3 Grievance Steps

A *Grievance Steps* tab is present under each Grievance folder, allowing you to log steps in a multi-part Grievance filing process. These steps account for actions, meetings, and decisions in the filing process.

1. To access *Grievance Steps*, open an existing Grievance and navigate to the *Grievance Steps* tab, highlighted below:



2. The *Grievance Steps* tab appears. This tab allows you to log up to three Grievance Steps. Each Grievance Step will be completed by a different member of management. The fields under *Step 1* are described in the table below.



The following table displays a list of fields available within the tab:

Field	Description	Data Type
Date Step 1 Grievance Filed	Date the first Grievance step is filed.	Calendar select. Choose one day.
Step 1 Grievance Decision Due Date	Date that management is required to respond to the grievance.	Calendar select. Choose one day.
Date Step 1 Grievance Decision Issued	Date a decision was issued in response to Grievance Step 1.	Calendar select. Choose one day.
Step 1 Grievance Deciding Official	Management representative involved in Grievance Step 1.	Contact search. Click the Lookup icon to search for a system Contact.
Step 1 Grievance Decision	Decision reached in response to Grievance Step 1.	Drop-down list. Select one.

Field	Description	Data Type
Step 1 Decision Explanation	Explanation of the results of the grievance.	Free text field.
Step 2 Filed	Select Yes to open the Step 2 workspace.	Radio button. Select one.

3. In addition to *Step 1*, there are spaces to file *Step 2* and *Step 3*. Fields under these steps have the same attributes as Step 1, however are applied to the second and third Grievance Steps, respectively.

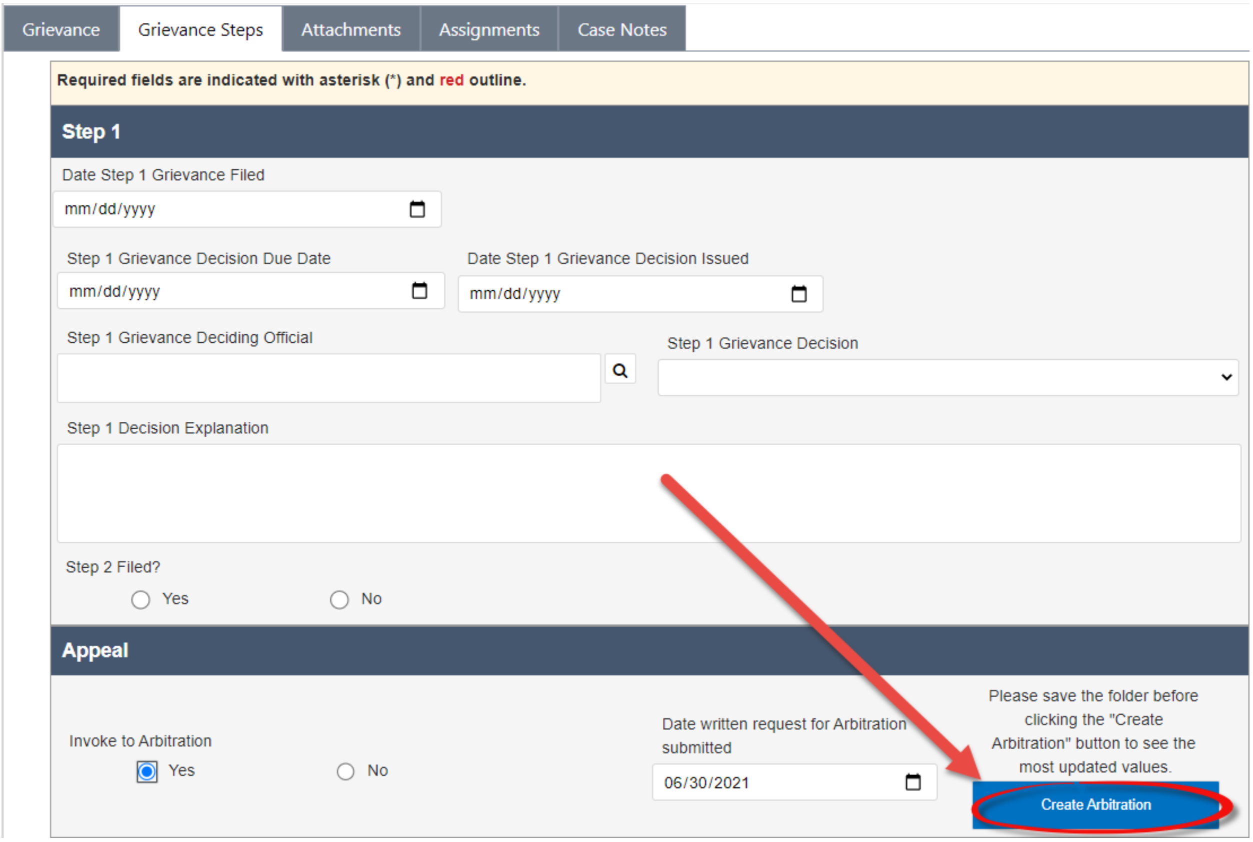
(!!) Note: The base of the Grievance Steps tab features the Appeal section, which contains the Invoke to Arbitration radio button, and a hyperlink to any arbitrations created from this case folder. Selecting Yes in the Invoke to Arbitration radio button can be used to create an Arbitration case folder from this Grievance folder.

4. Click **Save** after completing or editing any fields under *Grievance Steps*.

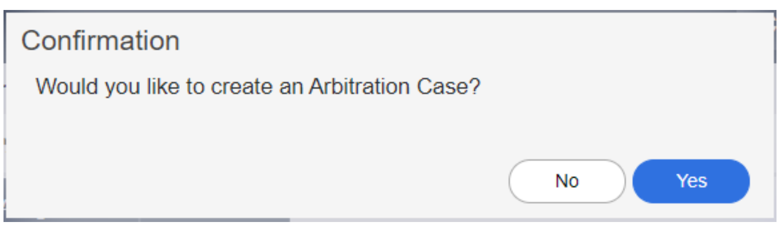
4.5.4 Escalate to Arbitration

In some cases, a Grievance may lead to Arbitration. The *Grievance Steps* tab includes a **Create Arbitration** button to easily move Grievances to Arbitration without recreating existing case information. Follow the steps below to escalate a Grievance:

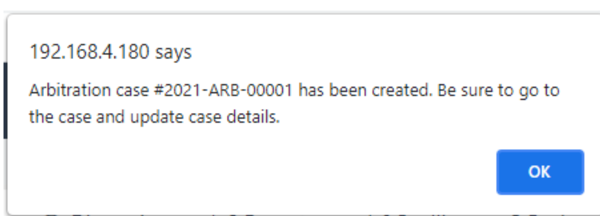
1. In an existing *Grievance*, open to the *Grievance Steps* tab, then select **Yes** radio button in the *Invoke to Arbitration* field.
2. The workspace refreshes, and displays additional fields within the Appeal workspace. Use the date picker to select the date written request for Arbitration was submitted.
3. Clicking **Create Arbitration**.



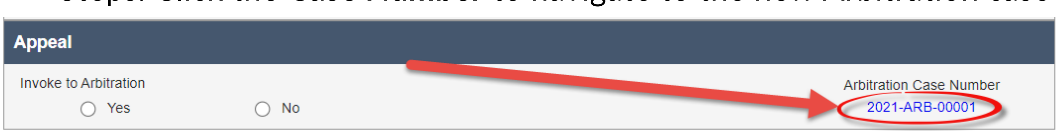
4. The following pop up confirmation appears. Click **Yes**.



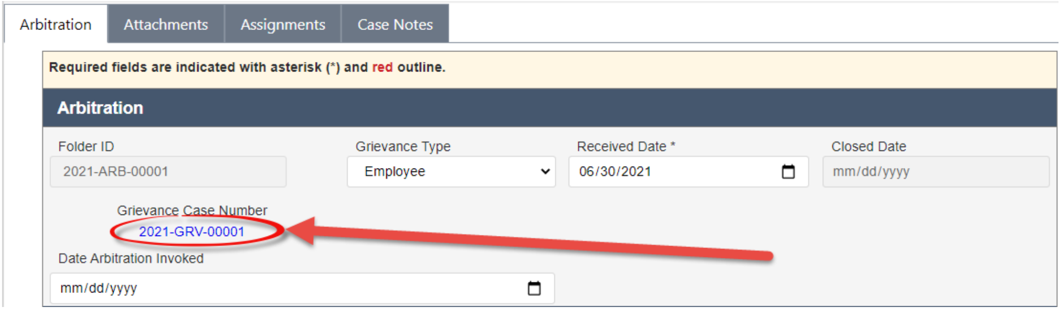
5. The workspace refreshes and the following pop up window appears. Click **OK**.



6. The new Arbitration case number is displayed in the Appeal section of the Grievance Steps. Click the **Case Number** to navigate to the new Arbitration case folder.



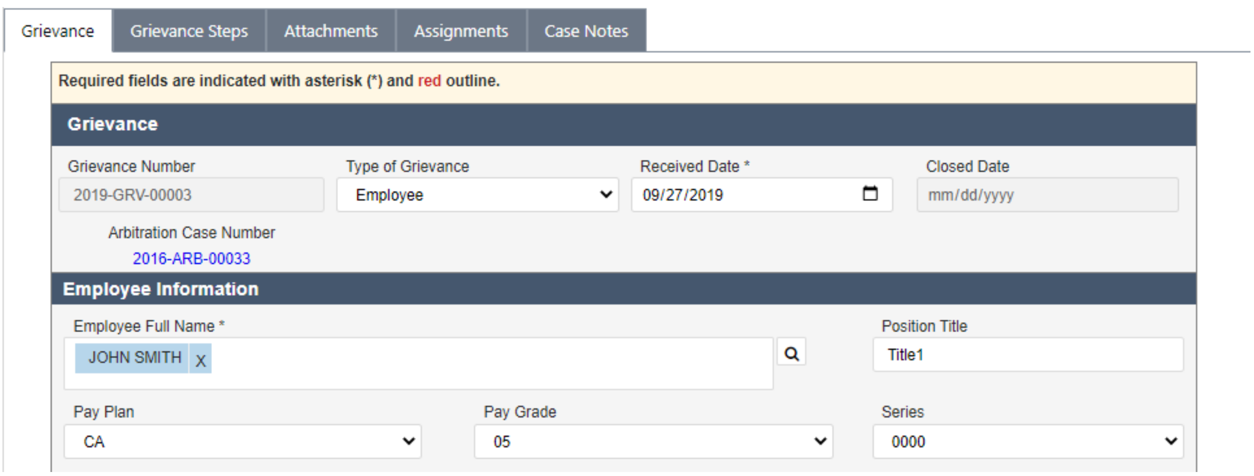
7. The new Arbitration case folder appears in a new tab. You can click the **Grievance Case Number** to return to the originating Grievance case folder.



The Arbitration can now be advanced. See the Arbitration section for more information.

4.5.5 Grievance UI

The Grievance tab is used to capture Grievance details. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



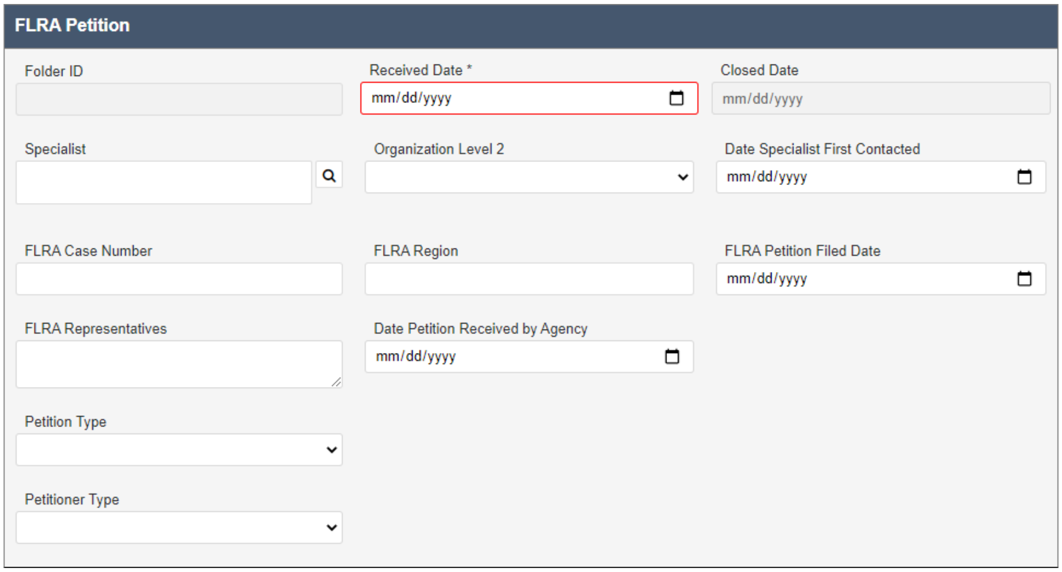
4.6 FLRA Petitions

Federal Labor Relations Authority (FLRA) Petitions are used to track the filing and completion of a petition to resolve any matter related to the representation of employees, such as elections, unit clarifications/amendments/decertification and accretions. FLRA petitions can be filed by Unions, Agencies, or by the employee themselves.

4.6.1 Create an FLRA Petition

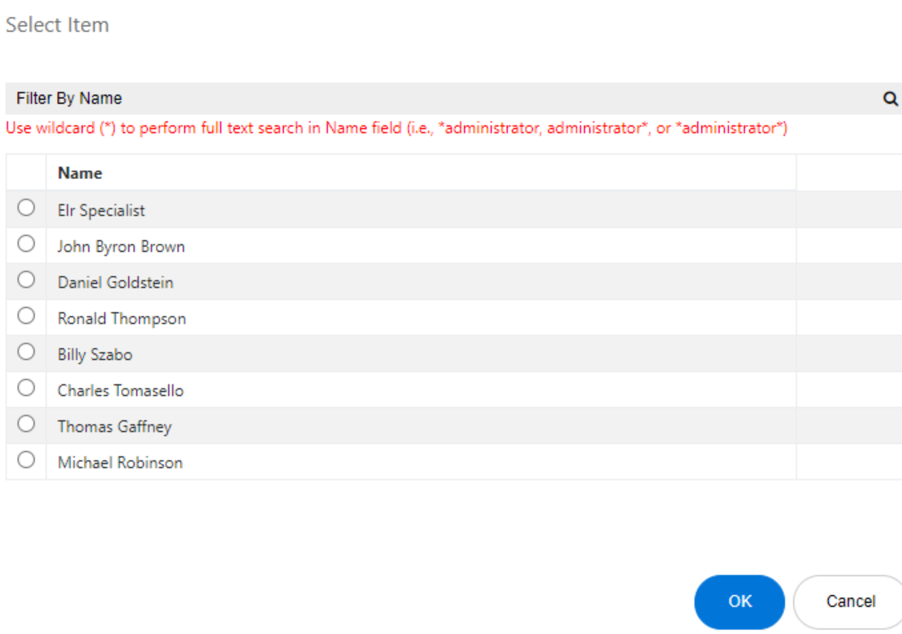
Follow the steps below to create a new FLRA Petition:

1. Within the *Launch Pad*, click **Main Menu > Labor Relations > FLRA Petitions**. The *New Folder* screen appears.

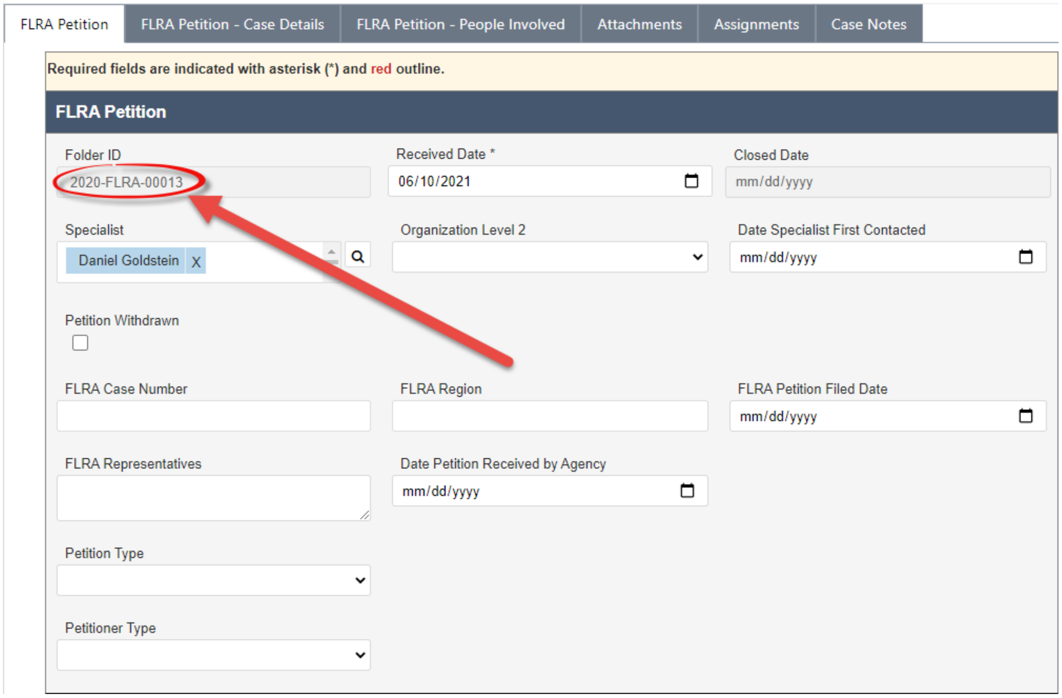


(!!) Note: The FLRA Folder ID is an identifier used to track the petition as it progresses through an external tracking system.

2. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the FLRA Petition only the required fields must be completed. These are denoted with a red outline, for example on Received Date in the screen above. Select the **Received Date** using the date picker.
3. Click the **Specialist** lookup.
4. The *Select Item* screen appears. Select a **Specialist** radio button and click **OK**.



5. The pop up window closes and the selected Specialist appears in the field. Complete any remaining required fields and click **Save**. The *FLRA Petition* folder appears.



The folder is assigned a *Folder ID*, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.6.2 Filing FLRA Petitions

In addition to contact-related fields, the *FLRA Petition* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

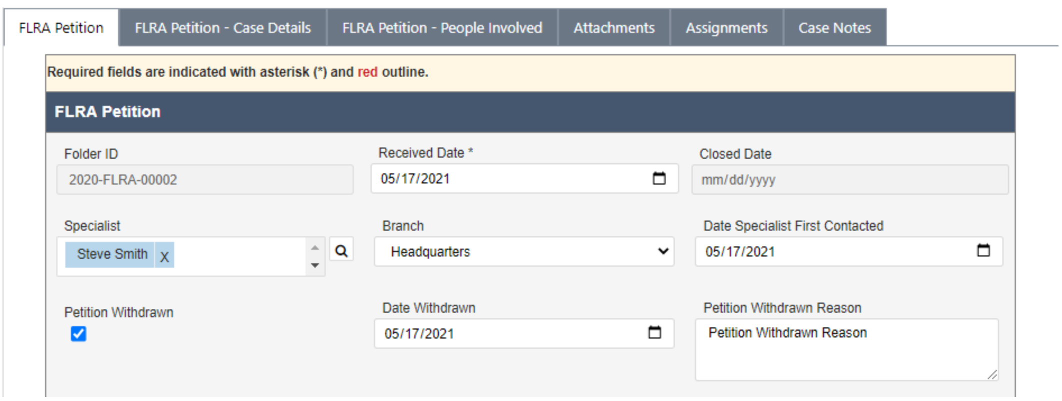
Field	Description	Data Type
Received Date	Select the date that the FLRA Petition was received.	Calendar select. Choose one day.
Specialist	The name of the representation of the employee, typically legal representation.	Contact search. Click the **Lookup** icon to search for a system Contact.

Field	Description	Data Type
Organization Level 2	Field used to identify lower levels of the organization, if needed.	Drop-down list. Select one.
Date Specialist First Contacted	The date that the FLRA Specialist was first contacted regarding the case.	Calendar select. Choose one day.
FLRA Folder ID	The identifier associated with the FLRA case.	Free text field.
FLRA Region	Indicate the geographic FLRA region associated with the case.	Free text field.
FLRA Petition Filed Date	Indicate the date that the case was filed with the FLRA.	Calendar select. Choose one day.
FLRA Representatives	Indicate the FLRA Personnel assigned to the case.	Free text field.
Date Petition Received by Agency	Indicate the date that the formal FLRA Petition was received by your agency.	Calendar select. Choose one day.
Petition Type	Use this drop-down list to indicate the type of petition. Selecting Other enables the Other Petition Type field.	Drop-down list. Select one.

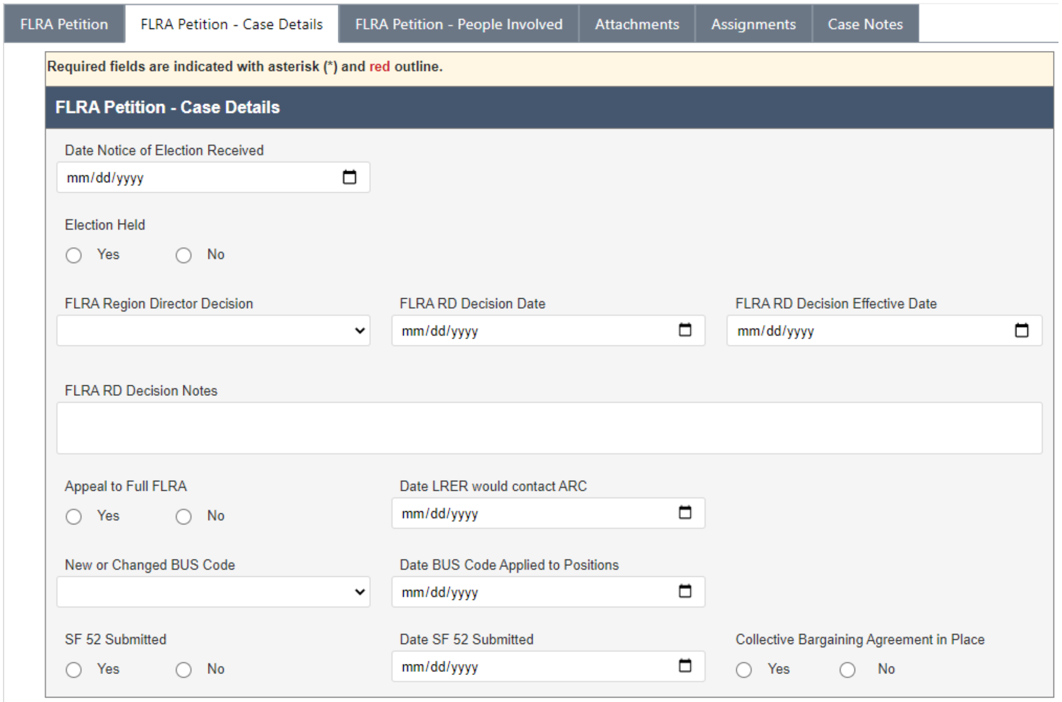
Field	Description	Data Type
Petitioner Type	Use this drop-down list to select the entity beginning the petition. This selection enables other fields.	Drop-down list. Select one.

4.6.3 FLRA Petition UI

The FLRA Petition tab is used to capture FLRA Petition details.



The FLRA Petition – Case Details tab is used to capture information about the decision of the petition/actions completed after the decision.



The *FLRA Petition – People Involved* tab is used to capture information about individuals involved with the FLRA petition as the case progresses. This tab contains a repeating table, allowing you to add as many users as necessary. You can add a new row to the workspace by clicking **Add Person**.

The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.

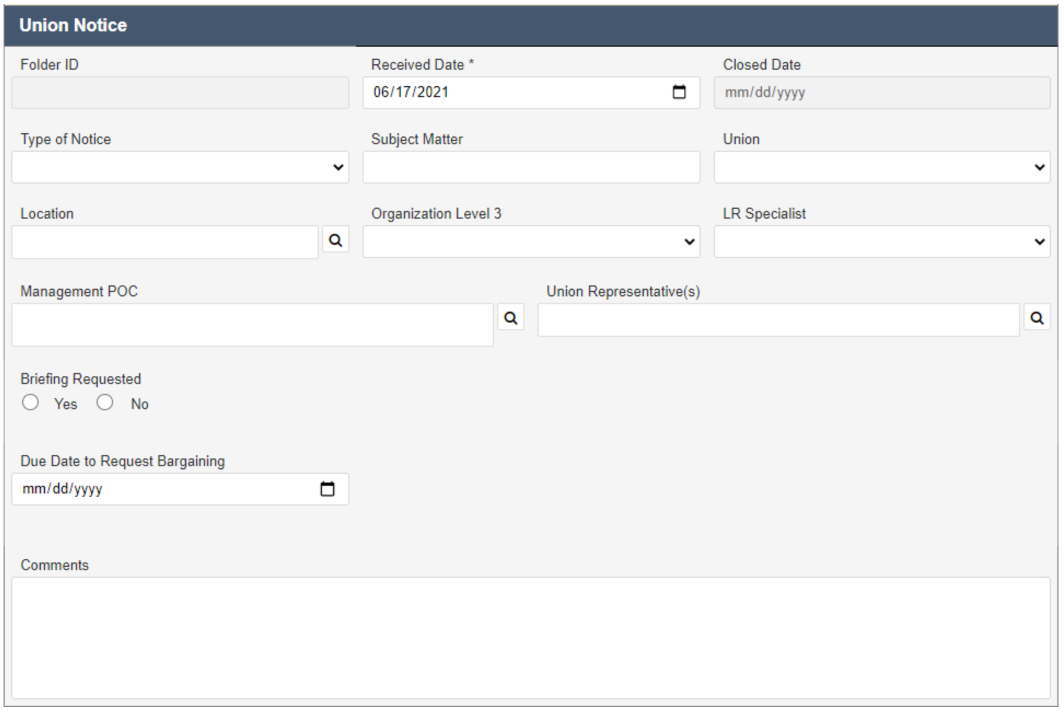
4.7 Union Notice

A Union Notice is an official notification sent to a union to notify them about an upcoming change in policy.

4.7.1 Create a Union Notice

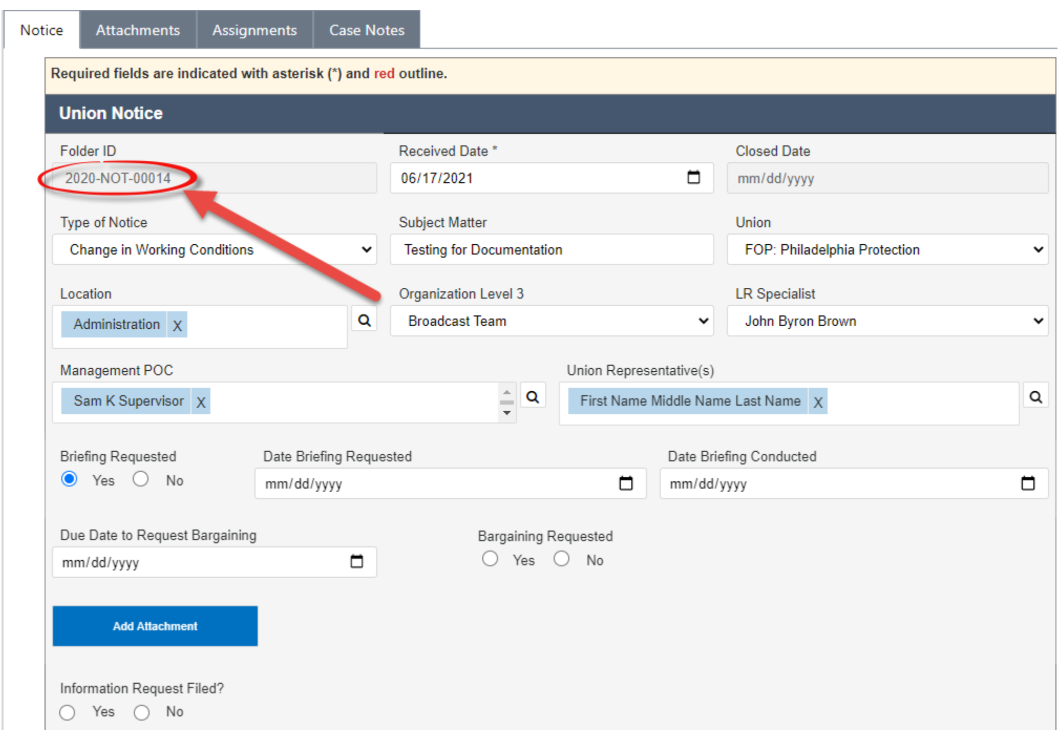
Follow the steps below to create a new Union Notice:

1. Within the *Launch Pad*, click **Main Menu > Labor Relations > Union Notice**. The *New Folder* screen appears.



(!!) Note: There are no required fields associated with a Union Notice.

2. Complete the fields in the blank form and click **Save**. The *Union Notice* folder appears.



The folder is assigned a *Folder ID*, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.7.2 Filing Union Notices

In addition to contact-related fields, the *Union Notice* form has fields to capture additional case folder information. Complete these fields as the case folder progresses through the workflow. These fields are described in the following table:

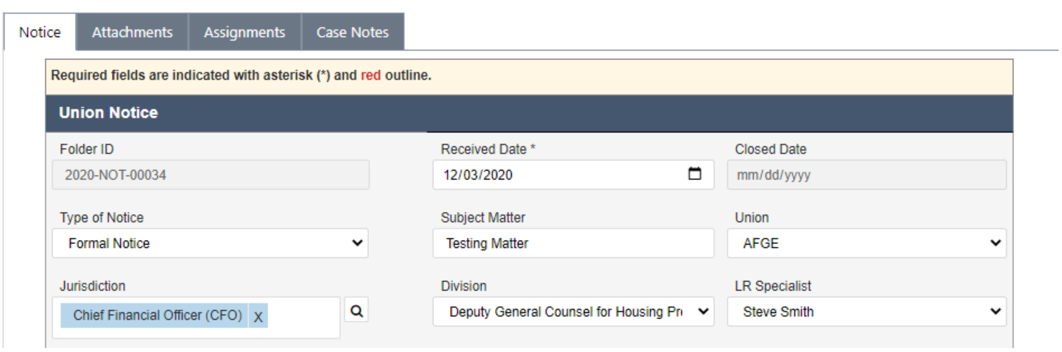
Field	Description	Data Type
Received Date	Select the date the union notice was received.	Calendar select. Choose one day.
Type of Notice	Select the type of Union Notice filed.	Drop-down list. Select one.
Subject Matter	Enter a brief synopsis of the subject matter of the Union Notice.	Free text field.
Union	Select the Union that filed the notice.	Drop-down list. Select one.
Location	Use the lookup tool to select the Location.	Lookup. Select one.
Organization Level 3	Select the location/code associated with organizational level 3.	Drop-down list. Select one.
LR Specialist	Select the LR specialist from the drop-down list.	Drop-down list. Select one.

Field	Description	Data Type
Management POC	Use the lookup to execute a search for and select the Management POC.	Contact search. Click the **Lookup** icon to search for a system Contact.
Union Representative	Use the lookup to execute a search for and select the Union Representative.	Contact search. Click the **Lookup** icon to search for a system Contact.
Briefing Requested	Use the Radio buttons to indicate if a briefing has been requested.	Y/N Radio button. Select one.
Date Briefing Requested	This field appears if the Yes radio button was selected. Use the date picker to indicate the date that the briefing was requested by an involved party.	Calendar select. Choose one day.
Date Briefing Conducted	This field appears if the Yes radio button was selected. Use the date picker to indicate the date that the requested briefing was conducted.	Calendar select. Choose one day.
Due Date to Request Bargaining	Use the date picker to indicate the last date that bargaining can be requested.	Calendar select. Choose one day.
Bargaining Requested	Use the radio buttons to indicate if bargaining was requested.	Y/N Radio Button. Select one.

Field	Description	Data Type
Date Bargaining was requested	Use the date picker to indicate the date that bargaining was requested.	Calendar select. Choose one day.
Information Request Filed?	Use the radio buttons to indicate if an information request has been filed.	Y/N Radio Button. Select one.
Date Information Request Filed	Use the date picker to indicate the date the information request was filed.	Calendar select. Choose one day.
Comments	Use this free text field to enter any comments about the Union Notice, or information that exists outside the fields provided.	Free text field.

4.7.3 Union Notice UI

The Union Notice tab is used to capture Union Notice details. See previous sections for details on this tab. The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.



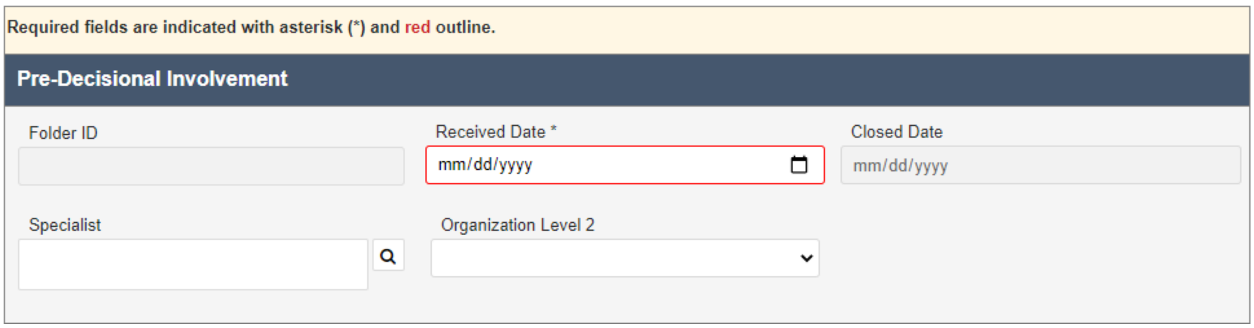
4.8 Pre-Decisional Involvement

A Pre-Decisional Involvement (PDI) is the voluntary involvement of a union prior to a final decision being made on a matter by management. Changes in policies that affect an employee will be sent to the union and they have the right to request changes to the policies.

4.8.1 Create a Pre-Decisional Involvement Case Folder

Follow the steps below to create a new Pre-Decisional Involvement:

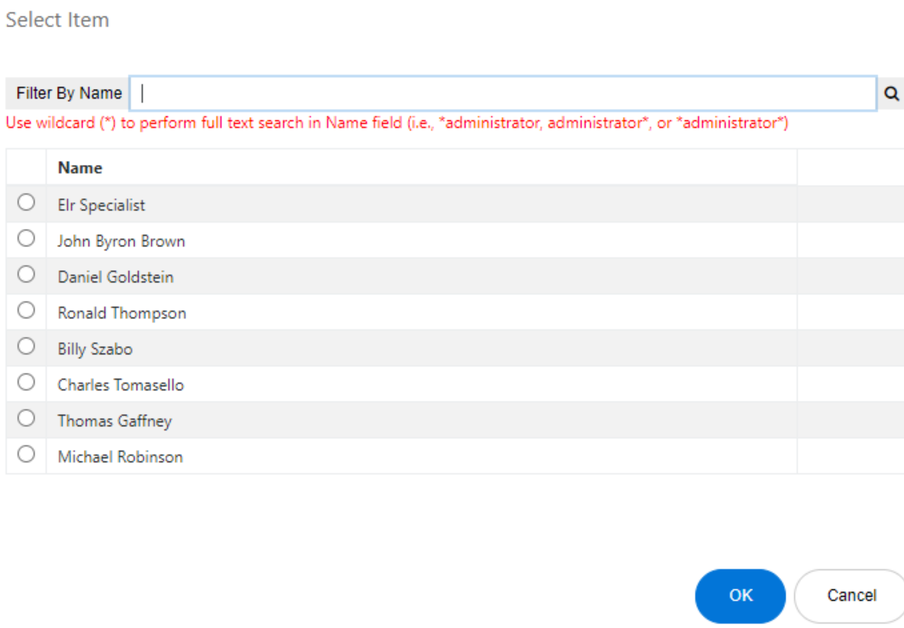
1. Within the *Launch Pad* and select **Main Menu > Labor Relations > Pre-Decisional Involvement**. The *New Folder* screen appears.



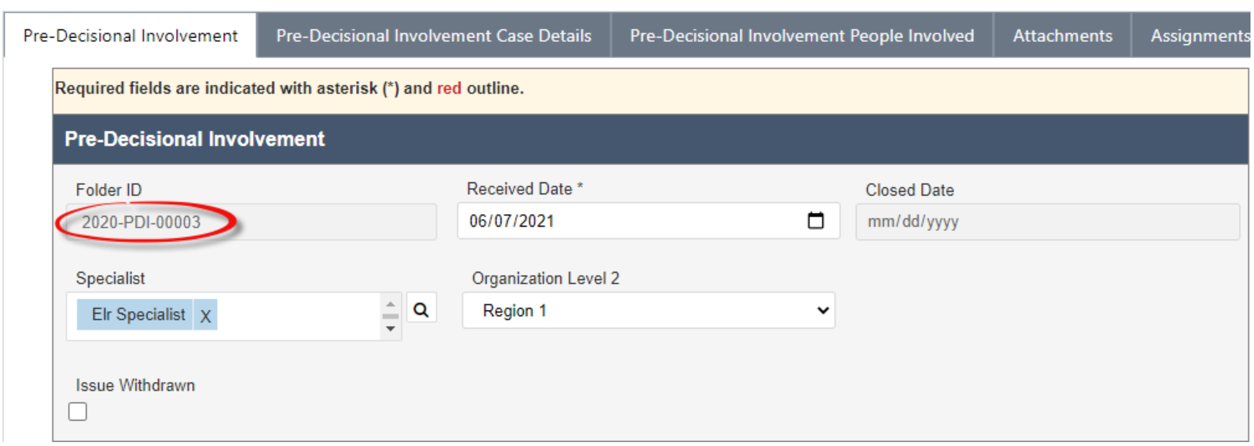
2. Select the **Received Date** using the date picker.
3. The *New Folder* screen includes various data fields, both required and optional. For the purpose of initiating the Pre-Decisional Involvement, only the required fields must be completed. These are denoted with a red outline, for example on Received Date in the example above. Click the **Specialist** Lookup.

(!!) Note: The Employee Name lookup is a Contact search. Users must exist as a Contact to be selected.

4. The *Select Item* pop up window appears. Select a **specialist** radio button and click **OK**.



5. Click **Save**. The *Pre-Decisional Involvement* folder appears.



The folder is assigned a Folder ID, as highlighted above. The folder is now ready for further action. See the following section for more details.

4.8.2 Filing Pre-Decisional Involvement Case Folder

In addition to contact-related fields, the *Pre-Decisional Involvement* case folder features the *Pre-Decisional Involvement Case Details* tab, which is used to capture the progress of the case. The fields contained in this tab are described in the following table:

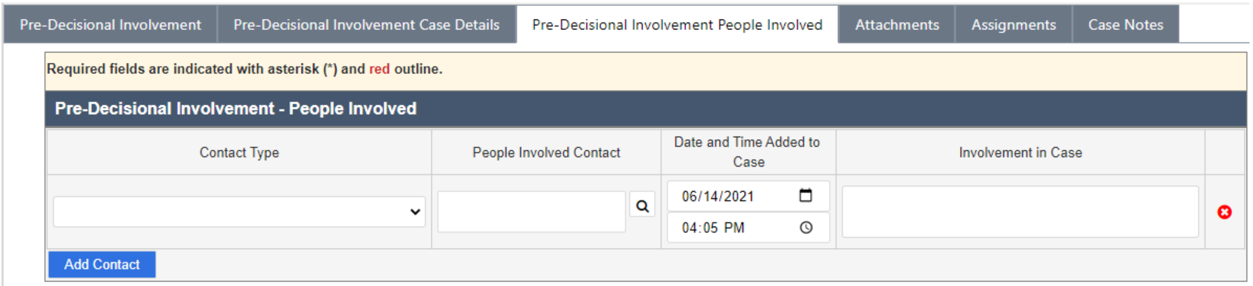
Field	Description	Data Type
Union	Select the Union associated with the Pre-Decisional involvement case.	Drop-down list. Select one.
Bargaining Unit Codes	Select the bargaining unit codes associated with the Pre-Decisional Involvement Case.	Drop-down list. Select one.
Date Specialist First Contacted	Use the date picker to select the date the specialist was first contacted.	Calendar select. Choose one day.
Initiated By	Select who initiated by the Pre-Decisional Involvement Case.	Drop-down list. Select one.
Forum or Method	Use the lookup to select the forum or method that the pre-decisional involvement case was initiated.	Lookup. Click the **Lookup** icon to search for a system Contact.
Issues Involved	Enter information about the issues associated with the Pre-Decisional Involvement case.	Free-text field.
Date Union Contacted	Use the date picker to select the date that the union was contacted.	Calendar select. Choose one day.
Union Point of Contact Agency Employee	Use the lookup to select the agency employee that is the point of contact for the union.	Lookup. Click the **Lookup** icon to search for a system Contact.

Field	Description	Data Type
Union Point of Contact Non Agency Employee	Use the lookup to select the non-agency employee that is the point of contact for the union.	Free Text field.
Union Response Due Date	Use the date picker to select the date that the response is due from the union.	Calendar select. Choose one day.
Adjusted Union Response Due Date	Use the date picker to select the date that the response is due from the union, if the due date has been altered.	Calendar select. Choose one day.
Union Responded	Use the radio buttons to indicate if the union has responded.	Y/N Radio buttons. Select one.
Date Union Responded	Use the date picker to select the date that the union provided their response.	Calendar select. Choose one day.
Date Response Received	Use the date picker to select the date that the union's response was received by the agency.	Calendar select. Choose one day.
Union Response Timely	Use the radio buttons to indicate if the union's response was received within the designated time period.	Radio buttons. Select one.
Employee Participation Method	Select the method in which the employees participated with the case.	Drop-down list. Select one.

Field	Description	Data Type
PDI Outcome	Use the drop-down list to select the outcome of the pre-decisional involvement case.	Drop-down list. Select one.
PDI Outcome Notes	Enter information about the outcome of the PDI.	Free-text field. Select one.
Date Responses Forwarded to Appropriate Manager	Use the date picker to indicate the date when the responses were forwarded to the appropriate recipient.	Calendar select. Choose one day.
Responses Forwarded To (Contact)	Use the lookup to indicate who received the forwarded responses.	Contact search. Click the **Lookup** icon to search for a system Contact.
Agreement Drafting Responsibility	Use the drop-down list to indicate who is responsible for drafting the final agreement.	Drop-down list. Select one.
Agreement Signed	Indicate if the drafted agreement has been signed by all parties.	Drop-down list. Select one.
Future Bargaining Obligation	Use the drop-down list to indicate if a future bargaining obligation exists, or may exist.	Drop-down list. Select one.

4.8.3 Pre-Decisional Involvement UI

The Pre-Decisional Involvement People Involved tab is used as a repository to store the contacts and people involved with the Pre-Decisional Involvement case folder. This tab contains a repeating table, allowing you to add as many users as necessary.



The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.

5 Investigation Inquiry

The Investigation Inquiry case type is a newly added case folder within ER/LR. An Investigation Inquiry case folder is used to capture an investigation into an employee prior to an action being taken against them. An Investigation Inquiry case folder can be changed into 3 different sub case types:

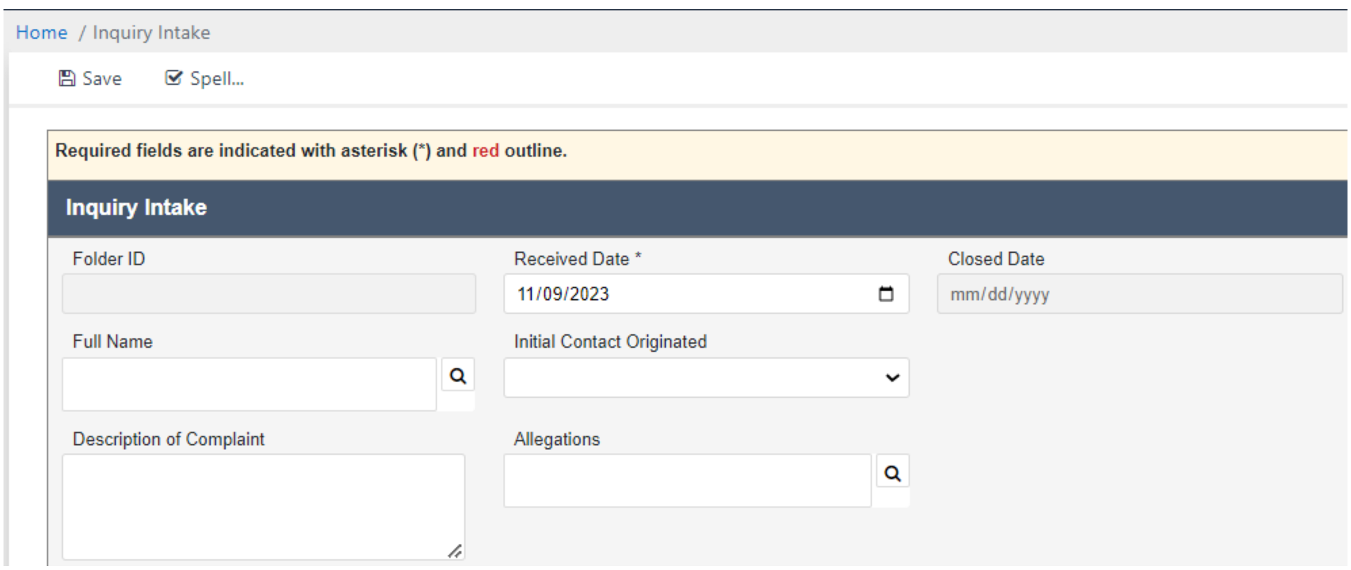
- **Anti-Harassment**: This case type is used for cases with individual founds to be harassing employees/ or need to be investigated as they are not guilty yet.
- **Administrative Investigations**: This case type is used for major conduct actions reported that need to be investigated.
- **Management Inquiry**: This is for suspected wrongdoing of an employee, but is less serious.

The sub case type is determined by selecting the **Yes** radio button adjacent the *Should an inquiry be launched field*. Selecting yes prompts a new field to appear, allowing you to select a sub case type from the *Type of Inquiry* drop-down list. Select a sub case type, and click **Save**.

5.1 Create an Investigation Inquiry

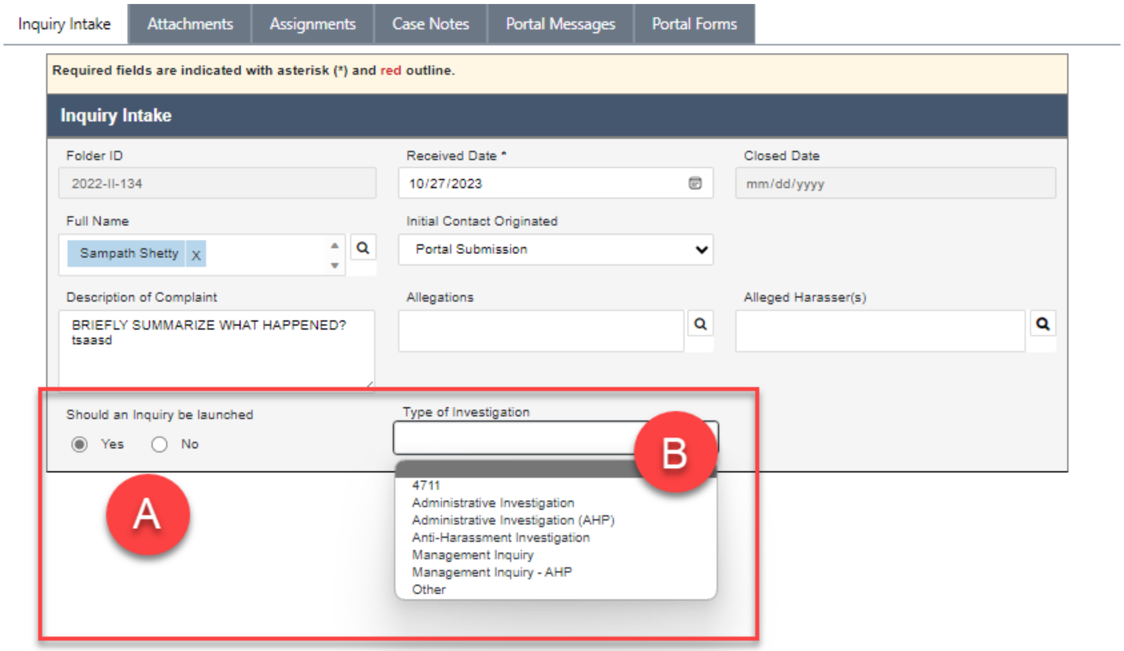
Follow the steps below to create a new Pre-Decisional Involvement:

1. Within the *Launch Pad* and select **Main Menu > Investigation Inquiry > Inquiry Intake**. The *New Folder* screen appears.

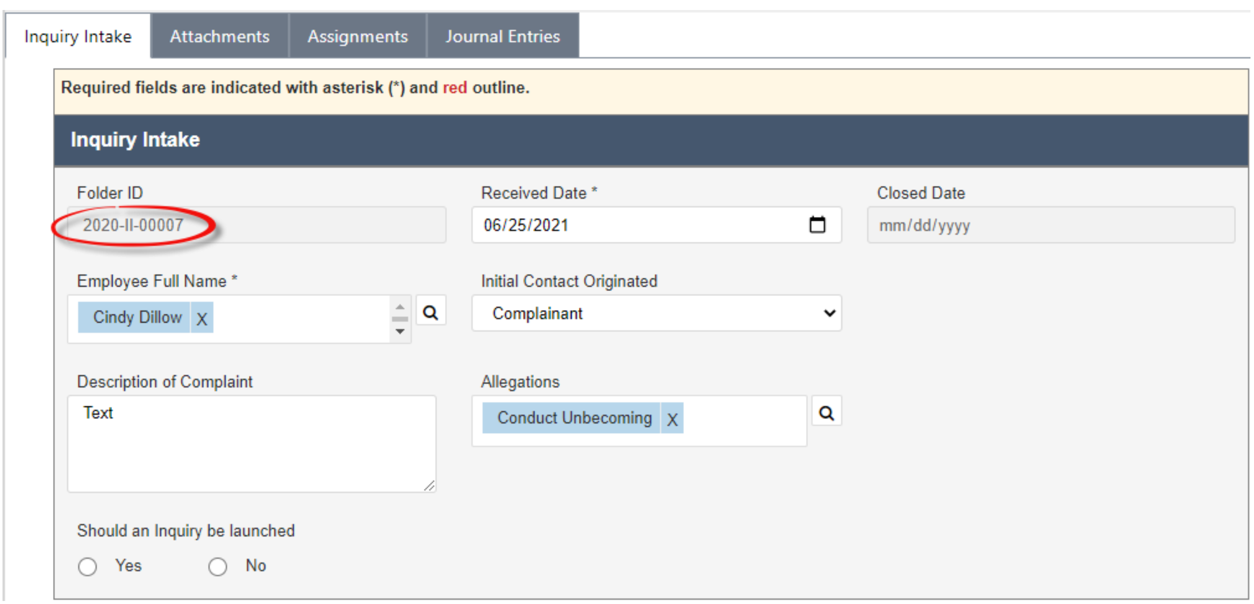


2. Select the **Received Date** using the calendar select.
3. Complete as many additional fields as possible.

4. If you select **Yes** under **(A) Should an Inquiry be Launched?**, you can also select the **(B) Type of Investigation.**



5. Click **Save**. The *Investigation Inquiry* folder appears.

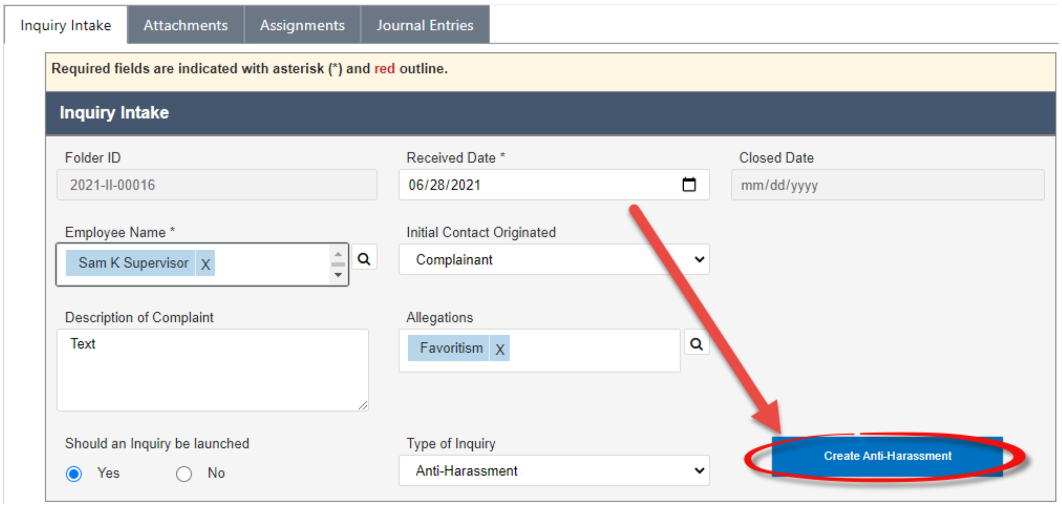


The folder is assigned a Folder ID, as highlighted above.

5.2 Launching an Inquiry

After creating an Investigation Inquiry, the folder is now ready for further action.

1. Additional fields appear after creating the Investigation Inquiry case folder. Select the **Yes** radio button in the *Should an Inquiry be launched* field to create an Inquiry. The workspace refreshes and the *Type of Inquiry* drop-down list appears.
2. Select the *Type of Inquiry* from the drop-down list. This selection will govern what workflow the Inquiry completes.
3. Click **Save**. A button appears to create the sub-case type selected from the *Type of Inquiry* drop-down list. Each of these case folders are captured in the following sections.

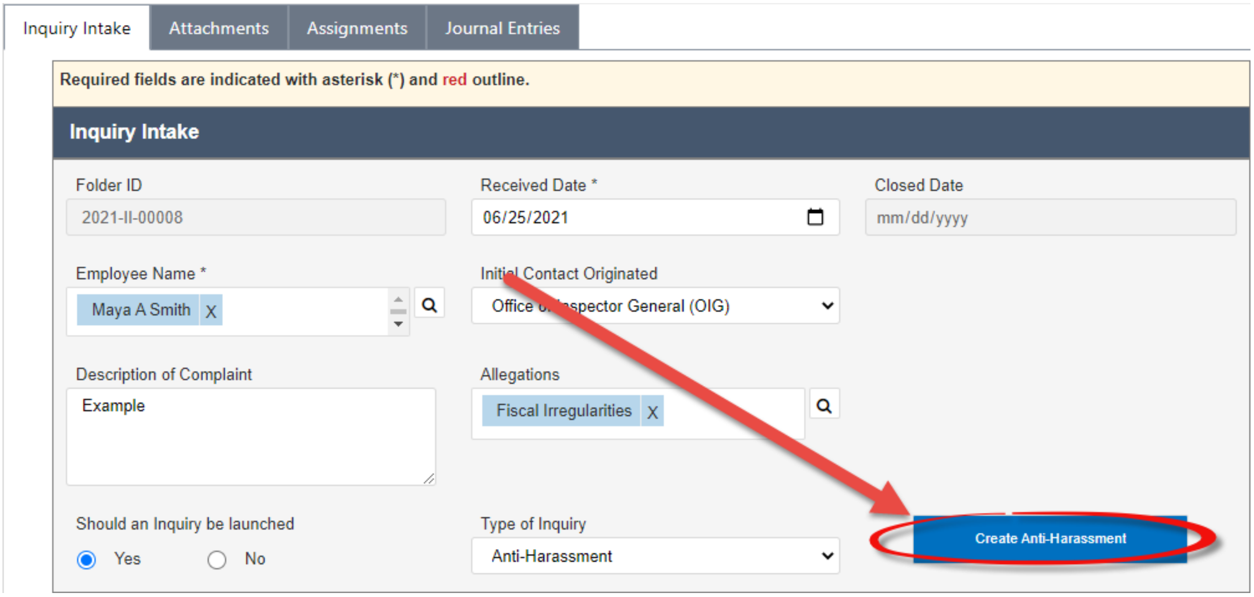


5.3 Anti-Harassment

5.3.1 Create an Anti-Harassment Inquiry

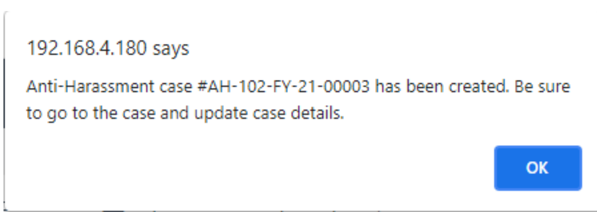
The Anti-Harassment sub case type is created by selecting **Anti-Harassment** from the *Type of Inquiry* drop-down list and clicking **Create Anti-Harassment**.

(!!) Note: The Type of Inquiry drop-down list appears within an Inquiry case folder after selecting Yes in the Should an Inquiry be launched radio button field.

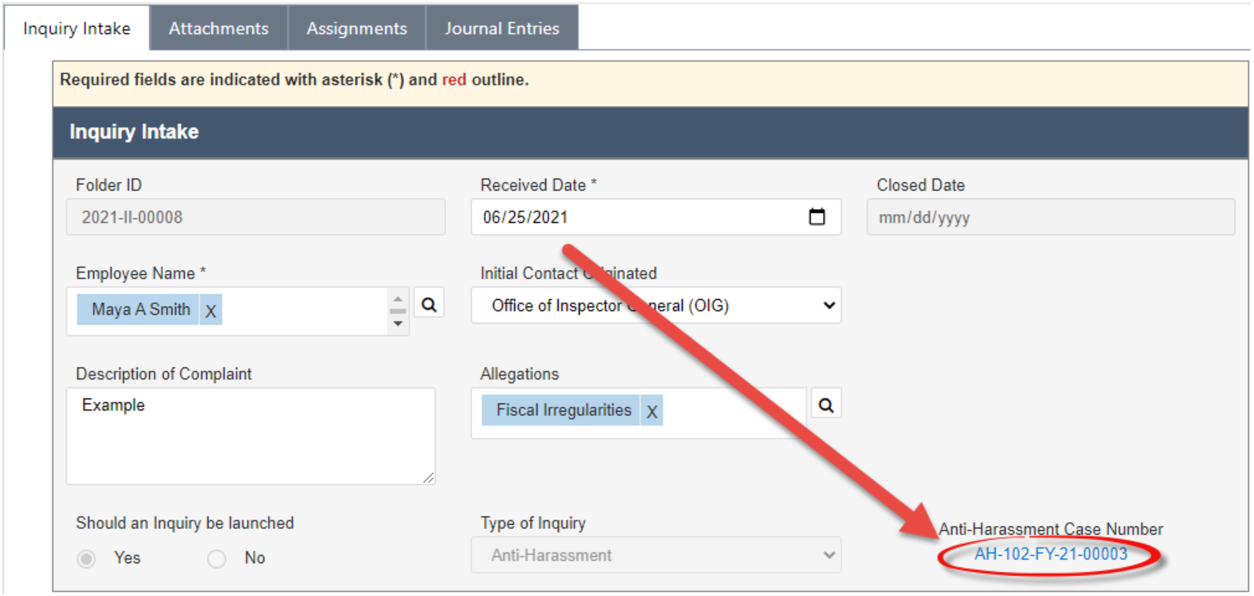


1. After clicking **Create Anti-Harassment**, a confirmation window appears. Click **Yes** to create an Anti-Harassment case folder.

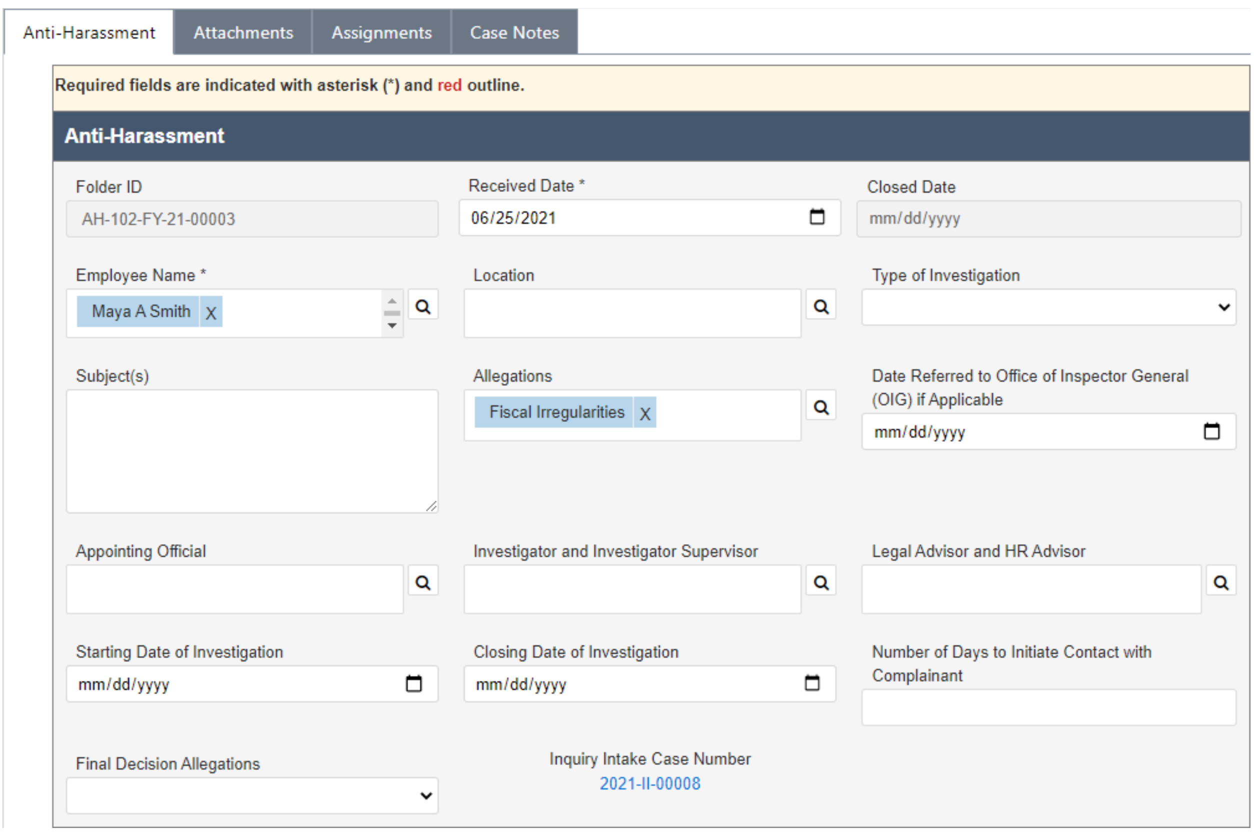
2. The workspace refreshes and a pop up window appears, indicating the Anti-Harassment case folder has been created and indicating the case number. Click **OK**.



3. The pop up window closes, and the application displays a link to the new Anti-Harassment case folder. Click the **Case Number**.

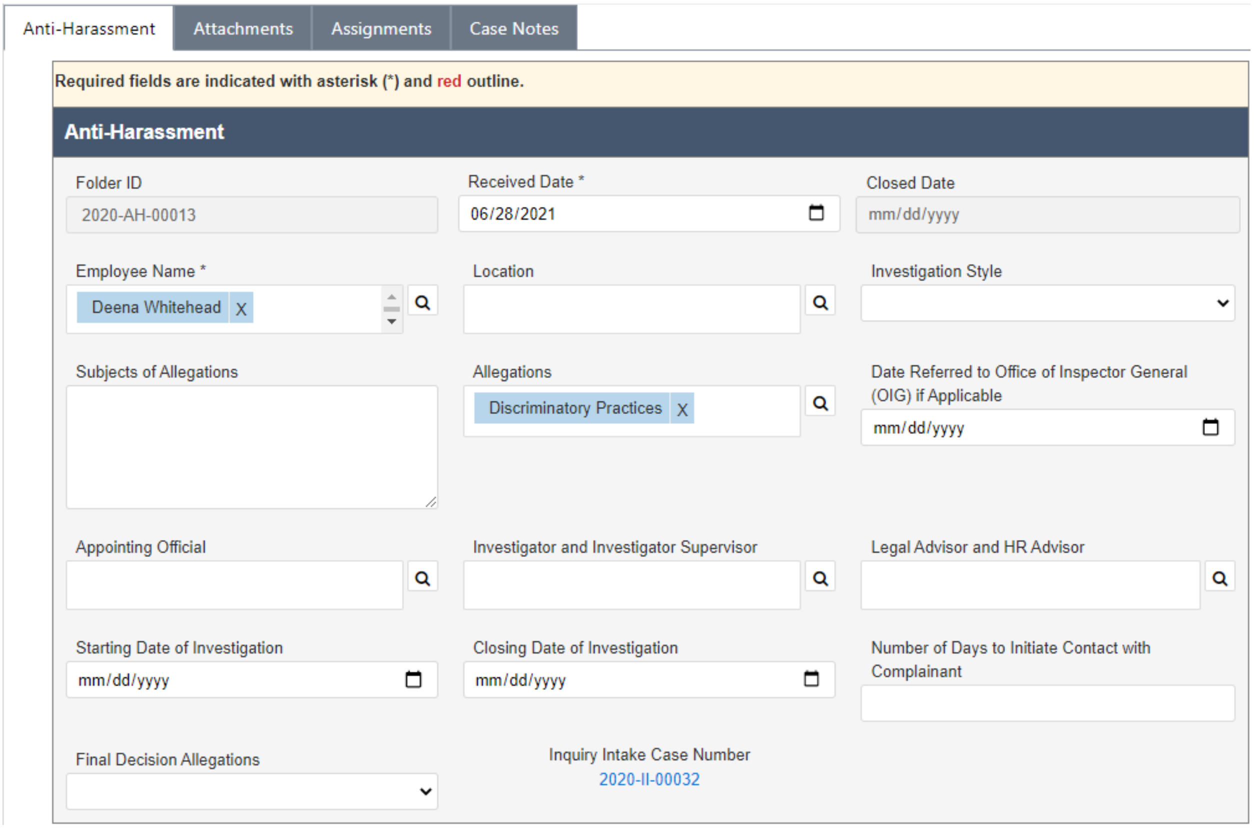


4. The workspace refreshes to display the Anti-Harassment case folder, containing the case information inherited from the Harassment Inquiry.



5.3.2 Anti-Harassment UI

The Anti-Harassment tab is used as a repository to store the case information and personnel associated with the Anti-Harassment case folder. Complete fields within this tab as the case progresses. Additionally, the base of this tab features a hyperlink back to the originating Harassment Inquiry case folder.



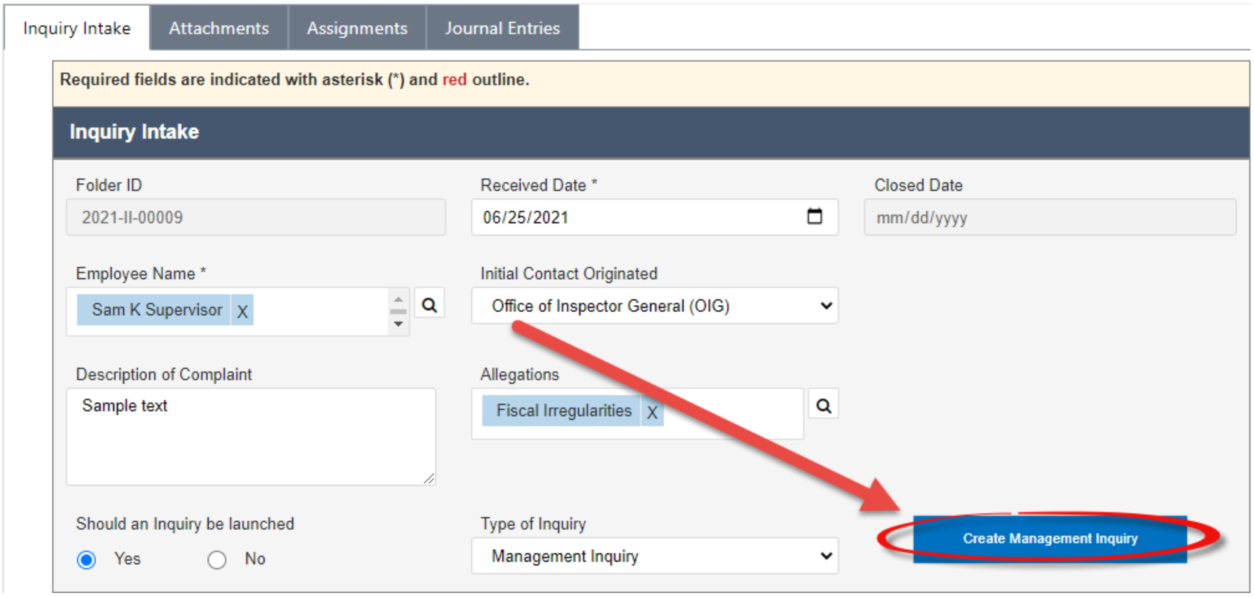
The standard eCASE Attachments, Assignments, and Case Notes tabs are also provided.

5.4 Management Inquiry

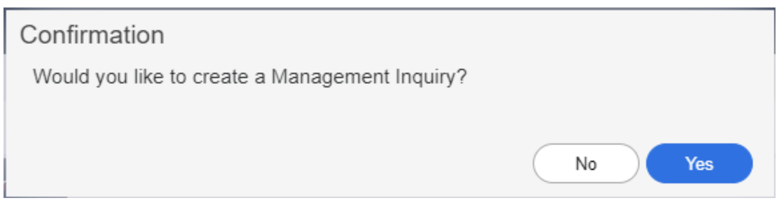
5.4.1 Create a Management Inquiry

The Management Inquiry sub case type is created by selecting **Management Inquiry** from the *Type of Inquiry* drop-down list and clicking **Create Management Inquiry**.

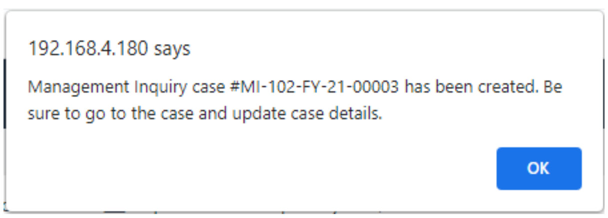
(!!) Note: The Type of Inquiry drop-down list appears within an Inquiry case folder after selecting Yes in the Should an Inquiry be launched radio button field.



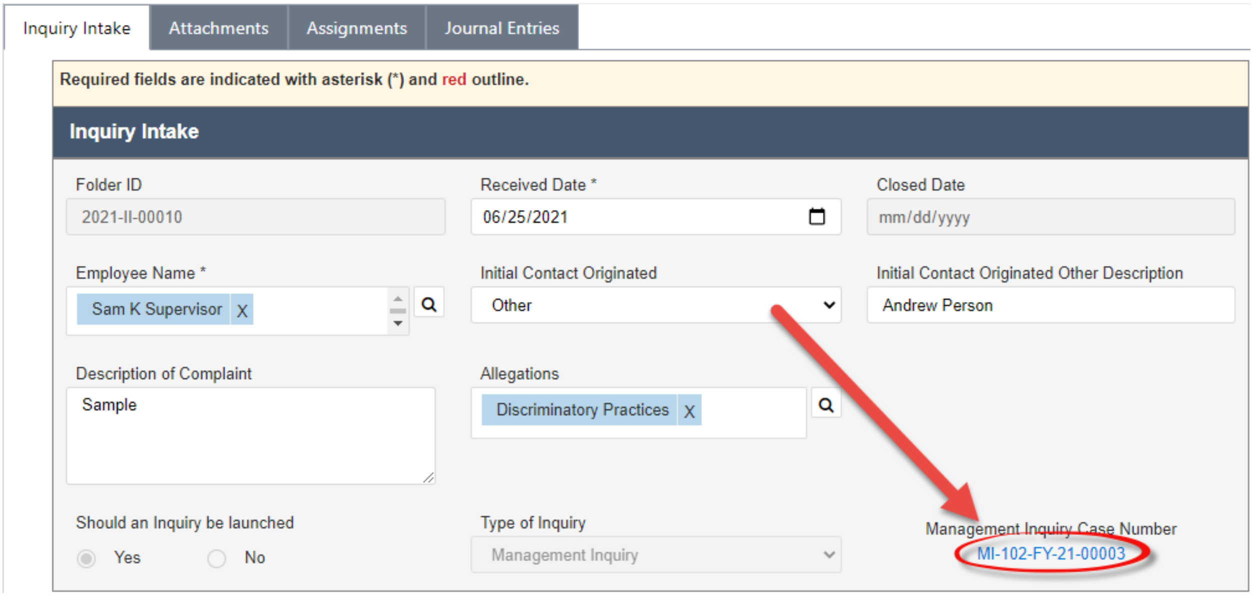
1. After clicking **Create Management** Inquiry, a confirmation window appears. Click **Yes** to create a Management Inquiry case folder.



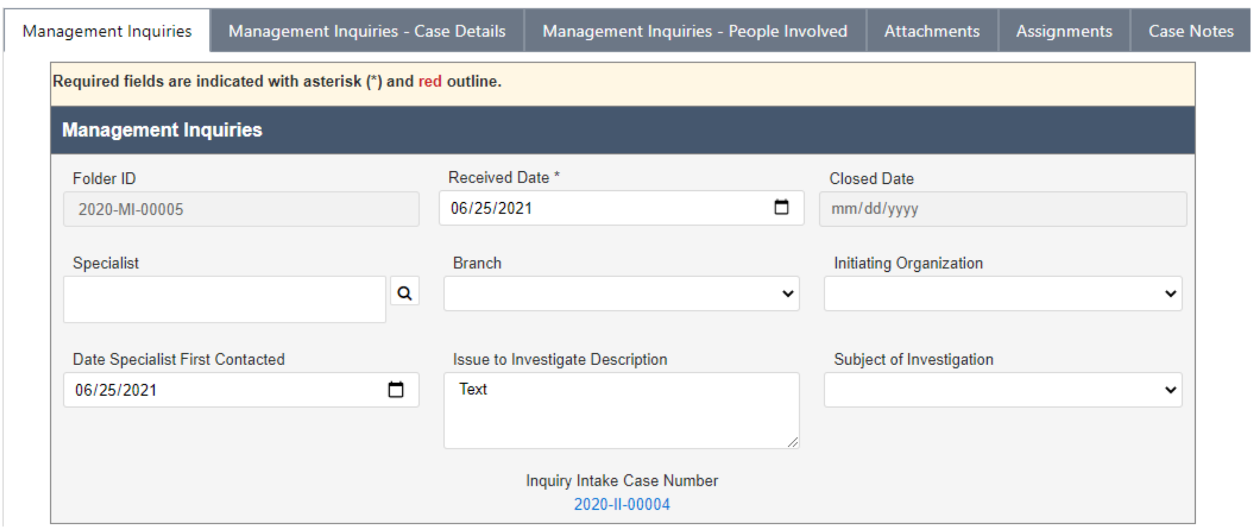
2. The workspace refreshes and a pop up window appears, indicating the Management Inquiry case folder has been created and indicating the case number. Click **OK**.



3. The pop up window closes, and the application displays a link to the new Management Inquiry case folder. Click the **Case Number**.



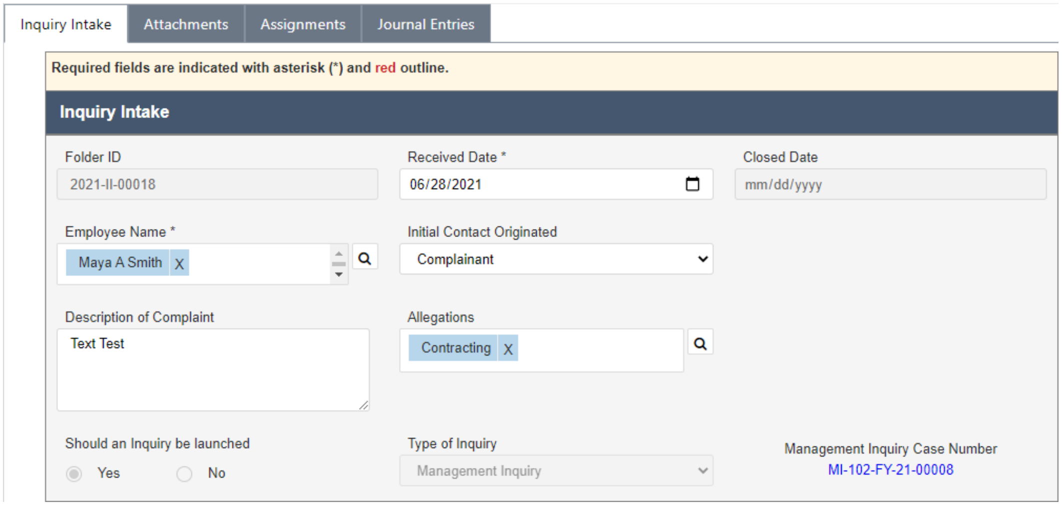
4. The workspace refreshes to display the Management Inquiry case folder, containing the information inherited from the Investigation Inquiry.



5.4.2 Management Inquiry Intake

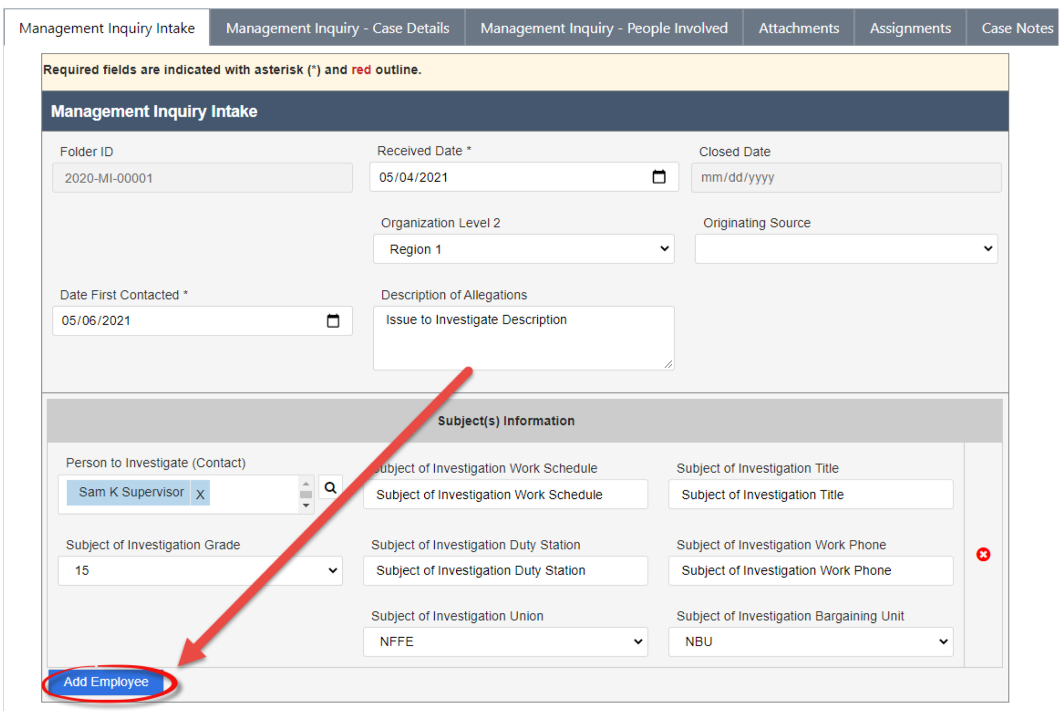
The Management Inquiry Intake tab is used as a repository to store the case information and information associated with the initiation of the Management Inquiry case folder. Complete fields within this tab as the case progresses. The base of this tab features a hyperlink back to the originating Investigation Inquiry case folder.

Additionally, Agency Employees relevant to the case are tracked within this tab within the *Subject(s) Information* workspace. See the procedure below for instructions on how to add contacts to this case folder.



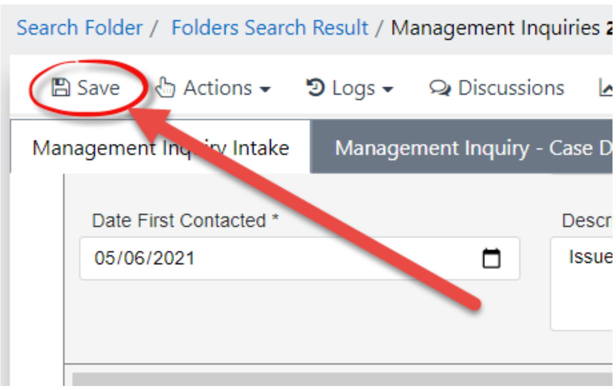
The *Management Inquiry* Intake tab features a workspace in which to track the Subjects of the inquiry. To add a new subject to the case folder:

1. Navigate to a case folder and click the *Management Inquiry Intake* tab.
2. Click **Add Employee**.



3. The workspace refreshes to display an additional Subject Entry workspace. Click the **Person to Investigate (Contact)** lookup and select a contact.

4. Fill in the remaining fields with the inquiry details
5. Click **Save**. The newly added Subject Entry is recorded within the case folder.

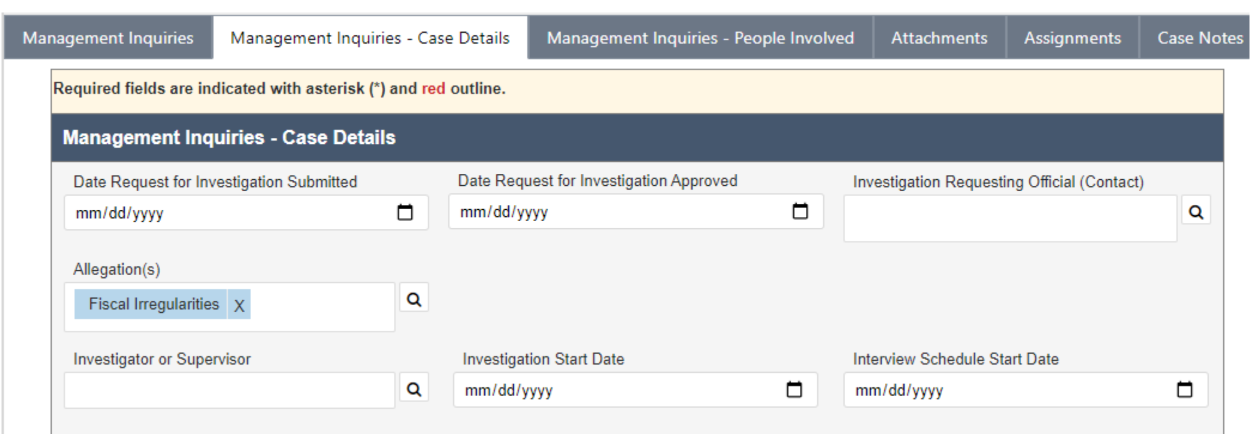


(!!) Notes:

- **Repeat this process until all Subjects have been added to the case folder via the Add Employee button.**
- **Click the red X adjacent the Subject entry to delete the entry from the case folder.**

5.4.3 Management Inquiry – Case Details

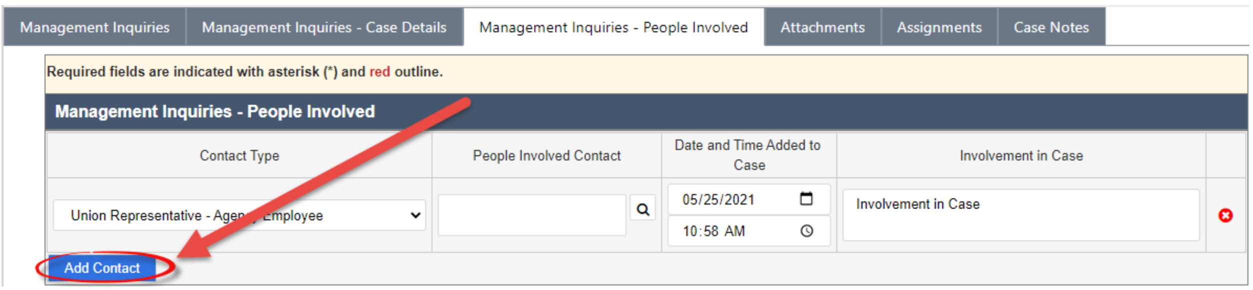
The Management Inquiry – Case details tab is used as a repository to store the case information of the Management Inquiry. Complete the relevant fields as the case progresses through the workflow.



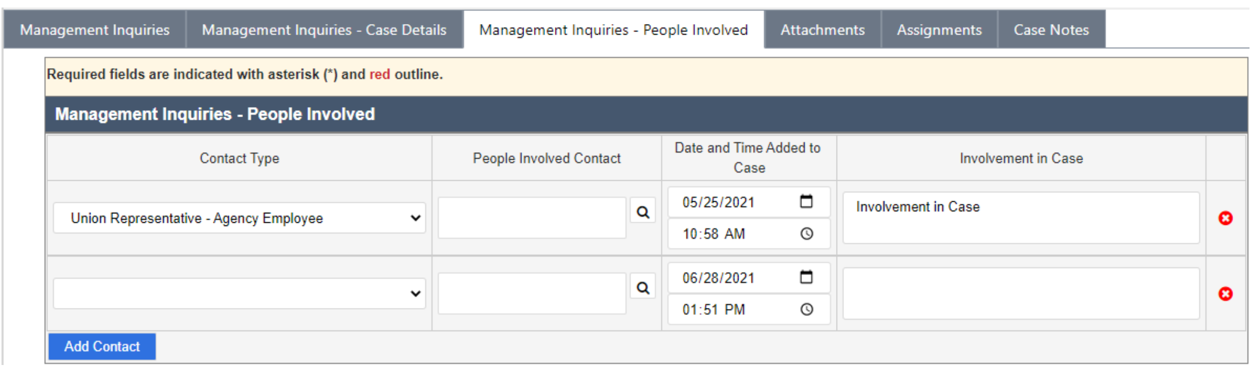
5.4.4 Management Inquiry – People Involved

The Management Inquiry – People Involved tab is used as a repository to store the information about the personnel associated with the Management Inquiry. This tab contains a repeating table, allowing you to add as many users as necessary. To add an entry to the table:

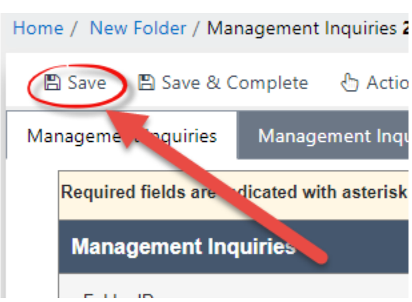
1. Navigate to a case folder and click the **Management Inquiries – People Involved** tab.
2. Click **Add Contact**.



3. The workspace refreshes to display a blank *People Involved* entry row. Select the **Contact Type** from the drop-down list.



4. Click the **People Involved Contact** lookup and search for a contact.
5. The **Date and Time Added to the Case** fields are prepopulated with the time and date when the *Add Contact* button was clicked.
6. Enter any additional information about the person in the *Involvement in Case* field.
7. Click **Save** to record the changes to the case folder.

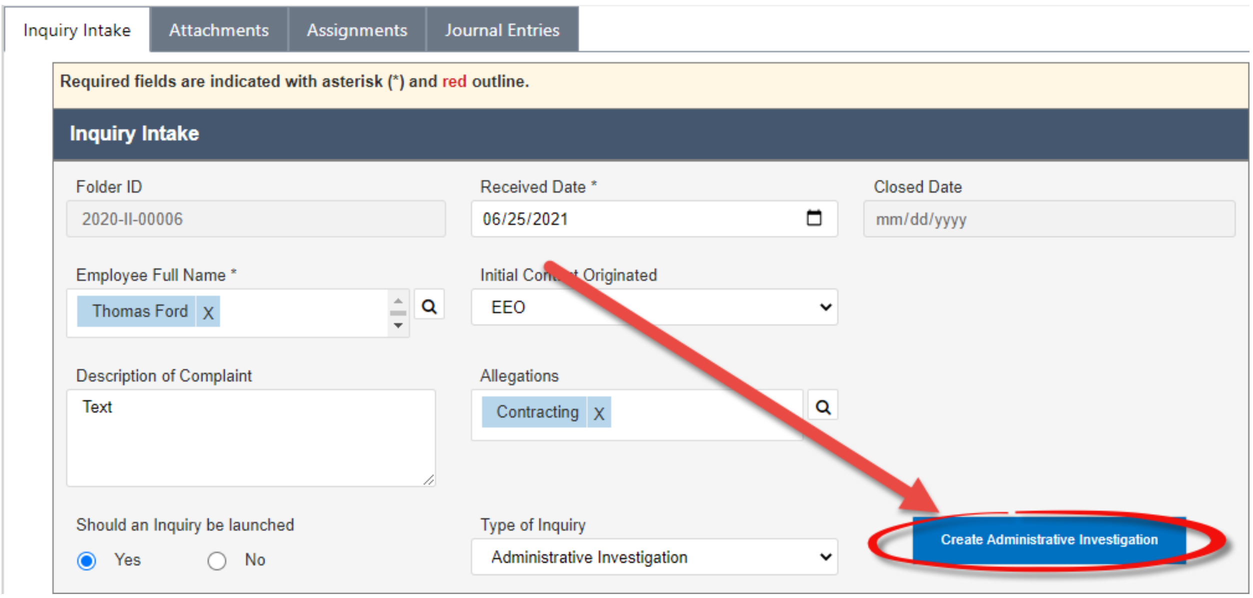


5.5 Administrative Investigation

5.5.1 Create an Administrative Investigation

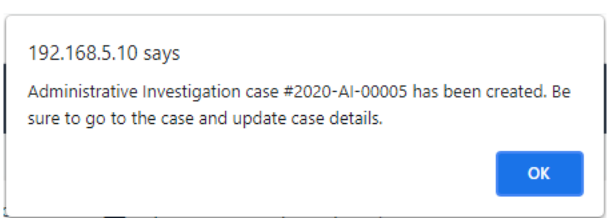
The Administrative Investigation sub case type is created by selecting **Administrative Inquiry** from the *Type of Inquiry* drop-down list and clicking **Create Management Inquiry**.

(!!) Note: The Type of Inquiry drop-down list appears within an Inquiry case folder after selecting Yes in the Should an Inquiry be launched radio button field.

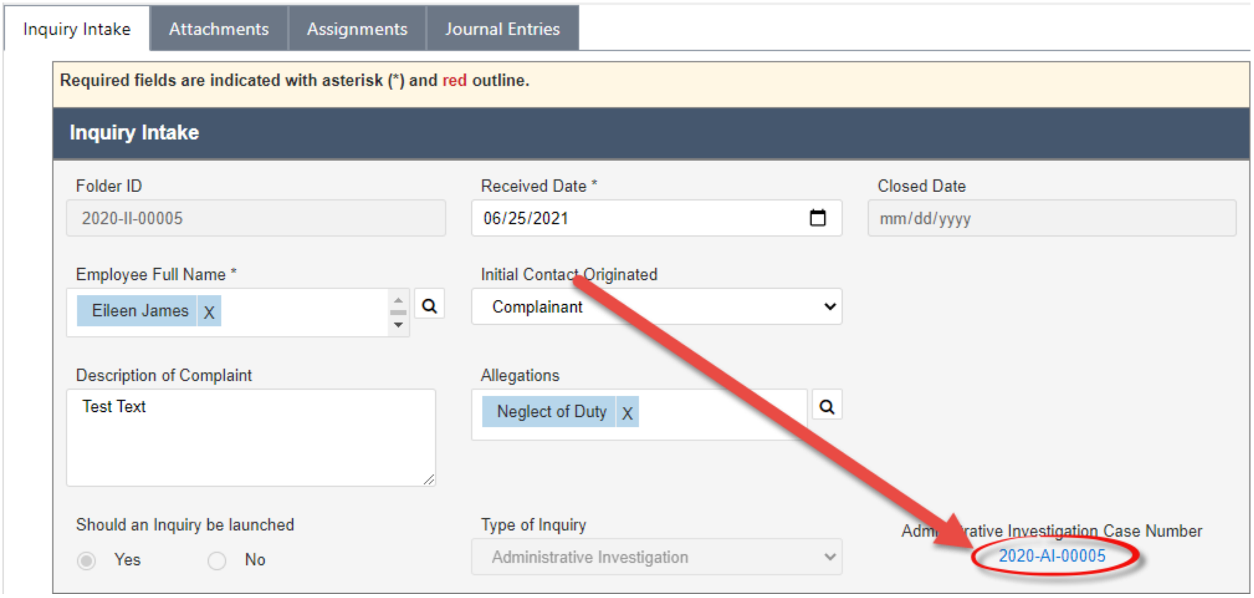


After clicking **Create Administrative Investigation**, a confirmation window appears. Click **Yes** to create the Administrative Inquiry case folder.

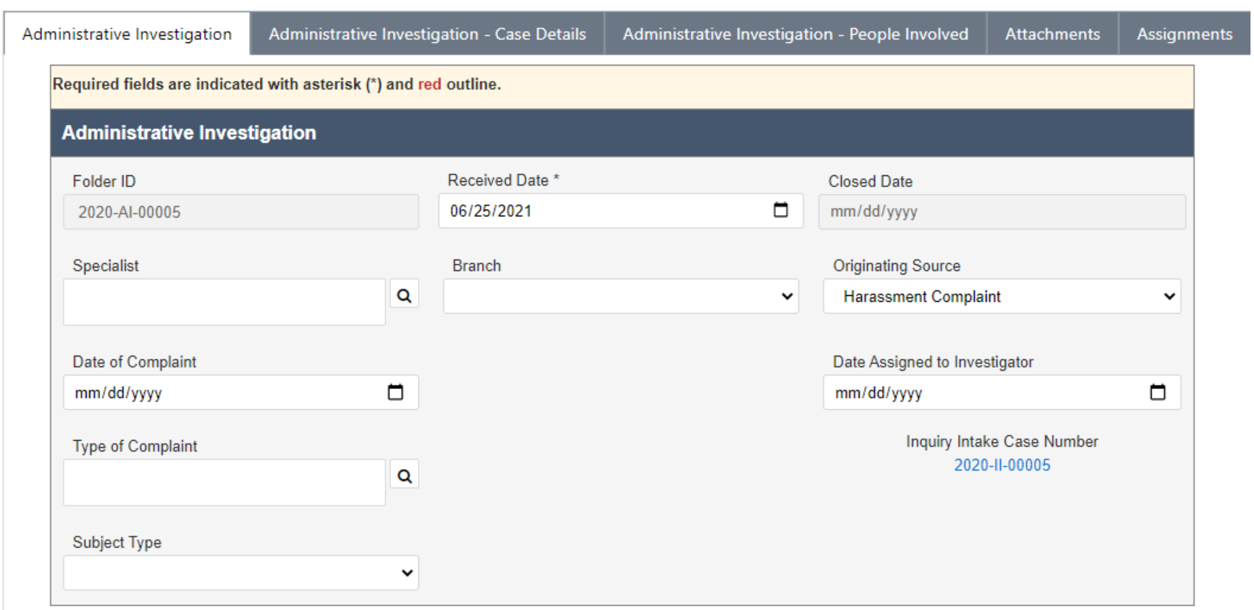
The workspace refreshes and a pop up window appears, indicating the Administrative Inquiry case folder has been created and indicating the case number. Click **OK.**\



The pop up window closes, and the application displays a link to the new Administrative Inquiry case folder. Click the **Case Number**.



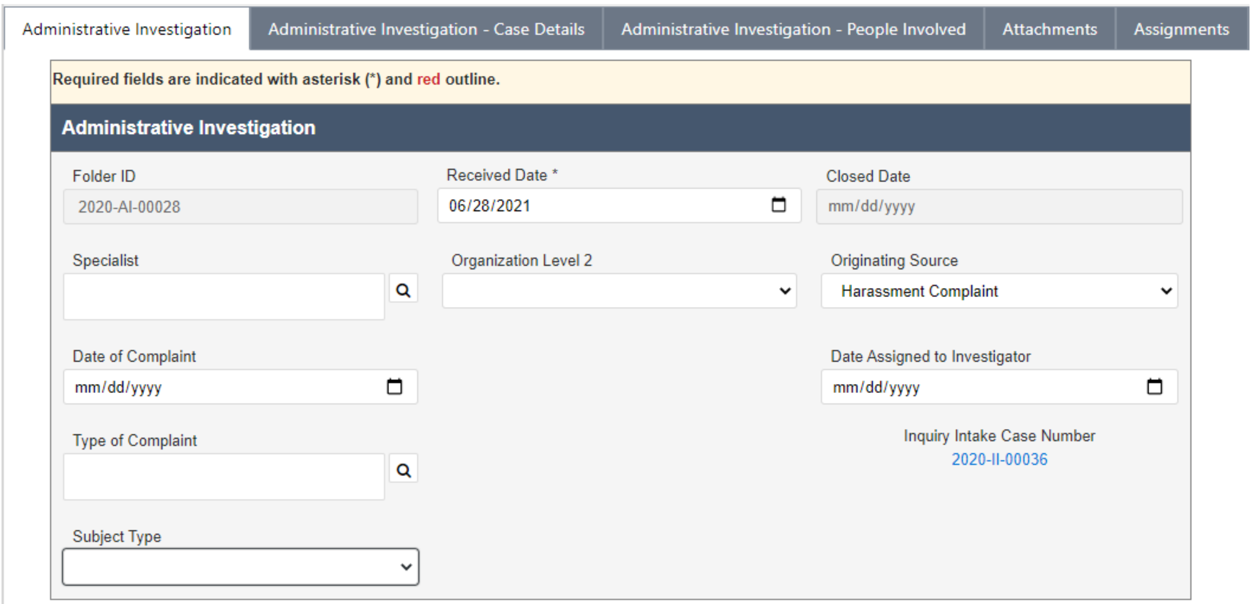
The workspace refreshes to display the Administrative Inquiry case folder, containing the information inherited from the Investigation Inquiry.



5.5.2 Administrative Investigation Tab

This tab is used as a repository to store the case information and information associated with the initiation of the Administrative Investigation case folder. Complete fields within this tab as the case progresses. The workspace in this tab features a hyperlink back to the originating Investigation Inquiry case folder.

Additionally, Agency Employees relevant to the case are tracked within the *Subject(s) Information* workspace. See the procedure below for instructions on how to add subjects to this case folder.

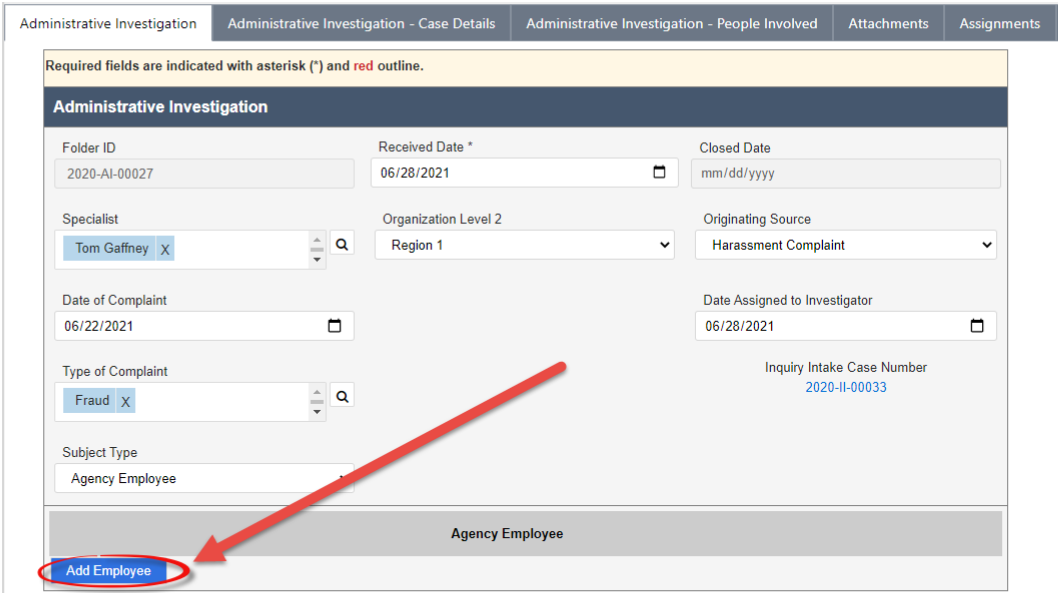


The *Administrative Investigation* tab features a workspace in which to track the Subjects of the Investigation. To add a new subject to the case folder:

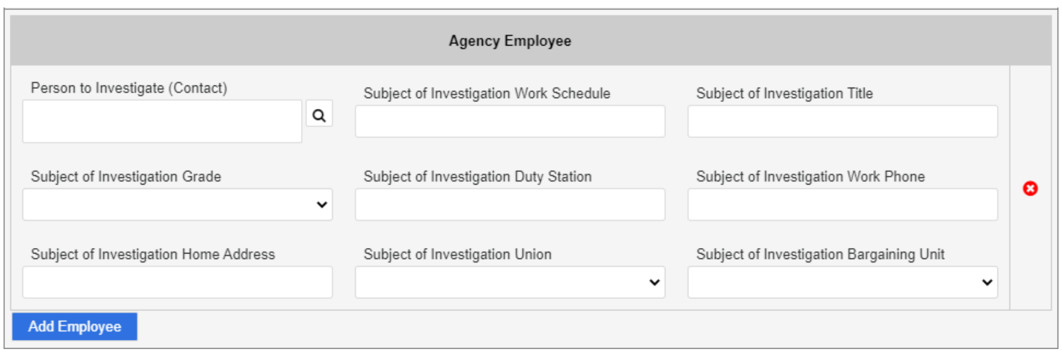
1. Navigate to the Administrative Investigation case folder and click the *Administrative Investigation Intake* tab.
2. Select the **Subject Type** from the drop-down list.

(!!) Note: Selecting either Agency Employee or Organizational Unit enable the Subjects of the Investigation workspace. These can be either Organizational Units or Employees, however they function the same. The procedure below will utilize the Agency Employee selection.

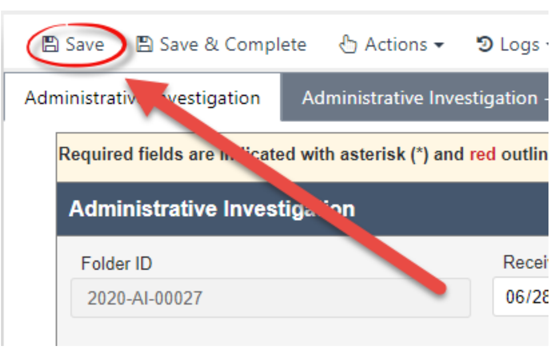
3. Click **Add Employee**.



4. The workspace refreshes to display an additional subject entry workspace. Click the **Person to Investigate (Contact)** lookup and select a contact.



5. Fill in the additional Administrative Investigation details.
6. Click **Save**. The newly added Agency Employee entry is recorded within the case folder.

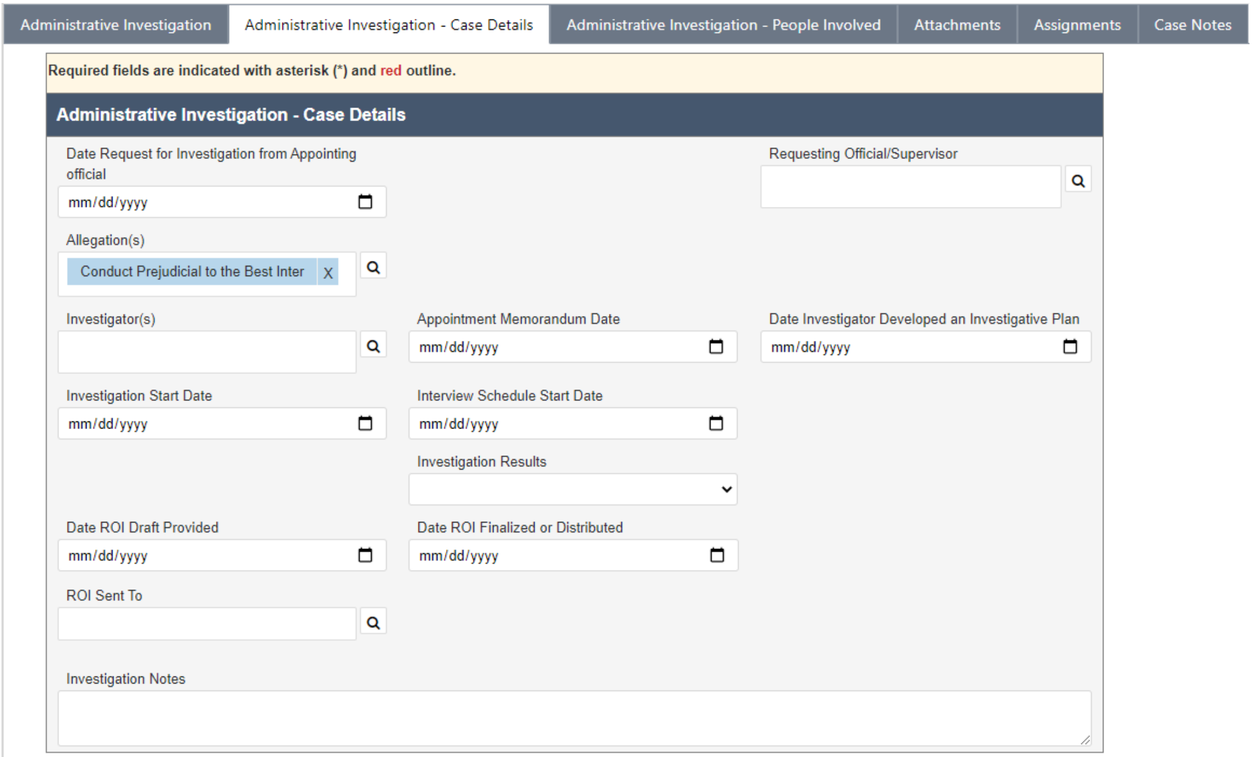


(!!) Notes:

- **Repeat this process until all Subjects have been added to the case folder.**
- **Click the red X adjacent the Subject entry to delete the entry from the case folder.**

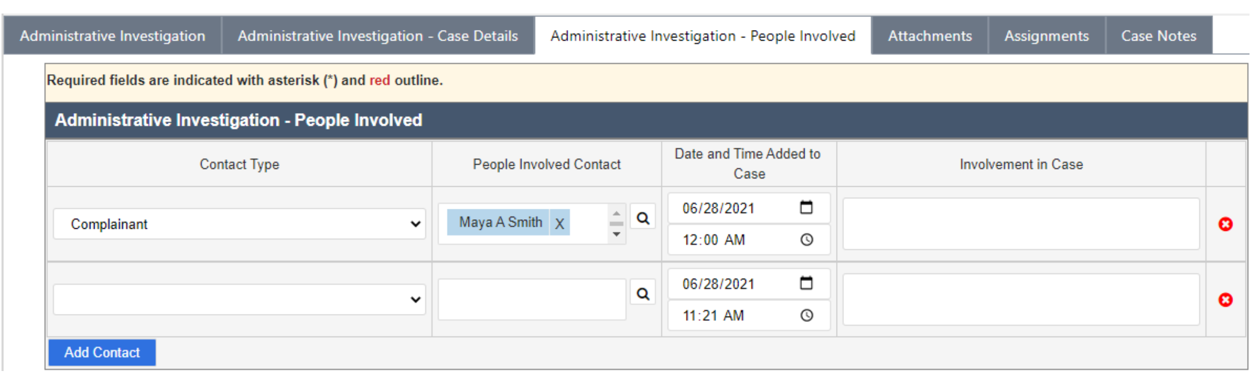
5.5.3 Administrative Investigation – Case Details

This tab is used as a repository to store the case information of the Administrative Investigation case folder.



5.5.4 Administrative Investigation – People Involved

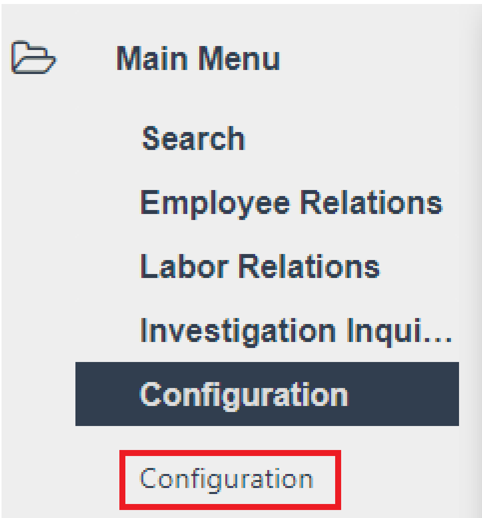
This tab is used as a repository to store the information about the personnel associated with the Administrative Investigation case folder. This tab contains a repeating table, allowing you to add as many users as necessary. Click **Add Contact** to add a new entry to the *People Involved* workspace.



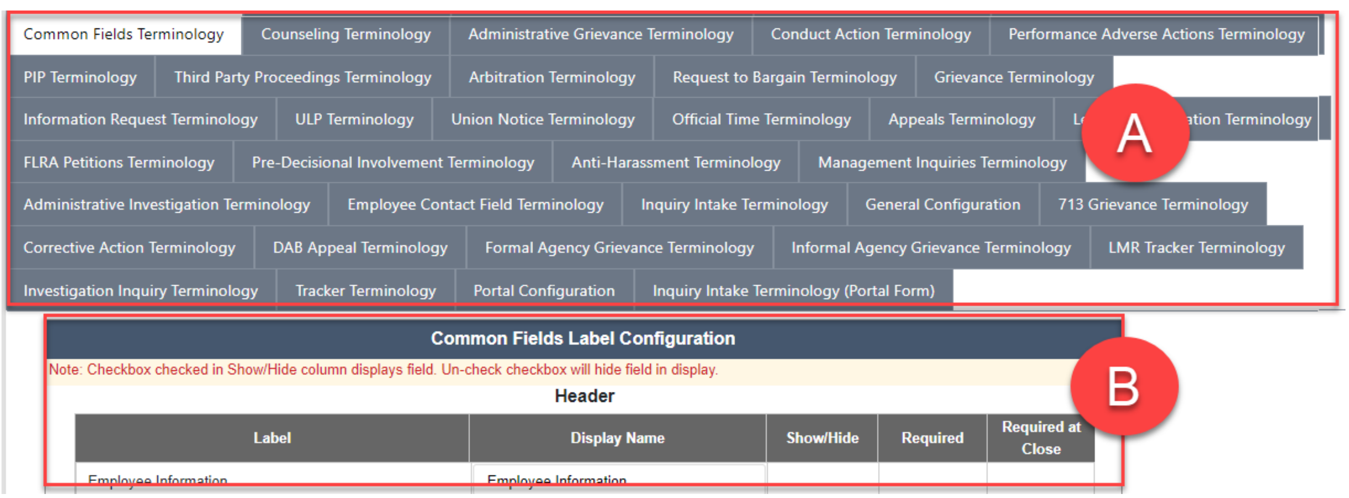
6 ER/LR Configuration

6.1 Accessing ER/LR Configuration

To access the Configuration folder, select **Main Menu > Configuration > Configuration**.



eCASE ER/LR refreshes and displays the *Configuration* folder, with the *Common Fields* tab selected.



The various **(A)** *Tabs* are listed at the top of the interface. After selecting a tab, the **(B)** *Configuration* settings appear in the workspace. A full list of tabs is included in the following section.

6.2 ER/LR Configuration Tabs

The eCASE ER/LR Configuration folder allows administrators to configure how fields appear and behave within each ER/LR Case Folder. The Configuration folder consists of the following tabs:

Tab	Description
Common Fields Terminology	Use this tab to configure how many basic/common eCASE fields appear.
Administrative Grievance Terminology	Use this tab to configure how the fields within the Administrative Grievance case folder appear and behave.
Administrative Investigation Terminology	Use this tab to configure how the fields within the Administrative Investigation case folder appear and behave.
Anti-Harassment Terminology	Use this tab to configure how the fields within the Anti-Harassment case folder appear and behave.
Appeals Terminology	Use this tab to configure how the fields within the Appeals case folder appear and behave. This case type is not automatically enabled.
Arbitration Terminology	Use this tab to configure how the fields within the Arbitration case folder appear and behave.
Conduct Action Terminology	Use this tab to configure how the fields within the Conduct Action case folder appear and behave.
Counseling Terminology	Use this tab to configure how the fields within the Counseling case folder appear and behave.

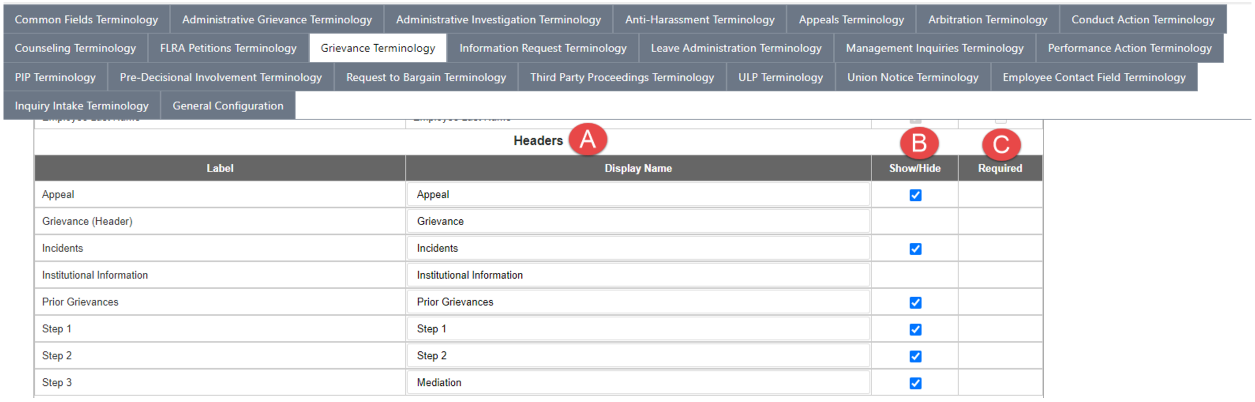
Tab	Description
FLRA Petitions Terminology	Use this tab to configure how the fields within the FLRA case folder appear and behave.
Grievance Terminology	Use this tab to configure how the fields within the Grievance case folder appear and behave.
Information Request Terminology	Use this tab to configure how the fields within the Information Request case folder appear and behave.
Leave Administration Terminology	Use this tab to configure how the fields within the Leave Administration case folder appear and behave. This case type is not automatically enabled.
Management Inquiries Terminology	Use this tab to configure how the fields within the Management Inquiry case folder appear and behave.
Performance Action Terminology	Use this tab to configure how the fields within the Performance Action case folder appear and behave.
PIP Terminology	Use this tab to configure how the fields within the Performance Improvement Plan case folder appear and behave.
Portal Configuration	Use this tab to configure Portal text and appearance, including the Disclaimer and Form Headers. **(!!) Note: This tab appears in environments configured for the ER/LR Portal**
Pre-Decisional Involvement Terminology	Use this tab to configure how the fields within the Pre-Decisional Involvement case folder appear and behave.

Tab	Description
Request to Bargain Terminology	Use this tab to configure how the fields within the Request to Bargain case folder appear and behave
Third Party Proceedings Terminology	Use this tab to configure how the fields within the Third-Party Proceedings case folder appear and behave.
ULP Terminology	Use this tab to configure how the fields within the Unfair Labor Practice case folder appear and behave.
Union Notice Terminology	Use this tab to configure how the fields within the Union Notice case folder appear and behave.
Employee Contact Field Terminology	Use this tab to configure how the fields within an employee contact appear and behave.
Inquiry Intake Terminology	Use this tab to configure how the fields within the Investigation Inquiry case folder appear and behave.
Inquiry Intake Terminology (Portal Form)	Use this tab to configure how the fields within the Inquiry Intake Portal page appear and behave.
General Configuration	This tab contains miscellaneous and general eCASE configuration options.

6.3 Configuration Functionality

This section provides basic instructions on how to complete the fields available within the eCASE ER/LR Configuration folder.

The example below shows the *Grievance Terminology* tab. Here, the interface lists various **(A)** *form sections*. For these items, there are options to **(B)** *Show/Hide* each field (select the checkbox to display the field), as well as the option to make each field **(C)** *Required*:



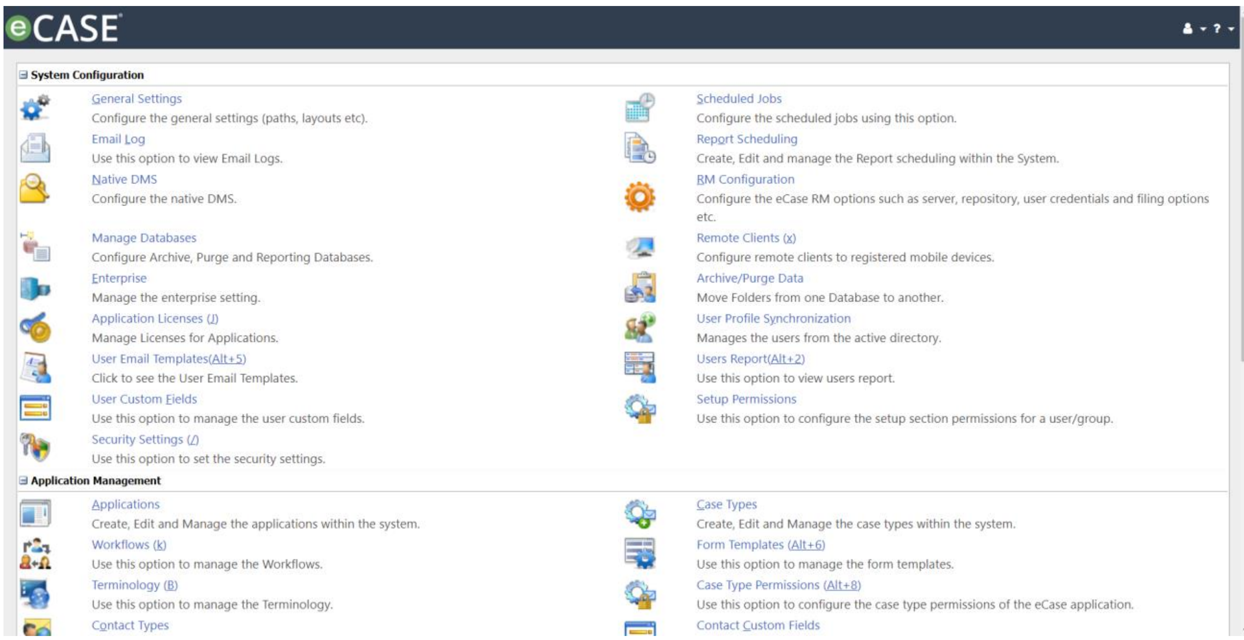
Label	Display Name	Show/Hide	Required
Appeal	Appeal	☑	
Grievance (Header)	Grievance		
Incidents	Incidents	☑	
Institutional Information	Institutional Information		
Prior Grievances	Prior Grievances	☑	
Step 1	Step 1	☑	
Step 2	Step 2	☑	
Step 3	Mediation	☑	

7 Administration

This chapter covers certain administrative functions of the eCASE ER/LR. Administrative functions are limited to Admin users, and cover the following:

- **Organization/Users/User Group Management**: Add and remove users and user groups.
- **Choice List Values**: Manage the values in choice lists, such as the selection of available ALJs to assign to complaints.

Admin users can access the *Administration* functions by clicking **Settings** in the *Launch Pad*. After clicking **Administration**, the user must enter login credentials. The *Administration* page appears as shown below:



(!!) Note: Screens in this section are not specific to eCASE ER/LR. Administrative functions are common to all eCASE applications.

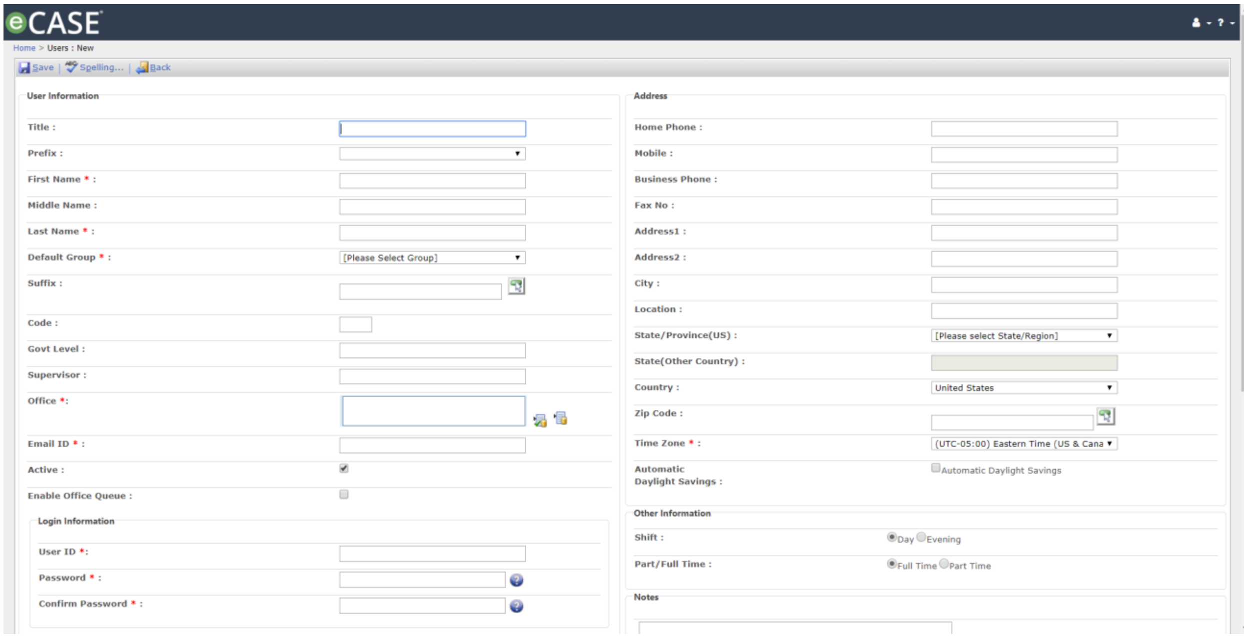
The additional functions and features under Administration are covered in greater detail in the eCASE Administrator Manual. You can access this manual at any time by clicking **Help > eCASE Administrator Manual.**

7.1 Organization

Organization Setup concerns administration of users and user groups. These features are described in the following sections.

7.1.1 Create User

To create a new user, navigate to **Administration > Users**, and click **New**. The *New User* screen appears as shown below:



Complete all required fields on this page. Required fields are marked with a red asterisk.

(!!) Note: The Default Group field determines which group the user belongs to, and matches their job responsibilities.

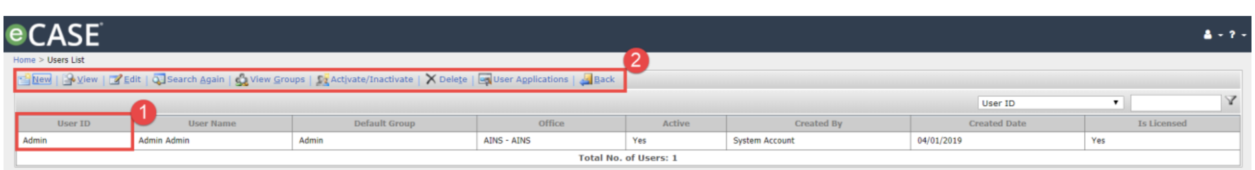
In addition to required fields, add as much additional information as possible. You can also set the *System Notification* settings on this screen.

After all required information is added, click **Save** to save the new user to the System.

(!!) Note: If any errors are present on the form, the system alerts to the error and prompts to correct on the form.

7.1.2 Manage Users

To view a full list of all eCASE Users, navigate to **Administration > Users**, and click **Search** without adding any search data. This returns the full list of system users, as shown in the sample below:



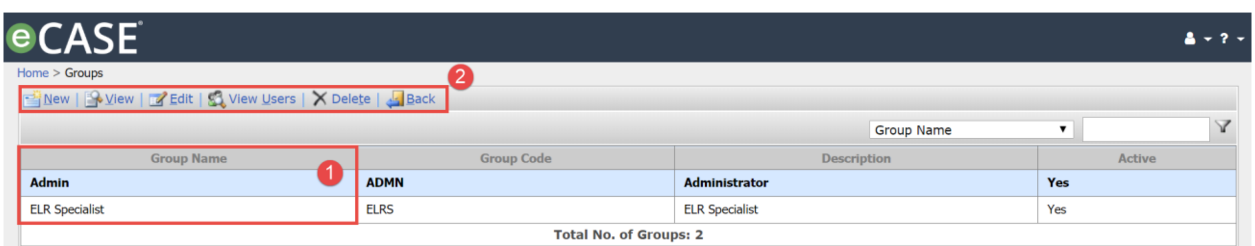
From the Users List, select a **(1) User** from the list, and select an action from the **(2)** *Operations* menu to take action on the user. Actions in the *Operations* menu include:

Action	Description
New	Create a new user.
View	View the details for the selected user.
Edit	Alter the selected user information.
Search Again	Refresh the search results to view any recent changes in the data.
View Groups	View any groups the selected user is assigned to.
Activate/Inactivate	Toggle the selected *Active* or *Inactive* user's status.
Delete	Delete the selected user.

Click **Back** to return to the *Search* screen.

7.1.3 User Groups

User Groups determine each user's role within the eCASE System. View and manage these groups from **Administration > User Groups**. After clicking **User Groups**, the *Groups* screen appears as shown below:



From the *Groups* screen, select a **(1) Group** from the list, and select an action from the **(2)** *Operations* menu to take action on the group. Actions in the *Operations* menu include:

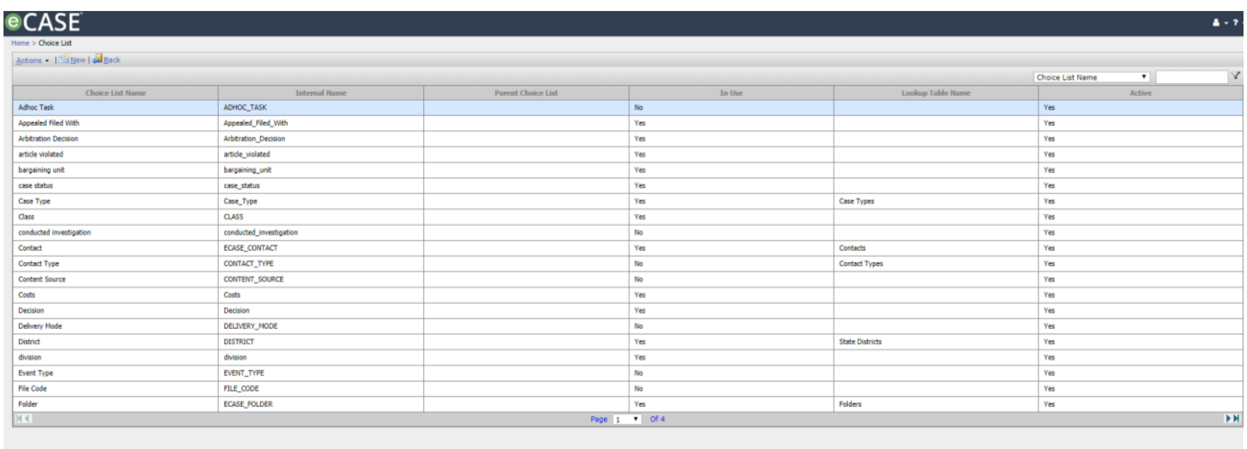
Action	Description
New	Create new User Group.
View	View the details for the selected user group.
Edit	Alter the selected group information.
View Users	View a list of users assigned to the selected group. Administrators can add and remove users from the selected group.
Delete	Delete the selected group.

Click **Back** to return to the *Administration* screen.

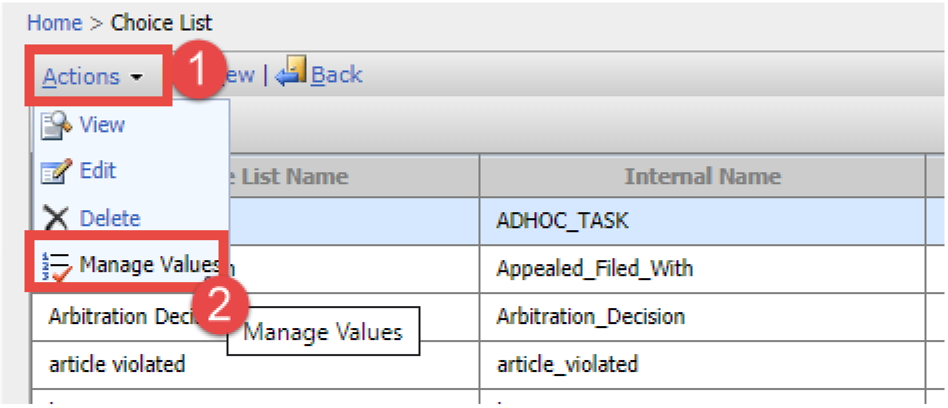
7.2 Choice List Values

Choice Lists are the lists that appear in drop-down list in the various forms used in the eCASE System. Here, we'll discuss how to maintain the values in choice lists.

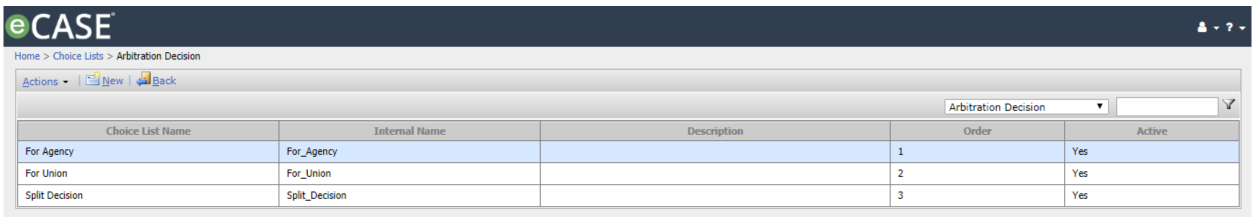
To manage Choice Lists, navigate to **Administration > Setup > Choice Lists**. The *Choice List* page appears as shown below:



All of the choice lists in the system are listed in this window. To view and manage values in a list, select a Choice List and click **(1) Actions > (2) Manage Values.**



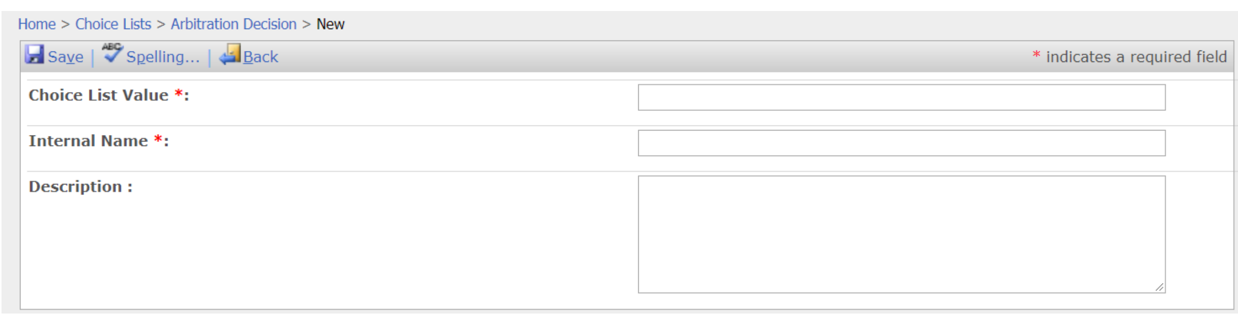
After clicking **Manage Values**, the *Choice List* screen for the selected choice list appears as shown in the example below:



All of the values under the selected choice list are listed here.

7.2.1 New Choice List Value

From the *Manage Values* page for a selected choice list, click **New** to create a new choice list value:



Add a *Choice List Value* (name of the entry in the drop-down list), *Internal Name* (only used within the system database), and a description if needed. Click **Save**. After the value is created, there is the option to change the order where that value appears in the list, as well as marking the value as active or inactive.

7.2.2 Manage Values

There are a few options for managing existing values in choice lists. From the *Manage Values* screen (**Administration > Choice Lists > Select > Actions > Manage Values**), authorized users can edit the value details, change the order of values in the list, and mark the choice list as active.

To edit an existing value, from the *Manage Values* screen, select a value, and click **Actions > Edit**. Authorized users can edit the details, or use the checkbox to mark the field as *Active*.

You can also select a value, and click **Actions > Move Up or Move Down** to change the ordering of values in the list. The ordering is reflected in the Order column on the values list. You can click **Actions > Delete** to delete the selected value.