

CASE STUDY

HRACUITY®
Your Employee Matters

CLIENT PROFILE

An east coast university and member of a state system of higher education

INDUSTRY

Higher Education

ABOUT HR ACUITY

HR Acuity® is the leading provider of employee relations and workplace investigation solutions. *HR Acuity® On-Demand*, an award winning SaaS solution, provides a disciplined and predictive approach to the management of workplace issues by delivering defensible best-practice processes, standardized documentation and comprehensive reporting. By combining its proprietary methodology and world class software, HR Acuity® enables organizations to reduce costs and mitigate the legal, financial and reputational risks associated with adverse employee-related events.

Improved Litigation Outcomes and Employee Relations with Web-based Risk Mitigation Solution

Having recently undergone a furlough that included both instructional and non-instructional staff, a respected east coast university experienced a surge in litigation claims alleging age and gender discrimination. Even before the layoffs, the university had received more employee-related claims in 5 years than it had seen in the previous 25 years. Compounded by the complexity of a unionized environment with distinct grievance processes and a decentralized documentation process, human resources at the university was struggling to manage the investigation and documentation of employee-related misconduct allegations.

The university turned to HR Acuity® who configured and implemented *HR Acuity® On-Demand*, a unique Software as a Service (SaaS) employee relations risk mitigation solution that provides a proprietary methodology for managing employee relations. *HR Acuity® On-Demand* provided the framework for standardized documentation, best practice workplace investigations, compliant reporting, post-hire and exit interviews, and a consistent employee relations process.

CHALLENGES

Upon engagement, the HR Acuity® team faced numerous implementation challenges including:

• Multiple Grievance Processes:

Almost 90% of employees on campus were unionized and membership spanned 7 different unions, each with a distinct grievance process. Sometimes, the complaint process occurred concurrently with other claims filed with the Employee Equal Opportunity Commission (EEOC) and the courts.

• Numerous Stakeholders:

There were many stakeholders to the university employee grievance process, all of whom needed to know what the other was doing. In addition to human ►

resources, there was a university social equity office as well as 7 unions that managed complaint procedures specific to each union.

- **Lengthy Grievance and Litigation Timeline:**

The grievance process could be long and drawn out. If not immediately resolved, often a complaint would be submitted for arbitration and filed with the EEOC. It could take years to come to trial. With inevitable job turnover at the university and incomplete documentation, circumstances surrounding an allegation could easily be forgotten along with any university response.

- **Lack of Internal Communication:**

One department of the university received over 80% of the misconduct complaints and was dissatisfied with the level of communication between human resources and their management team. There was internal “finger-pointing” and no ownership of the investigation process once a complaint was received.

SOLUTION: The HR Acuity Approach

CONFIGURABILITY

- **Customization for Differing Grievance Procedures:**

HR Acuity® On-Demand provides documentation templates that retain a base level of information while allowing configurability to accommodate different needs. Each union had a different grievance process, and HR Acuity® On-Demand was easily configured for each one. Human Resources also developed a customized intake form so that administrators on campus could submit information to them, and HR would enter it into the system.

VISIBILITY

- **Coordinated Information Sharing:**

HR Acuity® On-Demand became the central repository for important employee-related event documentation and was easily accessible by all of the key stakeholders. For the first time, the central equity office, departments that received a grievance and human resources could view all relevant information on open or closed cases.

CENTRALIZATION

- **Collation of Primary Source Documentation:**

With the possibility of lengthy litigation procedures that could occur many years in the future, primary source documentation was extremely valuable. HR Acuity® On-Demand allowed users to attach primary source documentation and miscellaneous details, such as a worker’s compensation claim number if the worker was out on leave, which could be difficult to track down at the time of trial. All of the documentation and information was located in the system’s central data repository which facilitated internal communication and sharing. ►

TESTIMONIALS

“The product is highly superior to others in the market. They are continually adapting and improving the product based on customer feedback. I have never had any tech issues with their system (which is saying a lot for a web based product). Their CEO is highly knowledgeable about all aspects of her field and runs a superior company from a customer service perspective.”

“Prior to partnering with HR Acuity, our employee issues were treated as individual events. HR Acuity not only provides us with the technology to record and track incidents, identify trends and create visibility to potential areas for improvement, they have helped us design and implement a standardized process to ensure fair and equitable treatment across the organization. HR Acuity offers far more than software. The HR Acuity Team engages with us to complement our HR team and offer a full-service solution.”

“Because this tool is so easy and well organized, I have found myself going out of my way to document events that otherwise would have seemed too much of a hassle in the past...”



About HR Acuity On-Demand

CONFIGURE menus for issue category, actions, and more

ATTACH relevant documents to the case file

GENERATE case reports

GET straightforward analysis with reporting and metrics

TRACK issues and resolutions from the case file repository

IDENTIFY patterns of behavior or potential bias

USE benchmark data from our proprietary knowledge center

METRICS

• Quantitative and Qualitative Data:

HR Acuity® On-Demand gave human resources the ability to track each case from inception to resolution in a centralized repository, benchmark data against the system's proprietary database and generate metrics on-demand. To further identify potential bias and patterns of behavior within their own organization, the university added *HR Acuity® On-Demand's* Post-Hire and Exit Interviews module, and human resources began to actively gather more information from employees and monitor the weekly reports.

RESULTS

- *HR Acuity® On-Demand* templates configured for each grievance process
- Central repository of documentation for easy access by key stakeholders
- More successful litigation outcomes due to primary source documentation and the boost to the university's credibility during trial
- Immediate identification of patterns and claim types from allegations allowing the university to actively review supervisor placement and management in those departments
- Documentation consistency and an established procedure of naming conventions for attachments so case information could be easily searched and accessed on-demand
- Standardized intake forms allowing human resources the flexibility to aggregate information from any department while maintaining input consistency
- More consistency to case timelines and closure
- Centralized repository of data ensured availability regardless of turnover or attrition within human resources
- Analytics on-demand
- Structured workplace investigations using the methodology, templates, best practices, tips and tricks in the *HR Acuity® On-Demand* system
- Searchable database of cases allowing complaint history to be run by key metrics such as type of complaint or department

GET THE POWER TO KNOW

You can't prevent every employee relations issue. But you can control how your organization responds. Achieve consistency in the way you track, investigate, and analyze with HR Acuity—the employee relations case management solution. Our software equips you with built-in expertise to make best practice your process.

Because in today's world, doing things the right way is your only option.

HR Acuity **the Employee Relations** **Case Management Solution**

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Contact us to learn more about
our award winning employee relations
case management solution

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