

Case Management Technology: An Invaluable Asset for Employee Relations & Risk Management Teams

Client

Bernalillo County is a county in New Mexico, home to Albuquerque the most populous city in the state. Census reports that the population is nearing three-quarters of a million residents, and Bernalillo County is the picture of thriving civic duty and responsiveness. Their government, infrastructure, and public outreach, has grown to employ over twenty-five hundred full-time professionals, part-time and contract laborers, and volunteers that support the prosperity of this community.

Business Challenge

As public office representatives and services expanded, so did the challenges for this area's Employee Relations Department. Bernalillo County started receiving an increase in the number of grievances at a rapid pace, and manual facilitation of complaints was failing them as an organization.

The county used spreadsheets, unsecured computer files, and hard-copy paperwork to track, archive, and manage the process of grievances. While outside investigative companies were contracted for major issues, smaller inquiries were conducted in-house. With an influx of documented complaints, Bernalillo County found it impossible to keep pace with the antiquated procedures. Accuracy suffered, and grievances became too cumbersome and labor-intensive to the point where they were losing money due to the inefficiency of their processes.

“LaborSoft has made it easy for our office to track and process HR issues in-house. It has saved the County both time and money”

- Ralph Chavez, Employee Relations



LaborSoft Solution

Bernalillo County vetted several technology providers that offered online and cloud-based management of HR-related issues. LaborSoft's cost-effective platform with all-inclusive capabilities immediately caught their eye.

LaborSoft's initial solution replaced pc-based entry logs with a customized platform that generated trackable case numbers for each complaint. Centralizing the storage of all documentation, and categorizing information for quick access, the county minimized manual errors and provided a single repository for all grievances.

Once established, LaborSoft's user-friendly system was quickly adapted by the Employee Relations managers, and results were evident within the first month of implementation. Archives were created, and a unified data source was accessible to all parties involved in ongoing and unresolved complaints. This reduced the number of operational hours that were needed to process investigations while expediting the number of closed cases.

Results

In the three years since Bernalillo County first partnered with LaborSoft, they have now expanded use of the platform to include customized reporting capabilities, asset storage of audio interviews, video footage, and accompanying imagery, and increased access to the system to benefit other departments.

Today, Bernalillo County's Employee Relations department records and manages all investigations and complaints through LaborSoft. Interactions with staff, and resident inquiries such as Unemployment claims, ADA accommodations, Freedom of Information requests, and citizen complaints are efficient and swiftly followed up to keep the process moving.

LaborSoft has been introduced to County and Risk Managers to help simplify the complexities of Union grievances, Tort claims, personal injury, property theft, vandalism, and to mitigate potential employee risks. Managers are also using LaborSoft's technology for trend analysis - to determine who is asking for public information, departments receiving the most complaints, how many employment claims are outstanding, and to further understand and improve organizational procedures.

About LaborSoft

LaborSoft simplifies management of all HR events. Our innovative technology eliminates the need for spreadsheets, paper, and manual tracking of employee and labor relations issues and grievances. It's designed to track incidents, complaints, disciplinary or corrective actions, disputes, grievances, arbitration, and EO claims from initial filing through resolution. LaborSoft's user-friendly interface with automated workflows, tasks, and reminders mean never missing critical actions. Save operational time and expenses from costly legal fees and investigations. Learn how you can customize LaborSoft's all-inclusive technology for your organization.

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Request a Demo

See LaborSoft in action and discover why more HR and Employee Relations Departments are partnering with us. Sample the technology and innovation making lives easier. Request a customized demonstration by one of our experts and learn how you can better manage grievances and HR issues almost immediately. [Tell us what day & time works for you.](#)