USER GUIDE

ER CASES

The **Employee Relations Case** form/workflow tracks Employee Relations (ER) case information. This form/workflow is used to document the work of one specific situation for one employee involving performance, conduct, medical, or any other issue that affects productivity, work-place relationships, and a healthy morale. Employee Relations Cases may or may not result in an adverse action or any other action.

This form/workflow does not track consultation activities. Use the Employee/Labor Relations Consultation form/workflow to track work related to consulting activities.

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Bizcoves on your Team Page

You can locate and access ER Consultations and ER Cases from the following bizcoves on your Team page.

To **initiate an ER Case**, select the **Employee Relations Case** process from the 'WiTS Action Initiation' bizcove.

WiTS Action Initiation

Name	Description
Employee Relations Case	Use this workflow to initiate and track ER cases.
Employee/Labor Relations Consultation	Use this workflow to initiate and track ER or LR consultations.
HR Systems Support Workflow	Process for initiating support requests for HR systems such as HHS Careers, WiTS, Capital HR, etc. Initiate a separate request per system.
Request for HR Systems Access (and User Profile Changes/Deletions)	Process for WiTS Super Users, Branch Chiefs, Deputy Division Directors and Division Directors to request new access, or modify and delete existing access to HRSS-supported systems (Capital HR, eOPF, WiTS, HHS Careers, HR CARDS).

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Start

My Active ER Worklist

This bizcove displays your active actions.

My Active ER Worklist — Filter By: All Work

Case #	Date Initiated	Action Type	Case Type	Issue	Employee First Name	Employee Last Name	Position Title	Pay Plan	Series	Grade	IC	ER Specialist
26149	08/14/12 12:28:51 PM	ER Case	Conduct	AWOL, Confidential information - Failure to protect and/or disclosure, Discourteous/Inappropriate behavior, Ethics	MICHAEL	D ANDREA	Human Res Spec (Info Sys/Class)	GS	0201	13	OD - OHR	McDougal, Eugene

Active ER Actions (Team #)

This bizcove displays your team's active actions.

Active ER Actions (Team A)

Case #	Date Initiated	Action Type	Case Type	Issue	Employee First Name	Employee Last Name	Position Title	Pay Plan	Series	Grade	IC	ER Specialist
26354	09/14/12 12:53:32 PM	ER Case	Conduct	AWOL, Confidential information - Failure to protect and/or disclosure, Discourteous/Inappropriate behavior, Ethics	MICHAEL	D ANDREA	Human Res Spec (Info Sys/Class)	GS	0201	13	OD - OHR	Holloway, Lanetta

My Closed ER Worklist

This bizcove displays your closed actions.

My Closed ER Worklist — Filter By: All Work

Case #	Date Initiated	Action Type	Case Type	Issue	Employee First Name	Employee Last Name	Position Title	Pay Plan	Series	Grade	IC	ER Specialist
25599	05/29/12 02:35:14 PM	ER Consultation	CS - Medical		MICHAEL	D ANDREA					OD - OHR	Gorrasi, Maria

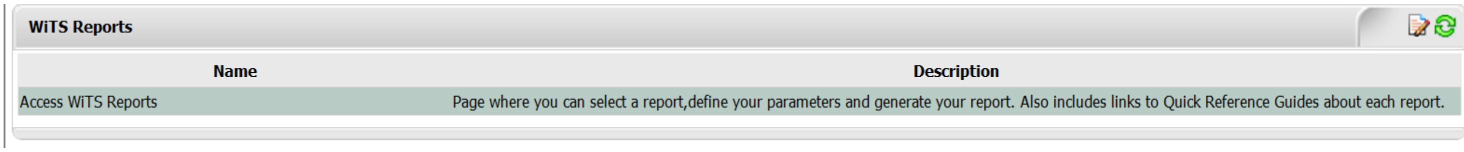
Closed ER Actions (Team #)

This bizcove displays your team's closed actions.

Closed ER Actions (Team A)

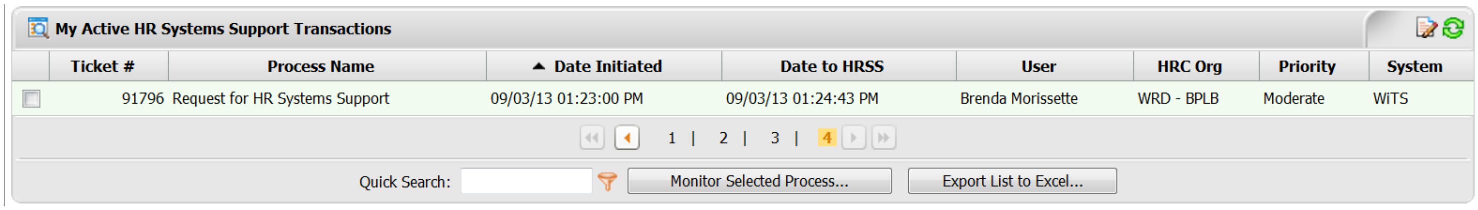
Case #	Date Initiated	Action Type	Case Type	Issue	Employee First Name	Employee Last Name	Position Title	Pay Plan	Series	Grade	IC	ER Specialist
25782	06/27/12 02:59:14 PM	ER Case	Conduct	AWOL	CHRISTOPHER	KERR	Student Trainee (Admin Asst)	GS	0399	05	OD - OHR	Verge, Terrye

Additionally, there is a WiTS Reports bizcove (located at the top of your workarea page), which is where you will access your reports and a bizcove (located at the bottom of your workarea page) displaying your HR System Support tickets that you have entered.



WiTS Reports

Name	Description
Access WiTS Reports	Page where you can select a report,define your parameters and generate your report. Also includes links to Quick Reference Guides about each report.



My Active HR Systems Support Transactions

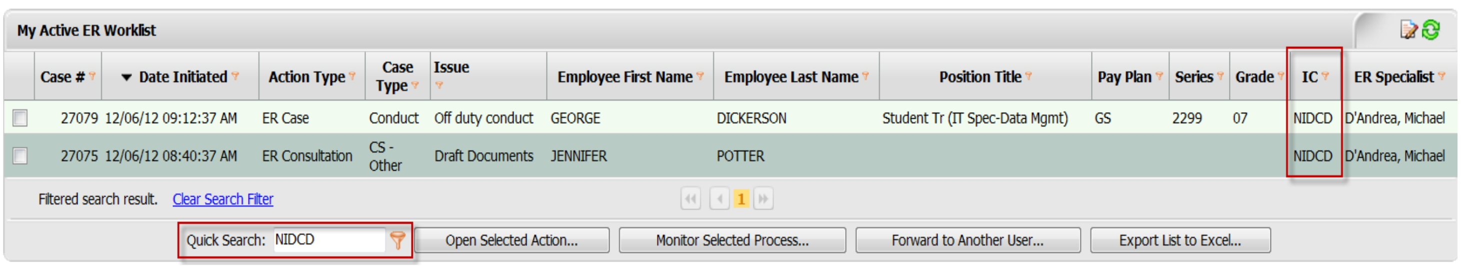
	Ticket #	Process Name	Date Initiated	Date to HRSS	User	HRC Org	Priority	System
☐	91796	Request for HR Systems Support	09/03/13 01:23:00 PM	09/03/13 01:24:43 PM	Brenda Morissette	WRD - BPLB	Moderate	WiTS

1 | 2 | 3 | 4

Quick Search: Monitor Selected Process... Export List to Excel...

Quick Search Feature

The quick search feature can be used to locate any action in your bizcove or worklist. It searches all of the data elements (Case/Consult#, Position Title, Series, Employee Last Name, Labor Org, etc.) within the bizcove. *For example, if you are looking for all active actions for NIDCD, you can simply type the IC in the Quick Search text box and click the filter icon. Your worklist will then be filtered by anything that contains 'NIDCD.' This works for every column in the worklist.*



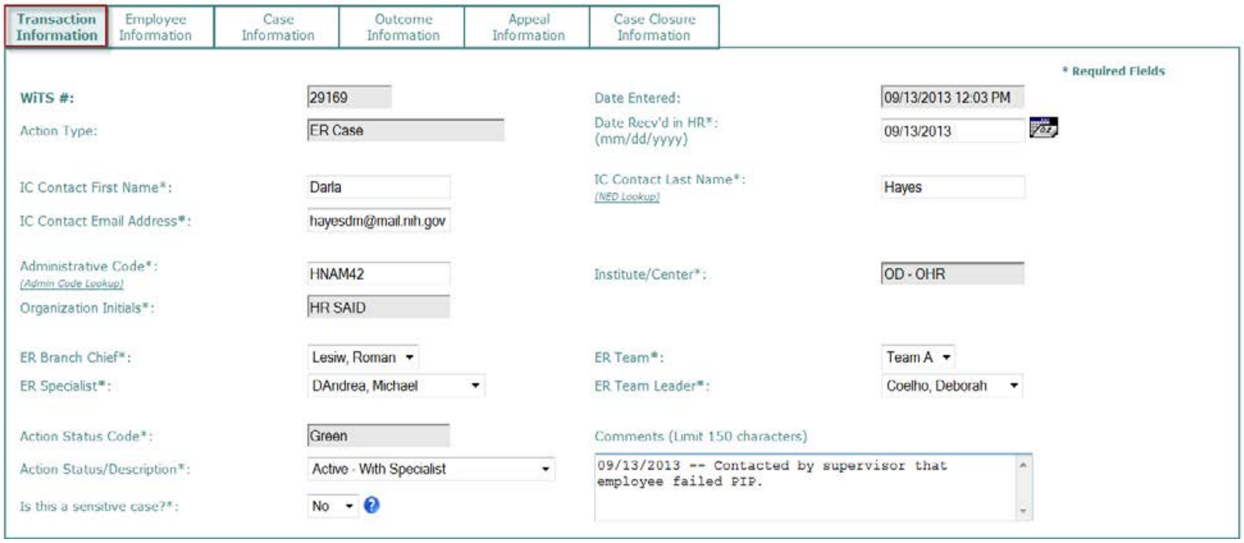
My Active ER Worklist

	Case #	Date Initiated	Action Type	Case Type	Issue	Employee First Name	Employee Last Name	Position Title	Pay Plan	Series	Grade	IC	ER Specialist
☐	27079	12/06/12 09:12:37 AM	ER Case	Conduct	Off duty conduct	GEORGE	DICKERSON	Student Tr (IT Spec-Data Mgmt)	GS	2299	07	NIDCD	D'Andrea, Michael
☐	27075	12/06/12 08:40:37 AM	ER Consultation	CS - Other	Draft Documents	JENNIFER	POTTER					NIDCD	D'Andrea, Michael

Filtered search result. Clear Search Filter 1

Quick Search: NIDCD Open Selected Action... Monitor Selected Process... Forward to Another User... Export List to Excel...

Transaction Information Tab



- ***WiTS#*:** Automatically assigned when the action is created and is not editable.

- ***Date Entered:*** Automatically assigned when the action is created and is not editable.

- ***Date Rec'd in HR:*** Enter the date that the ER Case started. The default date is the 'Date Entered.'

- ***IC Contact First Name, Last Name, & Email address***: This is the primary contact or audience in the IC or Program area for the ER Case. Specialists **must** use the *NED Lookup* feature to locate the contact information for the IC Contact (e.g., supervisor, administrative officer, or proposing official). By using the *NED Lookup* feature to select the desired IC Contact, the case will be accurately reflected on reports and queries.

- ***Administrative Code, Institute/Center, & Organization Initials***: These fields will autopopulate with the IC Contact's information when the *NED Lookup* feature is used. You can edit the 'Administrative Code' or enter it manually if needed. You can also use the *Admin Code Lookup* feature if you are unsure of the administrative code. Once the 'Administrative Code' is entered, the 'Institute/Center' and 'Organization Initials' will autopopulate.

- ***ER Branch Chief, ER Team Leader, ER HR Specialist, & ER Team:*** The ER Specialist is defaulted to the individual who initiates the action. The ER Specialist's Team, Team Leader, and Branch Chief are then populated. This information can be changed if needed. *If the ER Specialist belongs to multiple teams, the first team in alphabetical order that they have access to will be defaulted.*

- ***Is this a sensitive case?***: Indicate whether or not the case is designated as 'sensitive.' ER cases which affect senior-level employees or which are extremely controversial are designated as sensitive. If you are unsure of whether a case is sensitive, please verify with the Director, WRD, Deputy Director, WRD, and/or the Branch Chief, ER, as they handle such cases directly.

Note: If you indicate that a case is sensitive, and save the action, it is routed to the Sensitive ER Case workarea page – making it unavailable on the Team's pages. Additionally, sensitive cases do not appear on any ER Reports.

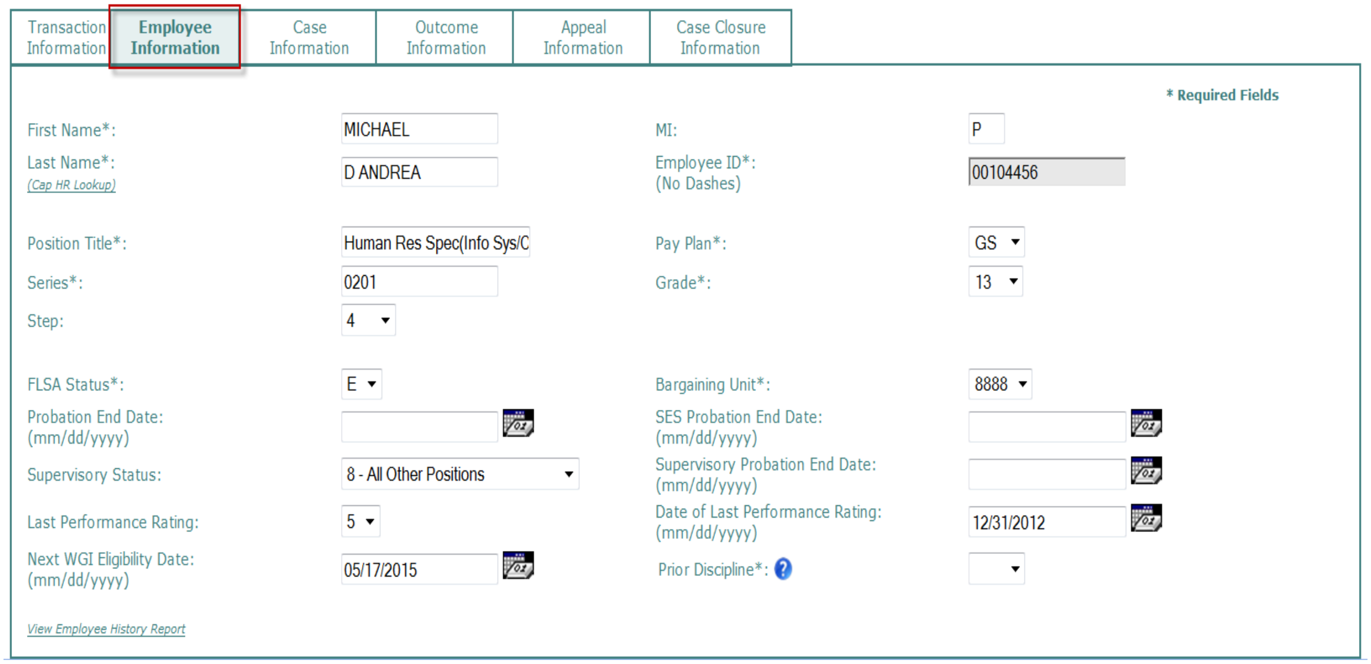
- ***Comments***: Enter any comments needed. Please e*nsure that you keep comments brief. Comments are limited to 150 characters. The comments you enter here will display on the ER Case Report, ER Case Summary Report, and the ER Status Report.*

- ***Action Status/Description***: Select the appropriate status. The 'Action Status Code' will autopopulate based on the 'Action Status/Description' you select. The 'Action Status/Description' field is used to help others identify the status of a particular action quickly.

Action Status/Description Legend

Action Status/Description	Action Status Code (Color)	Action Status Meaning
Active—With Specialist	**Green**	Action is active and is with the ER Specialist *(Default status)*
Active—With Assistant	**Green**	Action is active and is with the ER Assistant *(Automatically changes when action is sent to the Assistant)*
Active—Under Review (Team Leader)	**Green**	Action is active and is with the ER Team Leader *(Automatically changes when action is sent to the Team Leader)*
Active—Under Review (Branch Chief)	**Green**	Action is active and is with the ER Branch Chief *(Automatically changes when action is sent to the Branch Chief)*
Active—With IC	**Yellow**	Action is active and is with the IC for action *(Must be changed manually)*
Closed	**Red**	Action is Closed *(Automatically changes when action is sent to the Closed page)*
Archived	**Blue**	Action is Archived *(Automatically changes when action is sent to the Archives page)*
Active— Third Party (Non-Appeal)	**Tan**	Action is active and is pending action/decision from an entity outside of the NIH *(Must be changed manually)*
Pending—Under Appeal	**Tan**	Action is pending and is under appeal *(Must be changed manually)*

Employee Information tab:



Note: *Use the Cap HR Lookup feature. It is the only way to generate the 'Employee ID.' WiTS uses the 'Employee ID' to relate other ER Cases and Consultations to a specific employee. Not using the Cap HR Lookup feature will cause a misrepresentation or incomplete history of ER Case and/or Consultation actions for a specific employee on reports.*

Important Information about the data from Capital HR

- The WiTS Team downloads processed job, position, employee, within grade, and probationary data from Capital HR on a bi-weekly basis at the beginning of each pay period.

- The returned probationary data only shows upcoming probationary dates and does not show completed probationary dates.

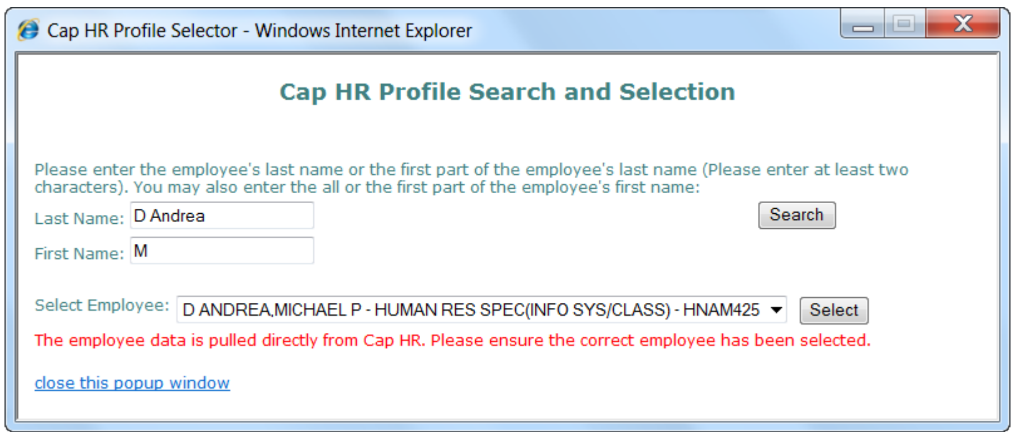
- The WiTS Team downloads performance data once a year after the previous year's data is processed. *Performance data for the previous calendar year is usually processed within 4-6 months into the subsequent calendar year.*

- The WiTS Team downloads the data as-is from Capital HR. Questions regarding the authenticity or integrity of the data should be directed toward the appropriate division in the Office of Human Resources.

Using the Cap HR Lookup Feature

1. *Click* on the *Cap HR Lookup* link under the 'Employee Last Name' field.

2. Type in part or all of the employee's last name and then *click* the 'Search' button. *To further narrow the list of names returned, you can also search by the employee's first name.*
3. Locate the correct employee in the 'Select User' field and then *click* the 'Select' button.
   a. The employee's title and administrative code will be displayed to assist you with your selection.



- ***First Name, MI, & Last Name***: Autopopulated from the *Cap HR Lookup* feature.

- ***Employee ID***: Only autopopulated from the *Cap HR Lookup* feature and is not editable.

- ***Position Title, Pay Plan, Series, Grade, Step, FLSA Status, & Bargaining Unit:*** Autopopulated from the *Cap HR Lookup* feature.

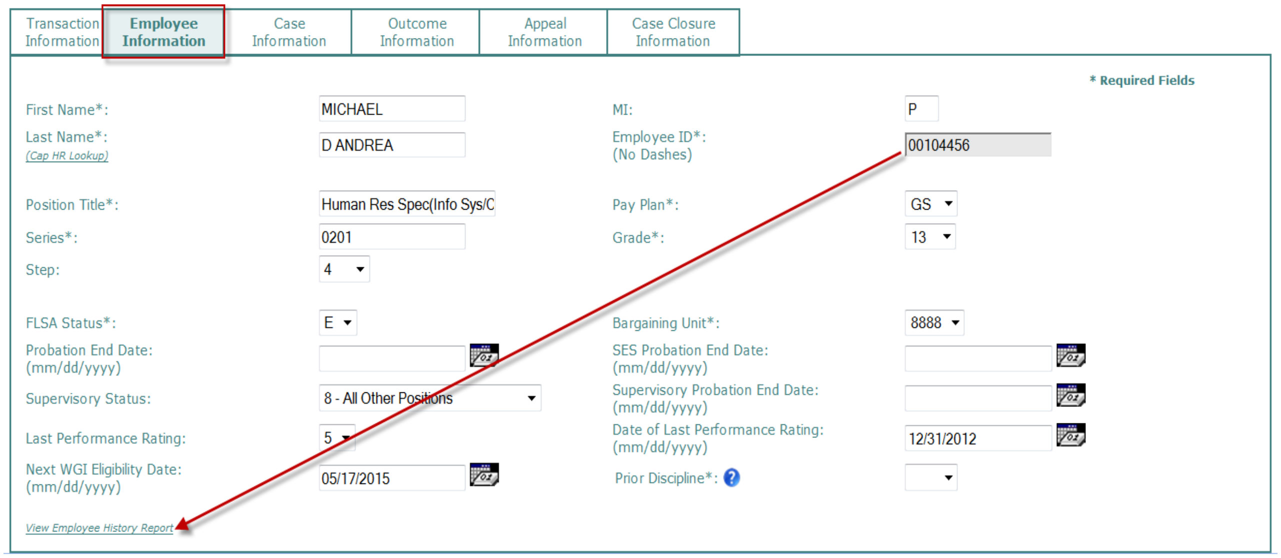
- ***Probation End Dates (including SES and Supervisory):*** Autopopulated from the *Cap HR Lookup* feature. **Note:** The returned probationary data only shows upcoming probationary dates and does not show completed probationary dates.

- ***Last Performance Rating, Date of Last Performance Rating, & Next WGI Eligibility Date:*** Autopopulated from the *Cap HR Lookup* feature. **Note:** Performance data for the previous calendar year is usually processed within 4-6 months into the subsequent calendar year.

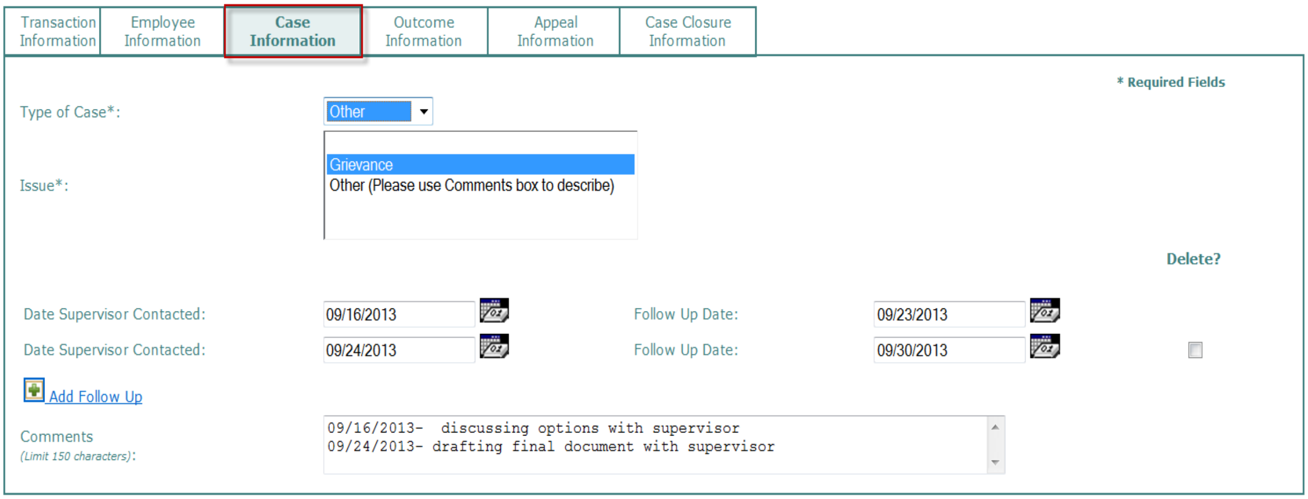
- ***Prior Discipline?:*** Indicate whether the employee has been subject to prior discipline.

Employee History Report

A hyperlink to the *Employee History Report* is available at the bottom of the Employee Information tab. Before *clicking* on this link, ensure you have selected an employee using the *Cap HR Lookup* feature. The 'Employee ID' field is used to generate the *Employee History Report.*



Case Information tab:

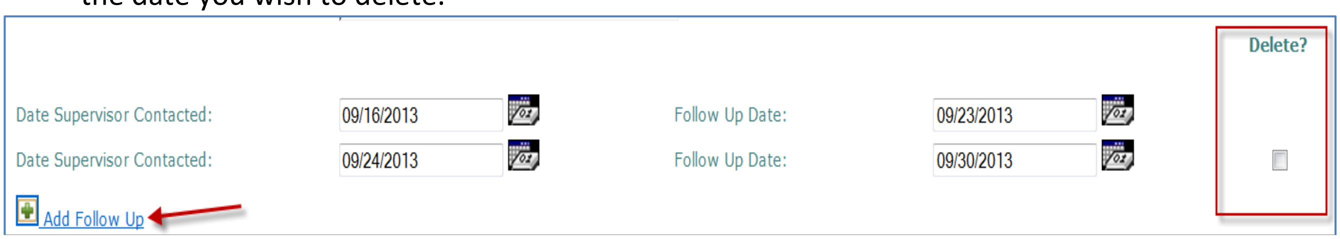


- ***Type of Case:*** Select the type of case (Conduct, Performance, Medical, or Other)

- ***Issue:*** Select the issue (you can select more than one issue by holding the Control (CTRL) key and *clicking* each issue that applies). **Note:** The choices available in the 'Issue' field vary by the 'Type of Case' selected.

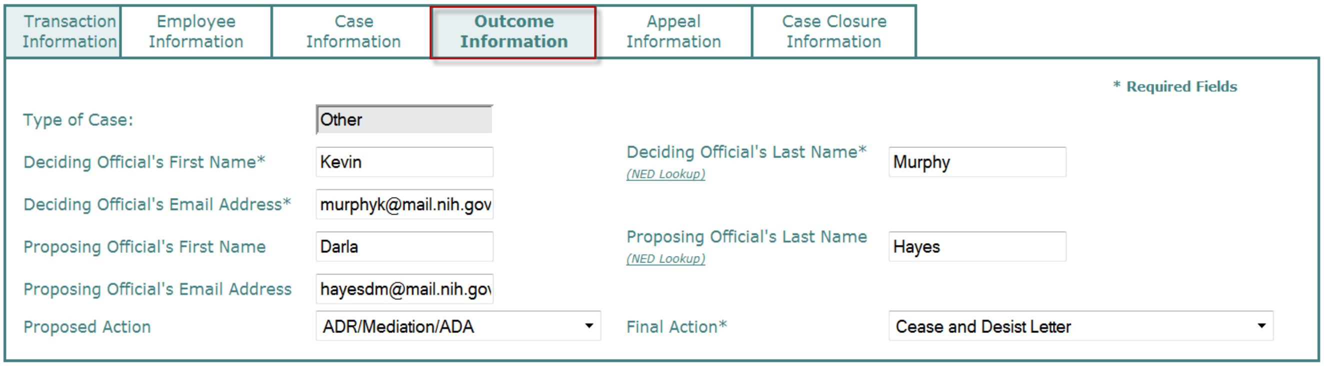
- ***Date Supervisor Contacted and Follow Up Date*** (*Optional fields*): Enter the date that the employee's supervisor was contacted to discuss the ER Case, and a date by which you will follow up. *A reminder email is sent to the ER HR Specialist five days before the 'Follow Up Date.'*

  Note: Additional dates can be added by *clicking* the 'Add Follow Up' the hyperlink. You can add up to five additional dates. You can delete additional dates by *clicking* on the box to the right of the date you wish to delete.



- ***Comments:*** Enter any comments needed. Please e*nsure that you keep comments brief. Comments are limited to 150 characters. The comments you enter here will display on the ER Case Report.*

Outcome Information tab:



Transaction Information | Employee Information | Case Information | **Outcome Information** | Appeal Information | Case Closure Information

* Required Fields

Type of Case: Other

Deciding Official's First Name* Kevin

Deciding Official's Last Name* (NED Lookup) Murphy

Deciding Official's Email Address* murphyk@mail.nih.gov

Proposing Official's First Name Darla

Proposing Official's Last Name (NED Lookup) Hayes

Proposing Official's Email Address hayesdm@mail.nih.gov

Proposed Action ADR/Mediation/ADA

Final Action* Cease and Desist Letter

- ***Type of Case:*** The 'Type of Case' is populated from what was entered on the Case Information Tab and is not editable.

- ***Deciding Official's First Name, Last Name, Email address***: Use the *NED Lookup* feature to locate the information for the Deciding Official.

- ***Proposing Official's First Name, Last Name, Email address***: Use the *NED Lookup* feature to locate the information for the Proposing Official. *This field is not mandatory.*

- ***Proposed Action***: Select the proposed action, if applicable. *This field is not mandatory.*

- ***Final Action:*** Select the final action. If no action is taken, select 'None Taken.'

  Note: Additional date fields will appear on the form based on the 'Final Action' selected:

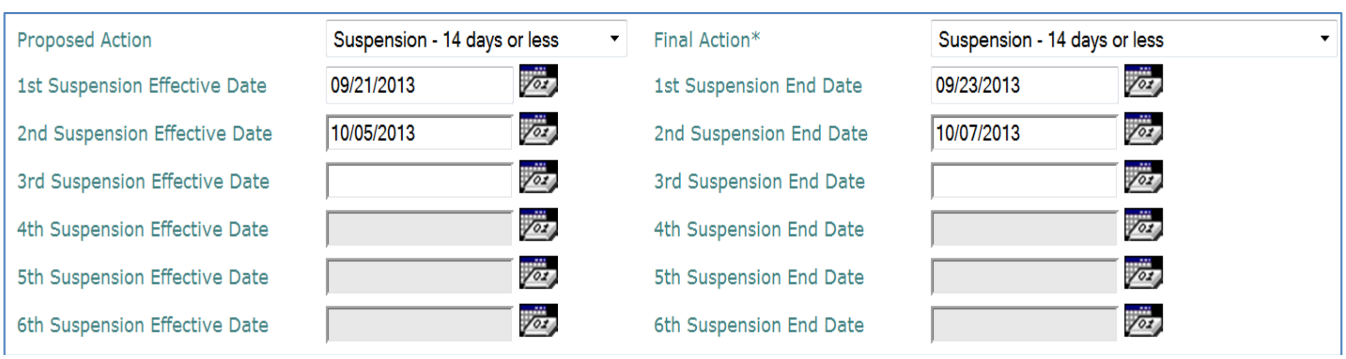
Final Action – Dynamic Date Fields Legend

Final Action	Dynamic Field(s)
Oral Counseling	'Date of Oral Counseling'
PIP	'PIP Start Date' & 'PIP End Date'
Removal	'Effective Date of Removal'
Reprimand	'Date to Purge Letter from eOPF'
Resignation	'Effective Date of Resignation'
Special Leave Procedures	'SLP/Leave Restriction Start Date' & 'SLP/Leave Restriction End Date'
Suspension – 14 days or less	'Suspension Effective Date' & 'Suspension End Date' (up to six start and end dates can be entered)
Suspension – More than 14 days	'Suspension Effective Date' & 'Suspension End Date' (up to six start and end dates can be entered)
Termination During Probationary Period	'Effective Date of Termination'
WGI Denial	'Date of WGI Denial'
Written Counseling	'Date of Employee's Acknowledgement of Receipt'

Dynamic Date Field Definitions

- ***Date of Oral Counseling:*** This is the date that the employee received oral counseling. *If more than one oral counseling session is conducted, enter the earliest date.*
- ***PIP Start Date:*** This is the date that the employee's Performance Improvement Plan begins.
- ***PIP End Date:*** This is the date that the employee's Performance Improvement Plan ends.
- ***Effective Date of Removal:*** This is the effective date of the Removal personnel action (SF-50).
- ***Date to Purge Letter from eOPF:*** This is the date that the Letter of Reprimand must be removed from the employee's Official Personnel Folder.
- ***Effective Date of Resignation:*** This is the effective date of the Resignation personnel action (SF-50).
- ***SLP/Leave Restriction Start Date:*** This is the date that the employee's leave restriction begins.
- ***SLP/Leave Restriction End Date:*** This is the date that the employee's leave restriction ends.
- ***Effective Date of Termination:*** This is the effective date of the Termination personnel action (SF-50).
- ***Date of WGI Denial:*** This is the date the increase would have been effective; it is not the date a decision was made to deny the WGI.
- ***Date of Employee's Acknowledgement of Receipt:*** This is the date that the employee acknowledged receipt of the written counseling. *If more than one written counseling session is conducted, enter the earliest date.*
- ***Suspension Effective and End Dates:*** When the Final Action is 'Suspension – 14 days or less' or 'Suspension – More than 14 days,' six (6) suspension effective and end dates will appear. The ER Case form allows you to add up to six start and end dates.

  - You must enter the suspension dates in chronological order with the first suspension start date entered in the '1st Suspension Effective Date' field.
  - You must enter at least one Suspension Effective Date and Suspension End Date.
  - The Suspension Effective Date is when the employee will begin their suspension.
  - The Suspension End Date is the same as the Suspension NTE (Date) on the personnel action (SF-50).

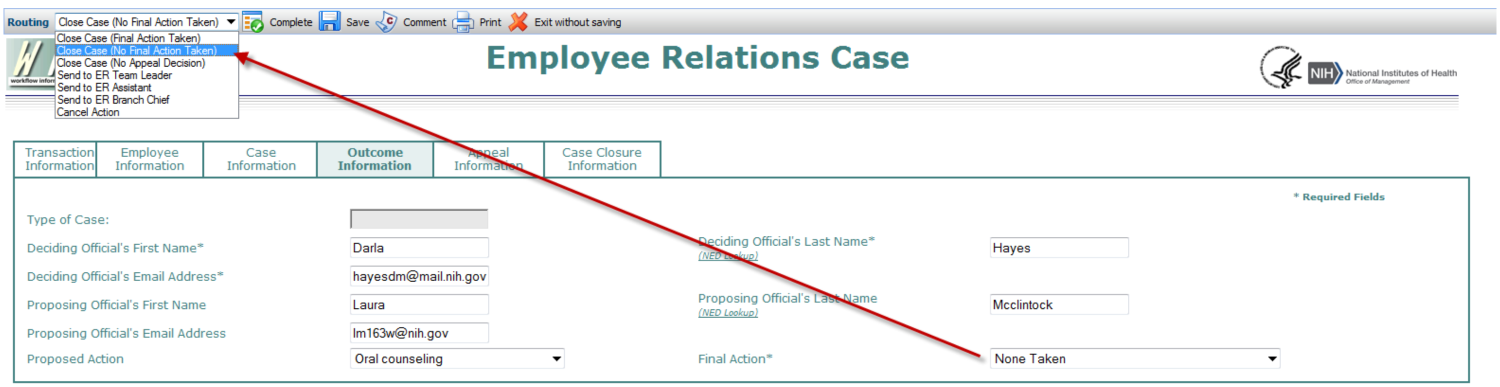


Closing an ER Case with no Final Action

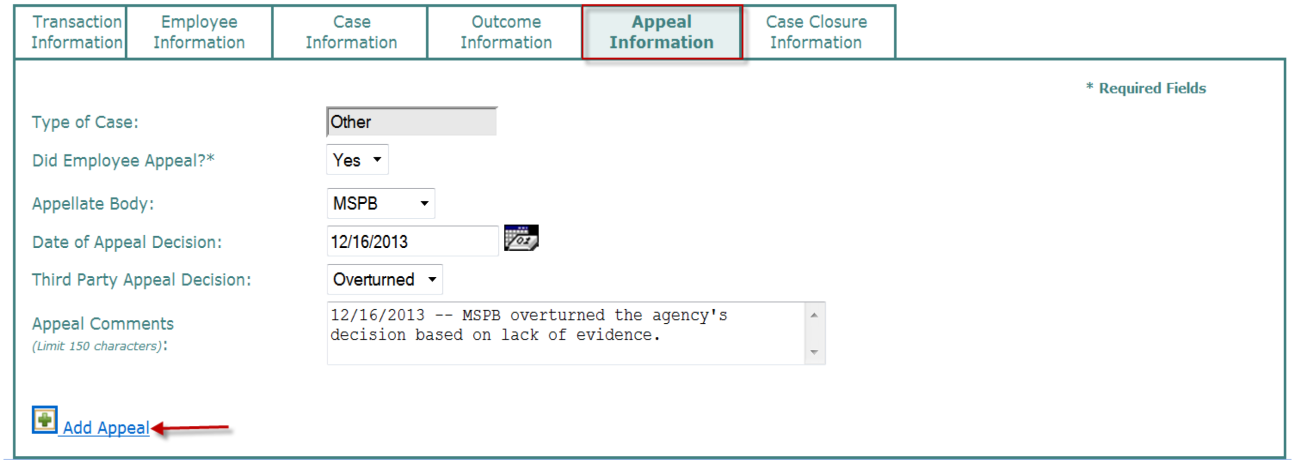
When no Final Action is taken, follow these five (5) steps:

1. Update as many fields as possible on the ER Case form
2. Select 'None Taken' in the 'Final Action' field
3. Enter the 'Date Case Closed' on the Case Closure Information tab
4. Select, 'Close Case (No Final Action)' from the routing menu
5. *Click* on the complete button or green checkmark

Following these steps will automatically set the ER Case 'Action Status' to red and the 'Action Status/Description' to Closed. Additionally, this will remove the action from your worklist and route it to the 'My Closed ER Worklist' and your Team's Closed Worklist. At this point, the action is considered closed.



Appeal Information tab



- ***Type of Case:*** The 'Type of Case' is populated from what was entered on the Case Information Tab and is not editable.

- ***Did Employee Appeal?:*** Indicate whether the employee appealed the action that was taken.

- ***Appellate Body:*** If the employee appealed the action that was taken, select the organization that heard the appeal (MSPB, EEO, OSC) or indicate that the employee filed a grievance.

- ***Date of Appeal Decision:*** Enter the date that the appeal decision was made.

- ***Third Party Appeal Decision:*** Select the decision that was made on the appeal (Upheld, Mitigated, Overturned, Settlement).

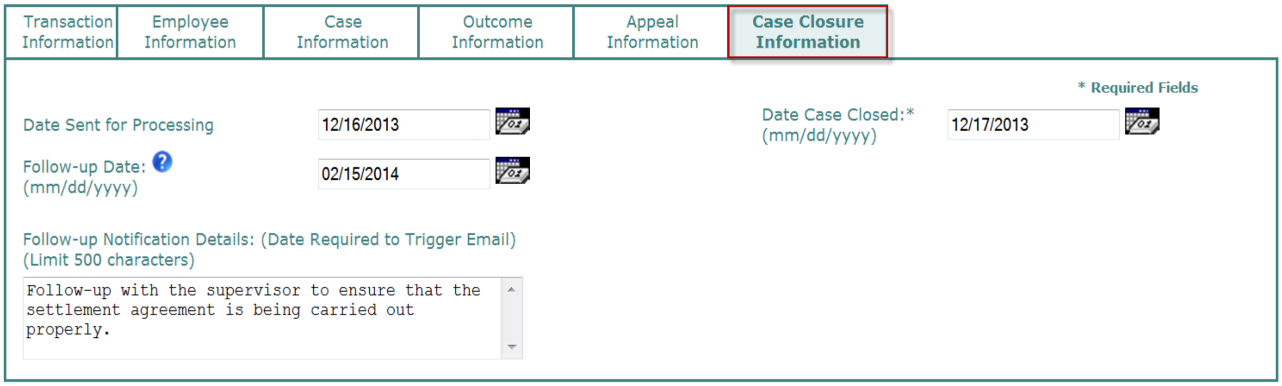
- ***Appeal Comments:*** Enter any comments needed. Please e*nsure that you keep comments brief. Comments are limited to 150 characters. The comments you enter here will display on the ER Case Report.*

  Note: Information related to additional appeals may be added by *clicking* 'Add Appeal' at the bottom of the form. You may add up to five appeal blocks.

You can update data fields on the Appeal Information tab (and the rest of the ER Case form) while the ER Case is closed. For example, if you indicated that an employee did not appeal an ER Case and that employee later files an appeal, the form can be updated.

The ER Case form cannot be updated if you archive it. It is recommended to not archive an ER Case until the employee's appeal timeline has expired.

Case Closure Information tab



- ***Date Sent for Processing:*** If applicable, enter the date the ER action was sent for processing in Capital HR. *This field is mandatory for Demotions and Removals.*

- ***Date Case Closed:*** Enter the date that the ER Case was closed.

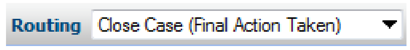
- ***Follow-up Date*** (Optional): Enter a date you wish WiTS to follow-up with the ER Specialist regarding the case. WiTS will send the ER Specialist an email notification on the date entered. The email notification will include the contents of the 'Follow-up Notification Details' field along with other case information. *This function can be used to help ER Specialists remember to follow-up on cases that have closed (e.g., Settlement, MOU, Cease and Desist Letter, etc.).*

- ***Follow-up Notification Details*** (Optional): Enter a message that will be included in the email notification to the ER Specialist. *A date is required in the 'Follow-up Date' field in order for the email notification to be triggered.*

Closing an ER Case with a Final Action

When you are ready to close the ER Case when there is a Final Action, follow these four (4) steps:

1. Review the data on all of the tabs and ensure it is accurate
2. Complete the 'Date Case Closed' field
3. Select 'Close Case (Final Action Taken)' from the routing menu
4. *Click* on the complete button or green checkmark

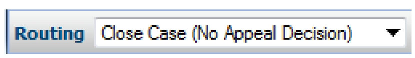


Following these steps will automatically set the ER Case 'Action Status' to red and the 'Action Status/Description' to Closed. Additionally, this will remove the action from your worklist and route it to the 'My Closed ER Worklist' and your Team's Closed Worklist. At this point, the action is considered closed.

Closing an ER Case without an Appeal Decision

Use this routing menu option, when you have an ER Case under appeal and no decision has been made or communicated. Follow these five (5) steps:

1. Review the data on all of the tabs and ensure it is accurate
2. Ensure that 'Did Employee Appeal?' field is Yes and the 'Date of Appeal Decision' is left blank
3. Complete the 'Date Case Closed' field
4. Select 'Close Case (No Appeal Decision)' from the routing menu
5. *Click* on the complete button or green checkmark



Following these steps will automatically set the ER Case 'Action Status' to red and the 'Action Status/Description' to Closed. Additionally, this will remove the action from your worklist and route it to the 'My Closed ER Worklist' and your Team's Closed Worklist. At this point, the action is considered closed.

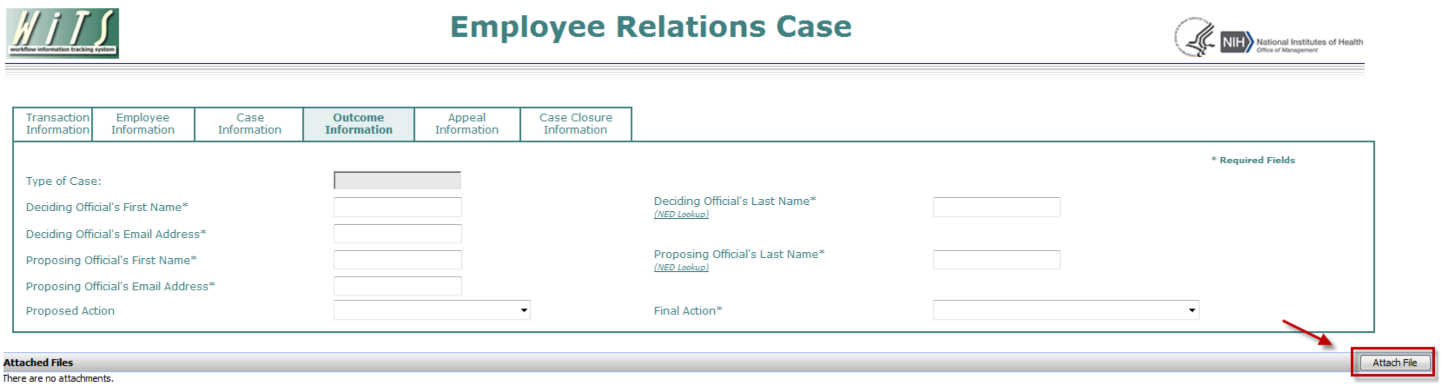
Notes:

- Closed actions will archive automatically after 365 days of inactivity (*action has not been saved*). *Saving an action will re-start the 365 days. See the* *Archiving Closed Actions* *section* *for information on archiving an action manually.*

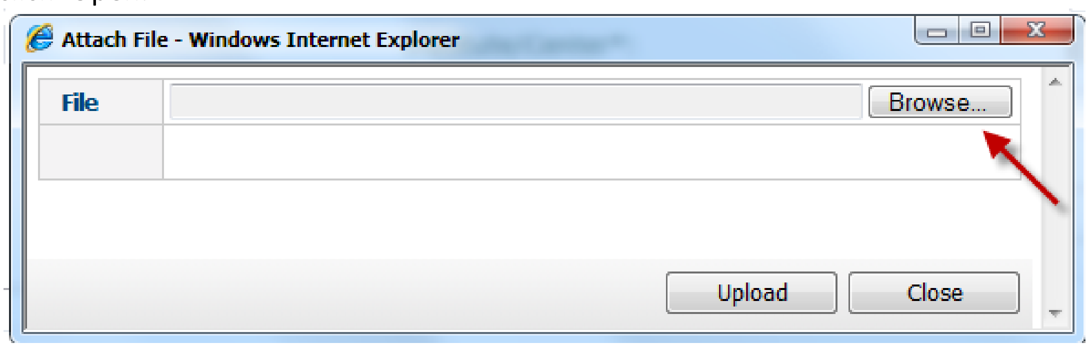
Attaching Documents

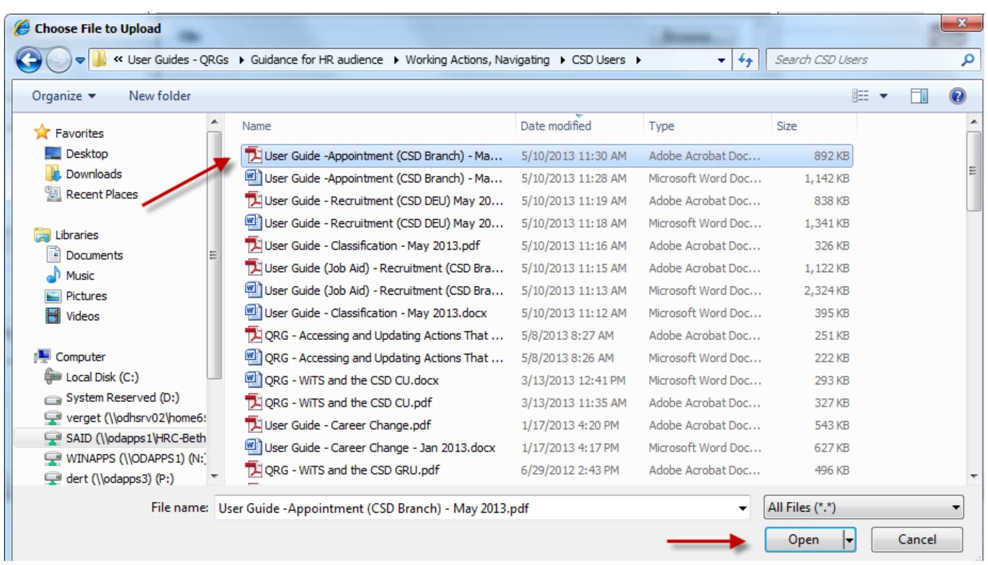
You can attach documents of any type (Word, Excel, PowerPoint, PDF, etc.) to WiTS actions. There is no limit to the size of attached files in WiTS; however, it is recommended that the total size of all files you attach to an action be under 80MB (most attached documents tend to be less than 1MB).

To attach a document, click on the ‘Attach File’ button on the lower right hand corner of the form:

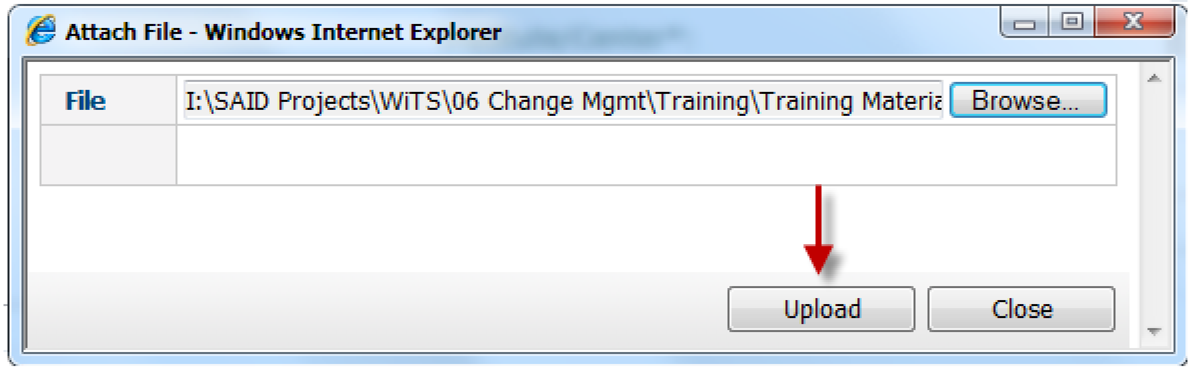


From the Attach dialog box, click ‘Browse’ to locate the document that you would like to attach to the action and *click* ‘Open.’

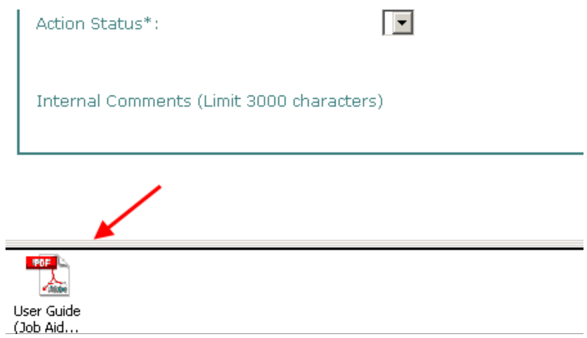




Then click 'Upload' in the Attach File dialog box:



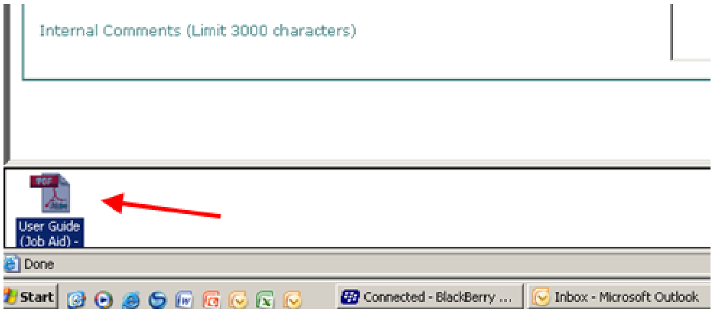
The attached file will appear at the bottom of the form.



You can repeat this process to attach as many files as you need.

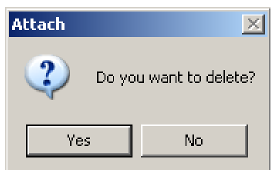
Your attached documents will remain with the action as it moves through the subsequent activities in the process and are retrievable even after the action is completed and archived.

To delete an attachment, select the document by clicking on the checkbox next to it.



Click the 'Delete' button on delete the file from the action.

A pop-up message will appear asking you to confirm that you want to delete the attachment. *Click* 'Yes.'



Your document will be deleted from the action.

Note: Only documents are to be attached to the WiTS action. Audio and video files and images may not be attached to the WiTS action. *Please follow your division's guidance about what documents are appropriate and are not appropriate to be attached.*

Note: WiTS actions may not contain Personally Identifiable Information (PII). You must redact any document containing PII such as an employee's Social Security number or Date of Birth before attaching it to a WiTS action.

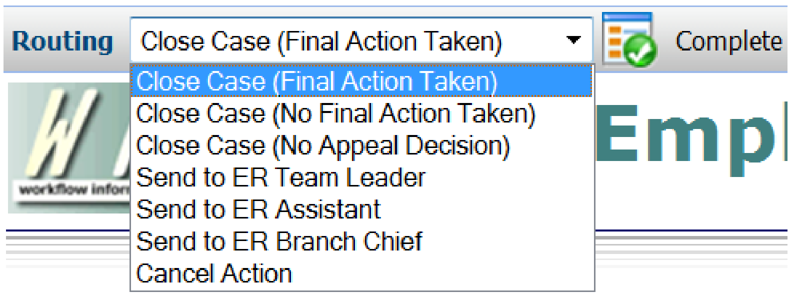
Routing the Action

WiTS offers users the ability to route actions to participants contained within the workflow. While the routing of actions is an optional process for the ER Case workflow, you will use the same ‘routing menu’ to close or cancel an action.

Note: When you create an action, WiTS initially assumes you are the ER Specialist.

As an ER Specialist

After all of the relevant information is complete, the ER Specialist makes a selection from the routing menu to move the action through the process:



- **“Send to ER Team Leader”** – use this response to route the action to the ER Team Leader for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Send to ER Assistant”** – use this response to route the action to the ER Assistant for processing, if necessary. This will also update the ‘Action Status/Description.’
- **“Send to ER Branch Chief”** – use this response to route the action to the ER Branch Chief for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Close Case (Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when a final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Appeal Decision)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no appeal decision has been made or furnished. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, *click* the checkbox icon next to the menu.

As an ER Team Leader

When/if the ER Team Leader receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **“Send to ER Specialist”** – use this response to route the action to the ER Specialist. This will also update the ‘Action Status/Description.’
- **“Send to ER Assistant”** – use this response to route the action to the ER Assistant for processing, if

necessary. This will also update the ‘Action Status/Description.’

- **“Send to ER Branch Chief”** – use this response to route the action to the ER Branch Chief for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Close Case (Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when a final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Appeal Decision)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no appeal decision has been made or furnished. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, *click* the checkbox icon next to the menu.

As an ER Branch Chief

When/if the ER Branch Chief receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **“Send to ER Specialist”** – use this response to route the action to the ER Specialist. This will also update the ‘Action Status/Description.’
- **“Send to ER Assistant”** – use this response to route the action to the ER Assistant for processing, if necessary. This will also update the ‘Action Status/Description.’
- **“Send to ER Team Leader”** – use this response to route the action to the ER Team Leader for review, if necessary. This will also update the ‘Action Status/Description.’
- **“Close Case (Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when a final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Final Action Taken)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no final action was taken. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Close Case (No Appeal Decision)”** – use this response to route the action to the ‘My Closed ER Worklist’ and your Team’s closed action Worklist when no appeal decision has been made or furnished. This will also update the ‘Action Status/Description’ to Closed**.**
- **“Cancel Action”** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

When the appropriate selection has been made, *click* the checkmark button next to the menu.

As an ER Assistant

When/if the ER Assistant receives an action, he/she reviews the form and then makes a selection from the routing menu.

- **"Send to ER Specialist"** – use this response to route the action to the ER Specialist. This will also update the 'Action Status/Description.'
- **"Send to ER Assistant"** – use this response to route the action to the ER Assistant for processing, if necessary. This will also update the 'Action Status/Description.'
- **"Send to ER Team Leader"** – use this response to route the action to the ER Team Leader for review, if necessary. This will also update the 'Action Status/Description.'
- **"Close Case (Final Action Taken)"** – use this response to route the action to the 'My Closed ER Worklist' and your Team's closed action Worklist when a final action was taken. This will also update the 'Action Status/Description' to Closed**.**
- **"Close Case (No Final Action Taken)"** – use this response to route the action to the 'My Closed ER Worklist' and your Team's closed action Worklist when no final action was taken. This will also update the 'Action Status/Description' to Closed**.**
- **"Close Case (No Appeal Decision)"** – use this response to route the action to the 'My Closed ER Worklist' and your Team's closed action Worklist when no appeal decision has been made or furnished. This will also update the 'Action Status/Description' to Closed**.**
- **"Cancel Action"** – only use this response to cancel an action entered in error. *Cancelled actions do not appear on any reports or dashboards.*

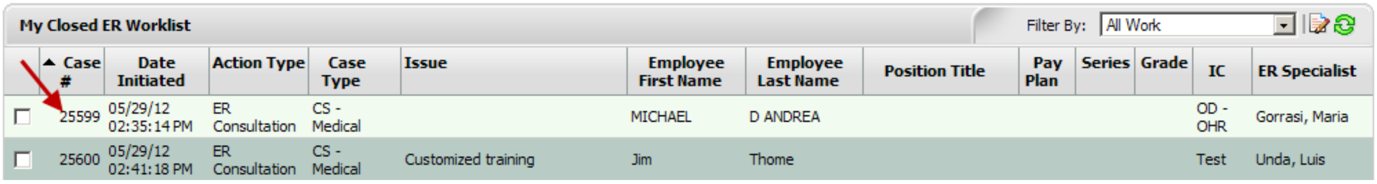
When the appropriate selection has been made, *click* the checkmark button next to the menu.

Activating and Archiving Closed Actions

Closed ER Cases are located in the 'My Closed ER Worklist' and your Team's Closed worklist. Fields on a closed action can be updated, but the action cannot be routed unless it is activated. Additionally, closed ER Cases can be archived manually.

Opening a closed action:

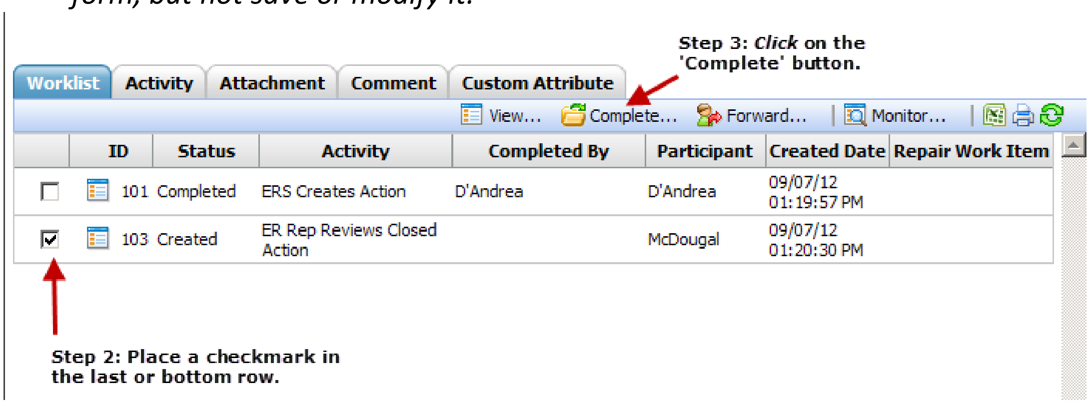
1. Locate the action you wish to open and *click* on the 'Case #.'



2. Place a checkmark in the last or bottom row.

3. *Click* on the 'Complete' button. This will open the action. Once the action is open, you can edit any of the fields on the form.

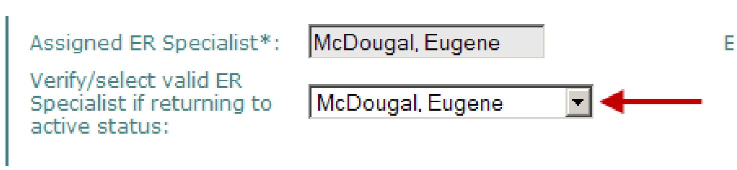
    a. *Note: You can click on the 'View' button if you wish to only view the information on the form, but not save or modify it.*



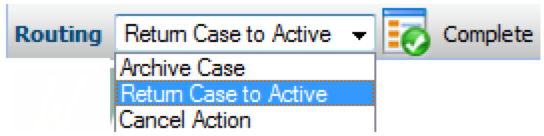
Activating a closed action:

i. Ensure that the appropriate ER Specialist is listed under the 'Assigned ER Specialist.' The action will be routed to this individual once activated. The ER Specialist who closed the action is listed in the 'Assigned ER Specialist' field.

    a. Note: You must return the action to an ER Specialist who is located in WRD/ER and is a WiTS user.



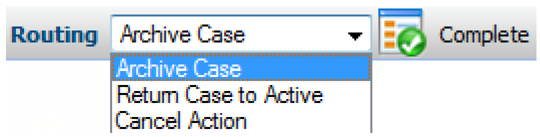
ii. *Select 'Return Case to Active'* from the routing menu, and *click* on the checkmark button.



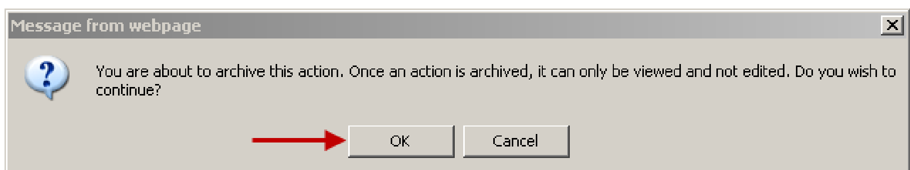
- The action will be moved to the worklist of the Assigned ER Specialist or the ER Specialist selected in the dropdown menu (if different from the Assigned ER Specialist).

Archive a closed action manually:

I. *Select* '*Archive Case*' from the routing menu, and *click* on the checkmark button.



II. You will receive a pop-up message asking you to confirm that you wish to archive the action. If you wish to archive the action, *click* 'OK.'



- The action will be moved to the Archives Page and will no longer be editable. Closed actions will auto-archive after 365 days of inactivity. Inactivity is defined as not updating or saving any data on an action.

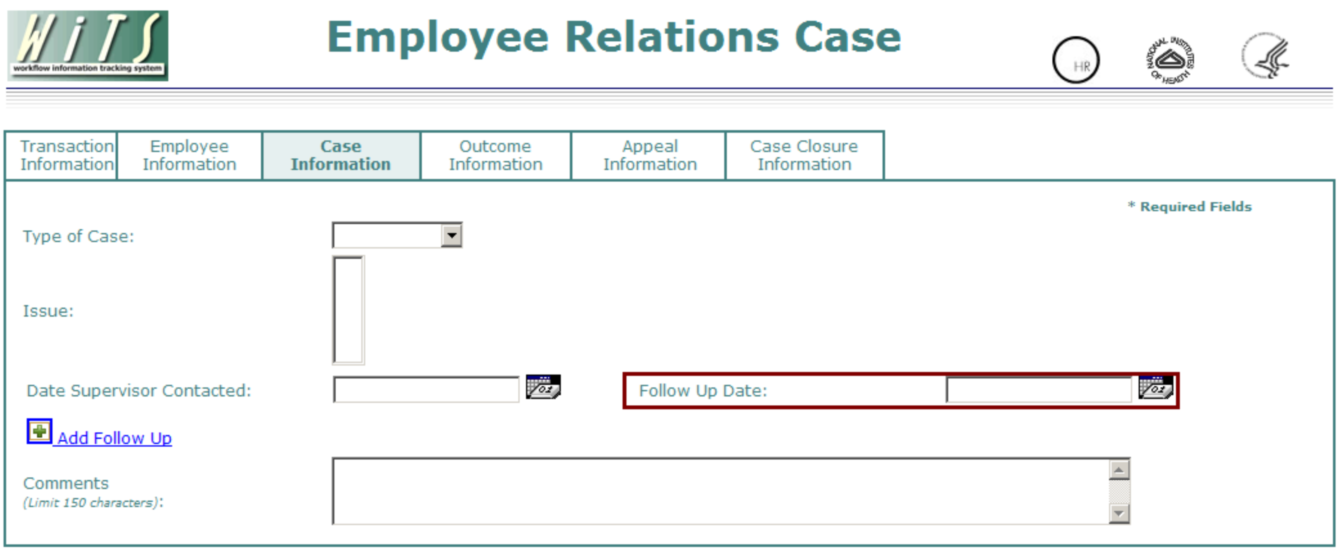
Reminder Emails

A number of reminder emails are included in the ER Case workflow to assist Specialists throughout the life-cycle of a case. These emails are driven by specific dates and/or Final Actions entered on the ER Case form.

Note on Reminder Emails: Emails are addressed to the Specialist. If the Specialist is no longer employed with WRD/ER or is no longer a WiTS users, the email will be sent to the Team Leader. If the Team Leader is no longer employed with WRD/ER or is no longer a WiTS user, the email will be sent to the Branch Chief. Additionally, reminder emails are not sent for cancelled actions.

Follow Up With Supervisor

This email reminds the Specialist to follow up with the Supervisor on the case. It is sent 5 days before the 'Follow Up Date' entered on the ER Case form. *The use of the Follow Up Date fields is optional.*


WiTS workflow information tracking system

Employee Relations Case

Transaction Information | Employee Information | Case Information | Outcome Information | Appeal Information | Case Closure Information

* Required Fields

Type of Case:

Issue:

Date Supervisor Contacted:

Follow Up Date:

Add Follow Up

Comments (Limit 150 characters):

From: WiTS (Do Not Reply)
Sent: Monday, September 10, 2012 3:48 PM
To: D'Andrea, Michael (NIH/OD) [E]
Cc: D'Andrea, Michael (NIH/OD) [E]
Subject: Reminder: Follow Up with Supervisor on 09/15/2012 for (ER Case # 26323)
Importance: High

Reminder: Please be reminded to follow up with the supervisor on (ER Case # 26323) for Michael D Andrea.

Proposed Action: Oral counseling

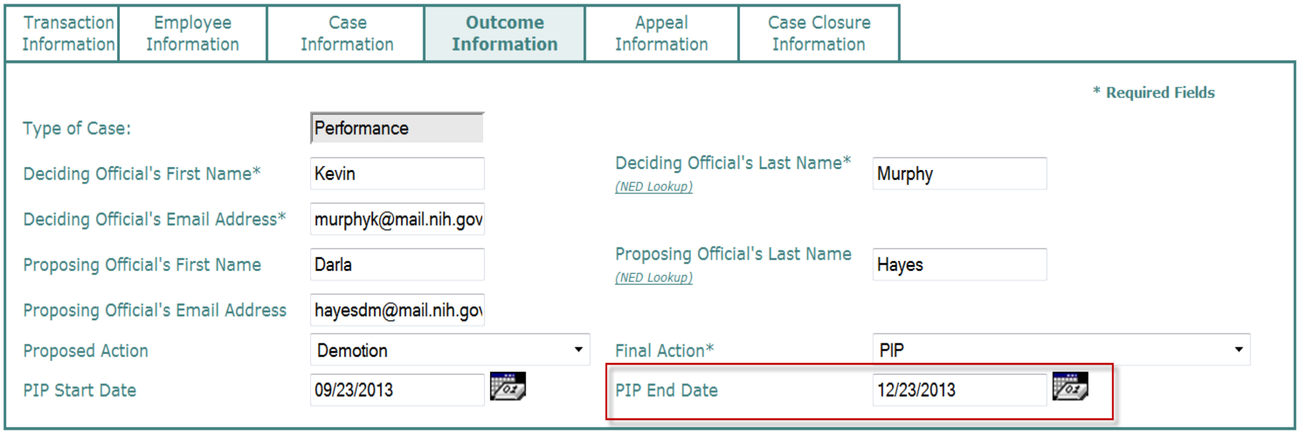
Comments: 10/03/12 - Issued Last Chance Agreement to employee.

Case Comments: 9/10 & 9/22 discussed employee's behavior with supervisor.

This is an automated message. Please do not reply to this email.

PIP Ending (3 notifications)

These emails remind the Specialist to follow up with the Supervisor when an employee's PIP is about to end. The email is sent 14, 10, and 5 days before the 'PIP End Date' entered on the ER Case form.



Transaction Information | Employee Information | Case Information | **Outcome Information** | Appeal Information | Case Closure Information

* Required Fields

Type of Case:	Performance		
Deciding Official's First Name*	Kevin	Deciding Official's Last Name* (NED Lookup)	Murphy
Deciding Official's Email Address*	murphyk@mail.nih.gov		
Proposing Official's First Name	Darla	Proposing Official's Last Name (NED Lookup)	Hayes
Proposing Official's Email Address	hayesdm@mail.nih.gov		
Proposed Action	Demotion	Final Action*	PIP
PIP Start Date	09/23/2013	PIP End Date	12/23/2013

From: WiTS (Do Not Reply)
Sent: Friday, June 29, 2012 11:33 AM
To: ER HR Specialist (NIH/OD) [E]
Cc: ER HR Specialist (NIH/OD) [E]
Subject: Reminder: Performance Improvement Plan (PIP) Ending in 14 days, on 06/30/2012
Importance: High

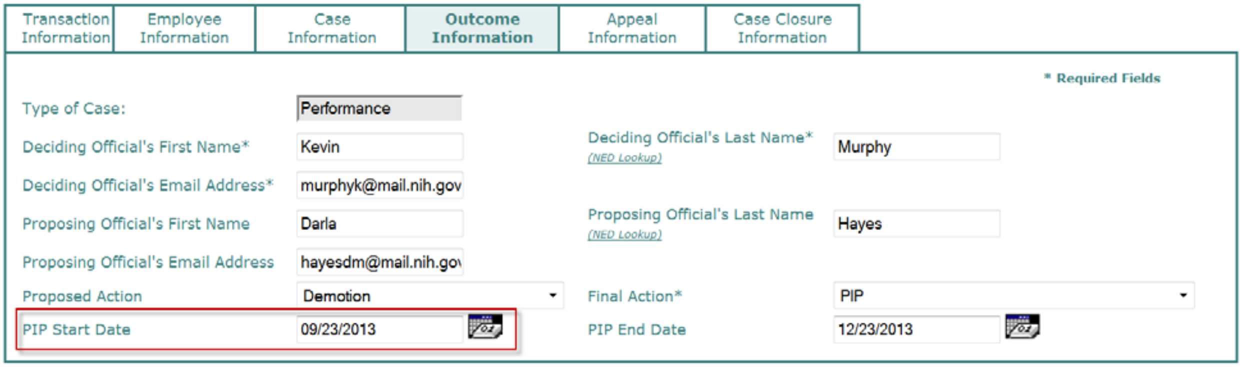
Reminder: The Performance Improvement Plan (PIP) for Emily Jones (ER Case # 25788) will end on 06/30/2012.

Please take any action that may be required.

This is an automated message. Please do not reply to this email.

PIP Follow Up

This email reminds the Specialist to follow up with the Supervisor after an employee's PIP has been completed. The email is sent 330 days after the 'PIP Start Date' entered on the ER Case form.


Transaction Information | Employee Information | Case Information | Outcome Information | Appeal Information | Case Closure Information

* Required Fields

Type of Case:	Performance		
Deciding Official's First Name*	Kevin	Deciding Official's Last Name* (NED Lookup)	Murphy
Deciding Official's Email Address*	murphyk@mail.nih.gov		
Proposing Official's First Name	Darla	Proposing Official's Last Name (NED Lookup)	Hayes
Proposing Official's Email Address	hayesdm@mail.nih.gov		
Proposed Action	Demotion	Final Action*	PIP
PIP Start Date	09/23/2013	PIP End Date	12/23/2013

From: WiTS (Do Not Reply)
Sent: Monday, September 24, 2012 1:41 PM
To: D'Andrea, Michael (NIH/OD) [E]
Cc: D'Andrea, Michael (NIH/OD) [E]
Subject: Reminder: Performance Improvement Plan (PIP) Follow Up--PIP started on 06/11/2012
Importance: High

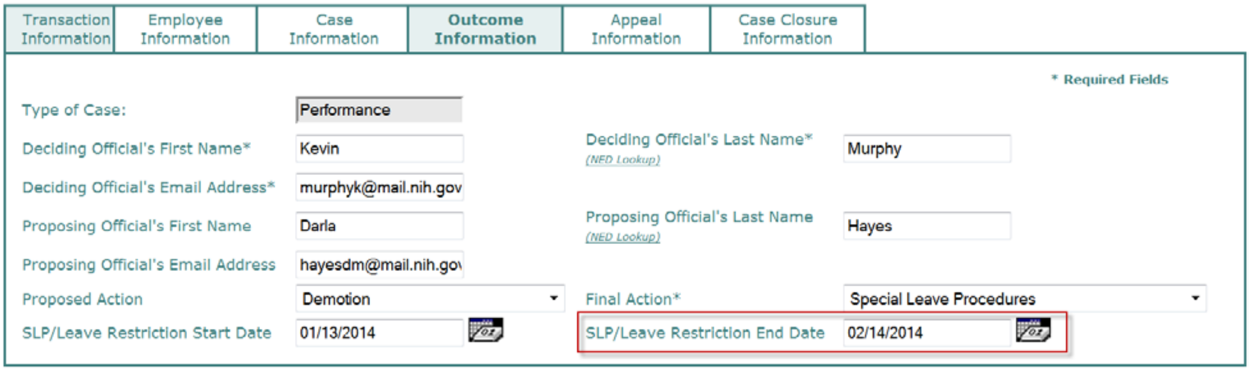
Reminder: The Performance Improvement Plan (PIP) for Johnnie James (ER Case # 25789) started on 06/11/2012.

Please follow up with the Supervisor regarding the current performance of the employee.

This is an automated message. Please do not reply to this email.

SLP/Leave Restrictions Ending

This email reminds the Specialist to follow up with the Supervisor before an employee's Leave Restriction period ends. The email is sent 5 days before the 'SLP Leave Restriction End Date' entered on the ER Case form.



From: WiTS (Do Not Reply)
Sent: Friday, June 29, 2012 11:43 AM
To: ER Specialist (NIH/OD) [E]
Cc: ER Specialist (NIH/OD) [E]
Subject: Reminder: SLP/Leave Restriction Period Ending on 08/13/2012
Importance: High

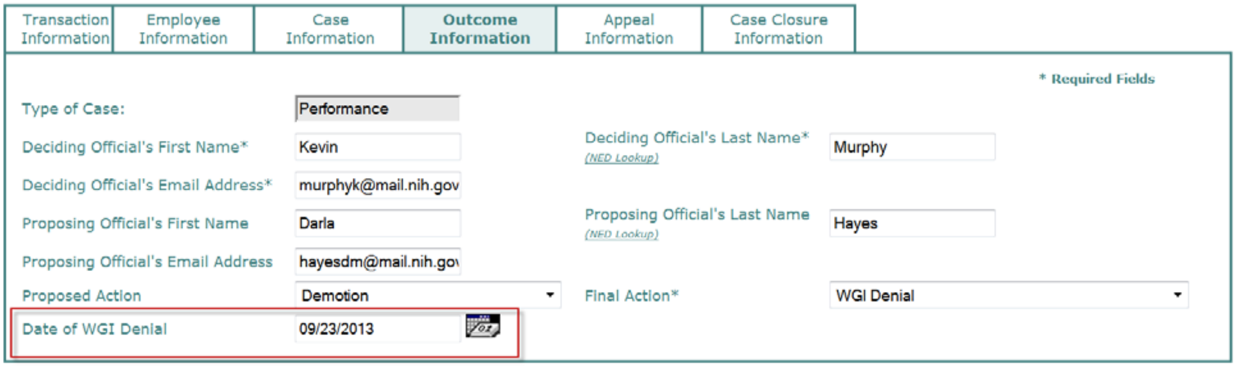
Reminder: The SLP/Leave Restriction Period for Nick Adams (ER Case # 25640) will end on 08/13/2012.

Please take any action that may be required.

This is an automated message. Please do not reply to this email.

WGI Denial Follow Up

This email reminds the Specialist to follow up with the Supervisor after a WGI has been denied. The email is sent 90 and 336 days (or 48 weeks) after the 'Date of WGI Denial' entered on the ER Case form.


Transaction Information | Employee Information | Case Information | Outcome Information | Appeal Information | Case Closure Information

* Required Fields

Type of Case: Performance

Deciding Official's First Name* Kevin

Deciding Official's Last Name* (NED Lookup) Murphy

Deciding Official's Email Address* murphyk@mail.nih.gov

Proposing Official's First Name Darla

Proposing Official's Last Name (NED Lookup) Hayes

Proposing Official's Email Address hayesdm@mail.nih.go\

Proposed Action Demotion

Final Action* WGI Denial

Date of WGI Denial 09/23/2013

From: WiTS (Do Not Reply)
Sent: Monday, September 24, 2012 2:16 PM
To: D'Andrea, Michael (NIH/OD) [E]
Cc: D'Andrea, Michael (NIH/OD) [E]
Subject: Reminder: Follow Up (90 days)--WGI denied on 06/18/2012
Importance: High

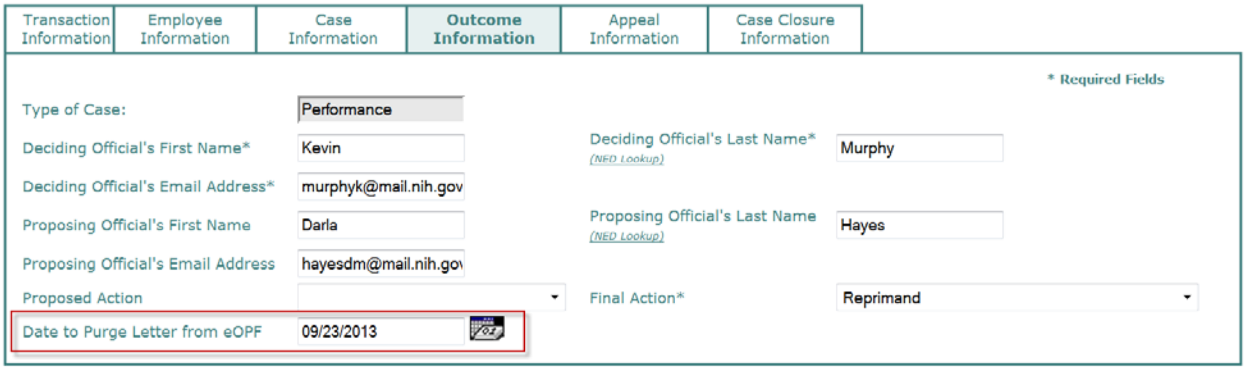
Reminder: A Within Grade Increase was denied for Mike D'Andrea (ER Case # 25722) on 06/18/2012.

Please follow up with the Supervisor regarding the current performance of the employee.

This is an automated message. Please do not reply to this email.

Purge Reprimand

This email reminds the Specialist to ensure that the Letter of Reprimand has been purged from the temporary side of the employee's OPF. The email is sent 14 days before the 'Date to Purge Letter from eOPF' entered on the ER Case form.


Transaction Information | Employee Information | Case Information | **Outcome Information** | Appeal Information | Case Closure Information

* Required Fields

Type of Case:	Performance		
Deciding Official's First Name*	Kevin	Deciding Official's Last Name* (NED Lookup)	Murphy
Deciding Official's Email Address*	murphyk@mail.nih.gov		
Proposing Official's First Name	Darla	Proposing Official's Last Name (NED Lookup)	Hayes
Proposing Official's Email Address	hayesdm@mail.nih.gov		
Proposed Action		Final Action*	Reprimand
Date to Purge Letter from eOPF	09/23/2013		

From: WiTS (Do Not Reply)
Sent: Friday, June 01, 2012 3:11 PM
To: ER Specialist (NIH/OD) [E]
Cc: ER Specialist (NIH/OD) [E]
Subject: Reminder: Document in eOPF needs to be purged on 06/15/12
Importance: High

Reminder: The Reprimand letter (or other related document) for Bill Buckner (ER Case # 25620) needs to be purged from eOPF on 06/15/12 .

This is an automated message. Please do not reply to this email.

Appeal Timelines for ER Cases (3 notifications)

This email reminds the Specialist about the various appeal timelines for an ER Case. This email is sent 15, 25, 40 days after the 'Date Case Closed' on the ER Case form.

This email only applies to ER Cases where the 'Final Action' is either 'Demotion' ,'Removal' , 'Reprimand*', 'Suspension - 14 days or less*' , 'Suspension - More than 14 days' , 'WGI Denial' , or 'Suspension – Indefinite.'

Note: This email serves as a general reminder only. Each appellate body has different rules and procedures, which affect the employee's timeline and eligibility to appeal a Final Action. In many cases, the Date Case Closed does not necessarily start the employee's eligibility timeline. Please review each appellate body's rules and regulations for specific timeframes applicable to your case.

*Merit Systems Protection Board language is not included for these Final Actions.

From: WiTS (Do Not Reply)
Sent: Tuesday, September 04, 2012 3:45 PM
To: D'Andrea, Michael (NIH/OD) [E]
Cc: D'Andrea, Michael (NIH/OD) [E]
Subject: Reminder: Appeal Timelines for ER Case #25856
Importance: High

Reminder: The Removal action for Michael D Andrea (ER Case# 25856) was closed on 09/30/2012.

Appeal Timelines*: Eligible employees have the right to file an appeal, grievance, or complaint for certain Final Actions within the following timelines:

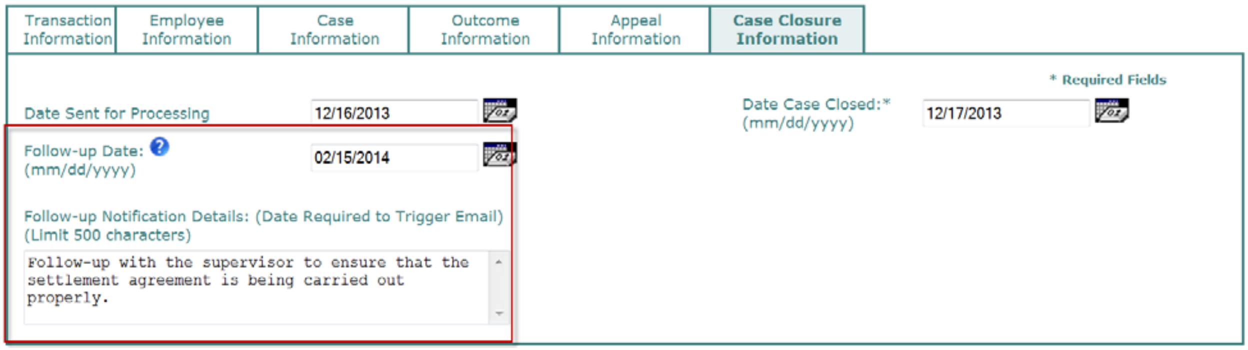
- Within 30 days to appeal to the Merit Systems Protection Board
- Within 30 days to file an Administrative Grievance under HHS Instruction 771-1
- Within 45 days to file an Equal Employment Opportunity Complaint

**Each appellate body has different rules and procedures, which affect the employee's timeline and eligibility to appeal a Final Action. In many cases, the Date Case Closed does not necessarily start the employee's eligibility timeline. Please review each appellate body's rules and regulations for specific timeframes applicable to your case.*

This is an automated message. Please do not reply to this email.

Follow-up Notification

This email serves as a notification to the Specialist to follow-up on a particular case.   The email is sent on date entered in the ‘Follow-up Date’ field. The email notification will include the contents of the ‘Follow-up Notification Details’ field along with other case information. *This function can be used to help ER Specialists remember to follow-up on cases that have closed (e.g., Settlement, MOU, Cease and Desist Letter, etc.).*



From: D'Andrea, Michael (NIH/OD) [E]
Sent: Friday, September 13, 2013 1:53 PM
To: D'Andrea, Michael (NIH/OD) [E]
Subject: Follow-up Reminder for ER Case # 28924
Importance: High

Please be reminded to follow-up on ER Case# 28924

Case Details:

IC: OD - OHR

Case Type: Conduct

Issue: Inappropriate use of information technology, Inappropriate use of government vehicle, Inappropriate use of government time, Inappropriate use of government property

Final Action: MOU/Settlement

Employee: MICHAEL D ANDREA

Date Case Closed: 08/09/13

Comments (Transaction Information Tab): Issues with employee and government property

Follow-up Notification Details: Follow-up with supervisor to determine if employee is following the guidelines on government property in the MOU.

This is an automated message. Please do not reply to this email.

Case to be Archived

This email reminds the Specialist that a closed case is set to be archived. The email is sent 15 days before a case auto-archives. Closed case will auto-archive after 365 days of inactivity. Inactivity is defined as not updating or saving any data on an action.

From: WiTS (Do Not Reply)
Sent: Friday, September 07, 2012 3:04 PM
To: D'Andrea, Michael (NIH/OD) [E]
Cc: D'Andrea, Michael (NIH/OD) [E]
Subject: Reminder: WiTS ER Action(s) About to Auto-Archive
Importance: High

The following WiTS action(s) is set to auto-archive on 09/10/2012, which is in 3 days, unless the form is opened and saved. Once an action is archived, it cannot be modified. Please ensure that the information on the ER Case form is accurate and complete before 09/10/2012.

WiTS ER actions that are routed to the 'ER Closed Actions List' auto-archive after 365 days of inactivity.

If needed, you can archive this action manually by retrieving it from the 'ER Closed Actions List' and selecting 'Archive Case' from the routing menu on the form.

ER Case/Consultation #	26288
ER HR Specialist	Lanetta Holloway
Action Type	ER Case
Date Closed	09/24/2012
Last Date Saved	09/05/2012
Employee Name	Charles Spath
Institute/Center	OD - OHR
Admin Code	HNAM425
Type of Case	Conduct
Final Action	None Taken

This is an automated message. Please do not reply to this email.