



**N**EVADA

**E**MPLOYEE

**A**CTION and

**T**IMEKEEPING

**S**YSTEM

## INCIDENT TRACKING INSTRUCTIONS





## Welcome to NEATS

The Nevada Employee Action and Timekeeping System (NEATS), is comprised of several modules: Timekeeping, Employee Data Capture, Employee Development, and Job Applications (NVAPPS). This manual will describe the functionality of the Incident Reporting and Tracking module.

This handbook was created for users to be able to quickly access basic user information. Complete procedures and tutorials for NEATS are located on the IFS-HR website. [www.ifs.state.nv.us](http://www.ifs.state.nv.us)

State of Nevada - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.ifs.state.nv.us/>

Home About Us ADVANTAGE HR Data Warehouse NEATS Payroll & Records Help Desk

**State of Nevada**  
Department of Personnel  
*Serving the citizens of Nevada with a qualified workforce*

**Integrated Financial System Human Resources (IFS-HR)**

**NEW IFS-HR HELP DESK PHO**

**NEATS** Enter Here

**HRDW** Enter Here

**What's New**

- ADVANTAGE™-HR Training Calendar
- IFS-HR Newsletter
- IFS-HR Procedures
- NEATS Handbook
- \*\*\*\*\*
- FORMS**
- IFS-HR Confidentiality Agreement (NEATS)
- Online Recruitment System Agreement**
- Interactive Forms
- Production Support Request (online)
- \*\*\*\*\*
- Newsletter Archives

The Personnel/Payroll System consists of three distinct system functional areas: (1) the ADVANTAGE™-HR (ADV-HR); (2) the HR Data Warehouse (HRDW); and (3) the Nevada Employee Action and Timekeeping System (NEATS). A summary description of each of these functional areas is as follows:

**ADV-HR.** This system was developed to support all state employee payroll and personnel transactions and replaces the antiquated Legacy payroll system. Implementation occurred in 1999, and shortly thereafter rollout began with state agency on-line personnel

from the online payroll system are in progress. This could occur between 2am-7:30am. Weekends, when a Central Payroll run occurs, those loads may happen either Saturday or Sunday during the day.

ADVANTAGE™-HR is available daily from 5am to 7pm.

NEATS is usually available daily, with

Internet

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## **Important NEATS Contact Information**

Visit the IFS-HR website for tutorials, procedures, newsletters, tips, and other helpful information: [www.ifs.state.nv.us](http://www.ifs.state.nv.us)

**Site Help**, powered by ROBO Help™, is also available in the upper right hand corner of the NEATS website. Site help provides 'how to' information for such things as timesheets, training, training administrator tasks, and supervisor tasks. If you need more information on a particular subject there is a direct link to the procedure or tutorial for that subject.

You can also contact the IFS-HR Help Desk via email:  
IFS\_HR\_HELPDESK@ifs.state.nv.us

**IFS-HR Help Desk  
(775) 687-9099  
866-NVNEATS**

**Help Desk hours  
Monday through Friday  
8:00am to 5:00pm  
(excluding state holidays)**

## **Mission Statement**

Our mission is to develop and maintain Human Resources Information Systems (HRIS) to assist in the retention of a qualified State workforce that serves the citizens of Nevada.

## **New and Transferring Employees**

If you are a **new employee** or are **transferring** to another agency there will be a period of time you will **not** be able to access NEATS. This allows your new agency and Central Records to complete your new hire/transfer paperwork.

**Processing time can be up to 2 weeks.** For more information please contact your supervisor, your agency personnel representative, or your agency payroll clerk. Please do *not* contact Central Records.

## **Password and Security Facts & Questions**

**Q. How long does the password need to be?**

A. The password must be eight to sixteen characters.

**Q. Is my password or the answer to the security question case sensitive?**

A. Yes, they are both case sensitive.

**Q. Does the answer to my security question and my password have to be the same?**

A. No. In fact, they should NOT be the same.

**Q. How often will my password expire?**

A. Your password will expire every 90 days.

**Q. Are there special criteria for the password?**

A. Yes. The password must contain at least one upper case letter, one lower case letter, one numeric character (0-9), and one metacharacter (!@#\$%^&\*()\_+?><).

## NEATS Home Page

### User Information

If you are a state employee, the User Information box contains personal information currently on file with Department of Personnel, Central Records section. Under 'Personal Tasks', you will find the following options:

### Change Password

Click on the 'Change Password' link. You will be linked to 'Change Password Form'. Type in your CURRENT password where it says "Old Password", and type in your NEW password where it says 'New Password'. Type the NEW password again where it says 'Confirm New Password'. Click 'OK'. Your new password has been created.

### Update My Email Address

Click on the 'Update My Email Address' link. You will be linked to a screen that has a box on it titled 'Change Email Address'. Type in your COMPLETE email address (i.e., jdoe@state.nv.us). Click 'OK'. (Your email address has been entered.) If the email address is incomplete or incorrect, you will not receive email regarding training activities.

### Update Password Hint

Click on the 'Update My Password Hint' link. You will be linked to 'Update Password Hint'. At the option 'Choose a Question', use the down arrow on drop-down menu and choose a question. Highlight the question and go to the 'Answer' option. Type your answer in the box. Click 'OK'. Your password hint and answer have been entered.

**TIP:** Be sure to choose an answer that you will remember.

**NOTE:** Your answer is case sensitive!

### View/Change My Personal Information

Click on the 'View/Change My Personal Information' link. You will be linked to 'Employee Data'. Any changes made must be kept in the same format (i.e., capital letters, abbreviations (LN, PO BOX, etc., and NO punctuation). Click on 'Update' to submit your changes.

**TIP:** Be sure to make changes with PEBP and any other deductions you may have (for example, Colonial or Hartford, etc).

## Incident Tracking Overview

The 2005 Legislature funded a project to make the State grievance and complaint processes paperless. During 2007 a focus group selected from eight departments has worked with the Department of Personnel development team to design and develop an application that will work statewide.

The new Incident Tracking Module was deployed on January 1, 2008. All employees will have access to the grievance and complaint functions through the NEATS home page on any computer connected to the State intranet or through the internet.

The **Incident Tracking Module** of NEATS has been developed to provide a central, standardized online tracking mechanism for grievances, appeals, and harassment/discrimination claims. It has been developed within NEATS to provide employees a familiar environment that is accessible and secure to all employees to conduct business.

Employees will be able to submit a grievance or complaint on-line and track the progress of the incident on-line. A grievant, supervisors, managers, and agency personnel representatives will be able to respond to and track the incidents they are involved with. Agency level statistics are also available for tracking and reporting.

The Incident Tracking Module replaces the paper documents shown in Appendix A and the related processes for submitting and responding to incidents. However, the process itself has remained the same. This module has been designed to incorporate technology while maintaining the processes outlined in NAC 284 (See Appendix B).

Agencies will need to develop procedures for unique situations that may exist in order to assist employees with the use of the system. These instructions describe how the system works. They are not intended to be used as policy or procedure. If an employee has a question regarding the submission of an incident or about a response to the incident, they should contact their agency personnel representative. If an employee has a problem using the system, they should contact the Help Desk (see page 4).

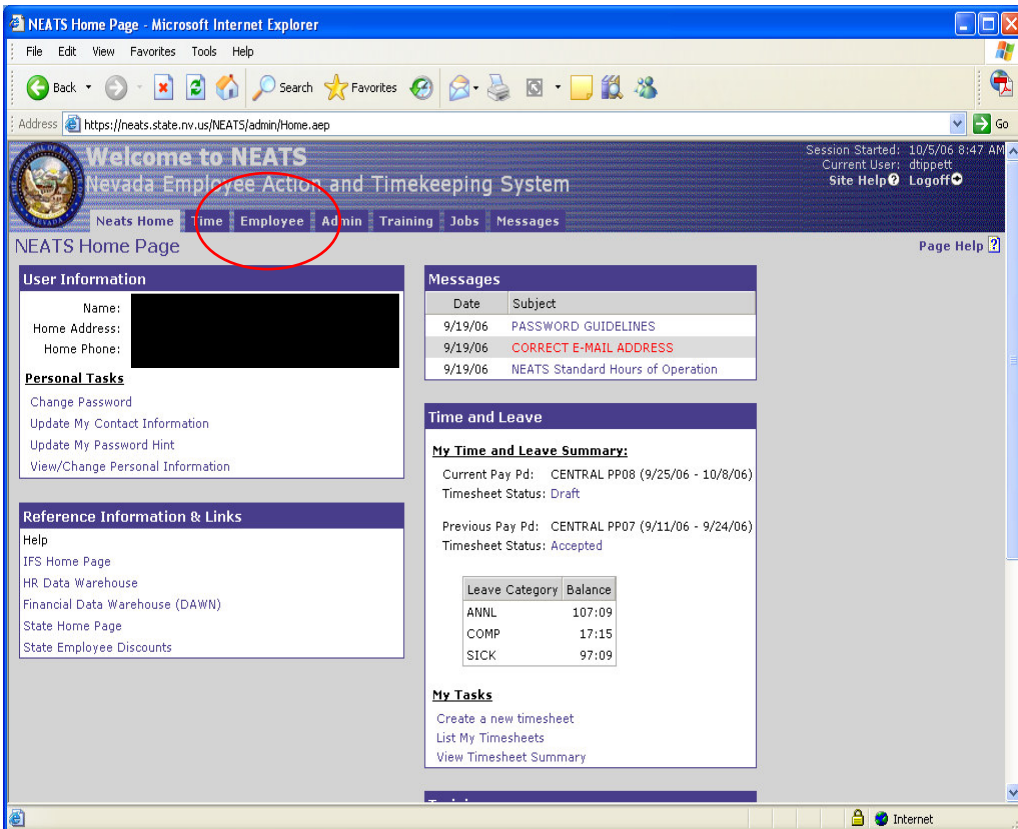
These instructions can be used by all types of users and have specific instructions for all except the Appeals Clerk and EMC Coordinator. The included users are the employee (grievant)




## Submitting a Grievance

These instructions are intended for all types of users. They will explain the grievance process for the employee, the grievance recipient, other responder (supervisor or agency management), and the agency personnel representative. These will be explained to coincide with the “Step” buttons.

To begin the process of submitting a grievance, an employee will find the “File a Grievance” button on the “Employee” tab of the NEATS Home Page which is circled in red on the picture.



Once on the employee page, look at the left edge for the symbol . Clicking on this symbol will reveal the Employee Data Task Bar and a menu list “Personal Tasks” as shown in the diagram. By clicking on the “File a Grievance” button, you will navigate to the “Grievance Details” page.

The “Grievance Details” page is where you enter the basic information related to the grievance. The name, agency, organization, location code, position title, phone numbers, and email address of the employee will be automatically filled on this page. This step is required before you can submit the grievance. The “Step 1” button will be inactive until the details are saved.

The required fields on this page are the Event Date, Location, Event Description (this field is limited to 10,000 characters. If the description is larger, the employee should attach an electronic document with the full description.), and Proposed resolution (this field is also limited to 10,000 characters. Anything larger should be included as an electronic attachment).

In addition to the required fields, the employee can also provide the event time, the date the employee became aware of the event (this is provided in case the event date and the date of awareness are different which is important because an employee must submit a grievance within 20 days from the date the event happened or became aware of the event), and any NRS or NAC that may be related to the grievance.

An employee can also attach additional electronic documents that support or defend the grievance. If there are documents that cannot be provided electronically, the employee should check the box “Additional Materials will be submitted in person” and a description of the documents should be provided in the space provided.

Once the “Details” page is completed, click on the “Save” button at the bottom of the page. If you do not want to save this page or you want to start over without saving the information you’ve typed, click on the “Cancel” button and you will be returned to the NEATS Home Page.

**Grievance** Page Help ?

**i** Incident data was saved. NOTE -- Although your data is saved, it has not yet been submitted. This grievance is not submitted until you choose a recipient on the appropriate tab and click Submit.

Grievance No.: 104 Status: Draft  
 Grievant: BUCKNER, TRICIA

**Details** | Step 1 | Step 2 | Step 3 | Step 4

**Grievant Information**

Name: BUCKNER, TRICIA  
 Agency: 070 Work Phone \*: 7756879090  
 Organization: 1363 Home Phone \*: 7750000000  
 Location: CC0215 Email Address \*: tbuckner@ifs.state.nv.gov  
 Title: MANAGEMENT ANALYST 3

**Grievance Details**

Event Date \*: 01/02/2008 Location \*: Carson City  
 Event Time: 10:00 AM Date Aware of Event (if different):  
 Detailed Description \*: Boss wasn't nice to me  
 NRS or NAC Sections:  
 Proposed Resolution \*: Make sure he's nice

**Attachments**

None  
 Select File:    
  
☐ Additional Materials Will be Submitted in Person (describe below)

Now you are ready for "STEP 1." After you save the Details you will be able to click on the "STEP 1" button.

Step 1 is the submission of the grievance to your supervisor. You must either submit the grievance to your immediate supervisor according to NAC 284.678 (See Appendix B) or have permission from your agency personnel representative or the Department of Personnel to bypass the first step to submit the grievance to another agency manager. Typically you would bypass this step if your immediate supervisor is the person you have a grievance against. Your agency personnel representative or another selected representative for your agency will be notified upon submission of a grievance in order to assure it is submitted to the proper supervisor or manager.

Select the supervisor by clicking on the “Find Supervisor” button shown in the red circle on the page shown below.

Grievant: BUCKNER, TRICIA

Details **Step 1** Step 2 Step 3 Step 4

Submit To: **Find Supervisor...**

Name: ROGERS, ALAN      Submission Due Date: 01/31/2008      Submit Date:

Agency: 070      Response Due Date:      Response Date:

Org: 1363      Action Due Date:      Action Date:

Location: CC0215

- OR -

☐ Bypass this step

**Event Log**

Date/Time	User ID	Type	Description
-----------	---------	------	-------------

Submit Delete Save Cancel

A screen will be displayed to receive a candidate list for selecting your supervisor. You will get the candidate list by typing the last name of your supervisor. You must type at least three characters to receive an alphabetized list of candidates. The more letters you type the more narrow your search will be and the list will appear more quickly. Select the correct candidate by clicking on “Select” to the right of the name.

When you have made the selection you are ready to submit the grievance and the grievant part of Step 1 is now complete.

E-Mail notifications of this grievance will be sent to your supervisor and the agency representative(s) that monitor grievances (See Notifications section of these instructions).

The person your grievance has been submitted to will also see the grievance on their NEATS home page under the Personnel menu on the left side of the screen. When they click on the grievance, they will be able to see the grievance information entered on the Details page and they will have a response box that is mandatory in order to submit a response. The page will also give them the opportunity to extend the response time past the 10 days required if there are circumstances that warrant such an extension.

**Welcome to NEATS**  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
[Site Help](#) [Logoff](#)

[Neats Home](#) [Time](#) [Employee](#) [Admin](#) [Training](#) [Jobs](#) [Messages](#)

**Search for User** [Page Help](#)

**Search for a User**

Name:

*Search for a user by Name. Your search string must be at least 3 characters long and consist of only valid alphanumeric characters. Use the following format: lastname, firstname.*

☐ Include terminated/inactive employees and external users

**Welcome to NEATS**  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
[Site Help](#) [Logoff](#)

[Neats Home](#) [Time](#) [Employee](#) [Admin](#) [Training](#) [Jobs](#) [Messages](#)

**Search for User** [Page Help](#)

**Search for a User**

Name:

*Search for a user by Name. Your search string must be at least 3 characters long and consist of only valid alphanumeric characters. Use the following format: lastname, firstname.*

☐ Include terminated/inactive employees and external users

User ID	Name	Agency	Org	Loc	Empl Stat	Action
arogers	ROGERS, ALAN	070	1363	CC02	5 N	Select...

The next screen shot shows the Home page after you have submitted your grievance. Your NEATS Home Page will display the grievance and the status of the grievance under the "Personnel" menu list at the left side.

The supervisor you submitted the grievance to will also see the grievance. When a grievance has been resolved, the grievance will no longer appear on the list.

Welcome to NEATS  
Nevada Employee Action and Timekeeping System - Test

Session Started: 12/28/07 12:41 PM  
Current User: arogers  
Site Help Logoff

Neats Home Time Employee Admin Training Recruiting Jobs Messages

### Home Page

#### User Information

Name: ROGERS, ALAN  
Home Address: 99 INCIDENT DR CARSON CITY, NV 89701  
Home Phone: 7750000000

#### Personal Tasks

- Change Password
- Update My Contact Information
- Update My Password Hint
- Print Direct Deposit Advice disabled (Click here to enable)
- View My Payroll Information
- View My AP Advices Information
- View/Change Personal Information

#### Messages

Date	Subject
5/15/07	PASSWORD GUIDELINES
5/15/07	NEATS / NVAPPS Standard Hours of Operation
5/15/07	VERIFY E-MAIL ADDRESS IS CORRECT

#### Time and Leave

**My Time and Leave Summary:**

Current Pay Pd: CENTRAL PP14 (12/17/07 - 12/30/07)  
Timesheet Status: Missing

Previous Pay Pd: CENTRAL PP13 (12/3/07 - 12/16/07)  
Timesheet Status: Missing

Leave Category	Balance
ANNL	
ANTP	
COMP	
SICK	
SPSCK	

#### My Tasks

- Create a new timesheet
- List My Timesheets
- View Timesheet Summary

#### Supervisor Tasks:

For CPP08: 88 Total Active Employees  
85 Timesheets Missing/Incomplete/Reject  
0 Timesheets Pending Approval

#### Personnel

**Incident Reports:**

Grievance # 103 -- Status: Step 1 Pending

#### Reference Information & Links

- Help
- IFS Home Page
- HR Data Warehouse
- Financial Data Warehouse (DAWN)
- State Home Page
- State Employee Discounts

Incident tracking will also show all activity related to an incident in the incident log located at the bottom of each screen. The next screen shot is an example of the incident log. Logs are created when a page is submitted or a specific event is submitted on the Details page or one of the Step pages.

Welcome to NEATS  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
Site Help Logoff

Neats Home Time Employee Admin Training Jobs Messages

### Grievance

Incident data was submitted.

Grievance No.: 104 Status: Step 1 Pending  
Grievant: BUCKNER, TRICIA

Details Step 1 Step 2 Step 3 Step 4

Submitted To: ROGERS, ALAN Submission Due Date: 01/31/2008 Submit Date: 01/02/2008  
Response Due Date: 01/16/2008 Response Date:  
Action Due Date: Action Date:

#### Event Log

Date/Time	User ID	Type	Description
01/02/2008 11:43 AM	tbuckner	Grievance Submitted	Submitted at Step 1



The following screens are examples of the screens that you will see through each step of the process starting with the grievant portion of Step 1 through escalation to EMC.

**Welcome to NEATS**  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
Site Help Logoff

Neats Home Time Employee Admin Training Jobs Messages

### Grievance

Page Help

Incident data was saved. NOTE -- Although your data is saved, it has not yet been submitted. This grievance is not submitted until you choose a recipient on the appropriate tab and click Submit.

Grievance No.: 104 Status: Draft  
Grievant: BUCKNER, TRICIA

Details Step 1 Step 2 Step 3 Step 4

☒ Submit To:  
Find Supervisor... Submission Due Date: 01/31/2008 Submit Date:  
Response Due Date: Response Date:  
Action Due Date: Action Date:

- OR -  
☐ Bypass this step

#### Event Log

Date/Time	User ID	Type	Description
-----------	---------	------	-------------

**Welcome to NEATS**  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
Site Help Logoff

Neats Home Time Employee Admin Training Jobs Messages

### Search for User


Page Help

**Search for a User**

Name:

*Search for a user by Name. Your search string must be at least 3 characters long and consist of only valid alphanumeric characters. Use the following format: lastname, firstname.*

☐ Include terminated/inactive employees and external users



# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
 Current User: tbuckner  
[Site Help](#) [Logoff](#)

[Neats Home](#)
[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Jobs](#)
[Messages](#)

»

Search for User

Page Help ?

Search for a User

Name:

*Search for a user by Name. Your search string must be at least 3 characters long and consist of only valid alphanumeric characters. Use the following format: lastname, firstname.*

☐ Include terminated/inactive employees and external users

User ID	Name	Agency	Org	Loc	Empl Stat	Action
arogers	ROGERS, ALAN	070	1363	CC0215	N	Select...

Grievant: BUCKNER, TRICIA

[Details](#)
[Step 1](#)
[Step 2](#)
[Step 3](#)
[Step 4](#)

☒ Submit To:
 

[Find Supervisor...](#)

Name: ROGERS, ALAN  
 Agency: 070  
 Org: 1363  
 Location: CC0215

Submission Due Date: 01/31/2008  
 Response Due Date:  
 Action Due Date:

Submit Date:  
 Response Date:  
 Action Date:

- OR -
   
☐ Bypass this step

Event Log


Date/Time	User ID	Type	Description
-----------	---------	------	-------------



Grievant: BUCKNER, TRICIA

Details **Step 1** Step 2 Step 3 Step 4

☒ Submit To:

 Find Supervisor...

Name: ROGERS, ALAN      Submission Due Date: 01/31/2008      Submit Date:

Agency: 070      Response Due Date:      Response Date:

Org: 1363      Action Due Date:      Action Date:

Location: CC0215


- OR -

☐ Bypass this step

**Event Log**

Date/Time	User ID	Type	Description
-----------	---------	------	-------------


Submit Delete Save Cancel

 **Welcome to NEATS**  
Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:33 AM  
Current User: tbuckner  
Site Help Logoff

Neats Home Time **Employee** Admin Training Jobs Messages

**Grievance** Page Help ?

 Incident data was submitted.

Grievance No.: 104      Status: Step 1 Pending

Grievant: BUCKNER, TRICIA

Details **Step 1** Step 2 Step 3 Step 4

Submitted To: ROGERS, ALAN      Submission Due Date: 01/31/2008      Submit Date: 01/02/2008


Response Due Date: 01/16/2008      Response Date:

Action Due Date:      Action Date:

**Event Log**

Date/Time	User ID	Type	Description
01/02/2008 11:43 AM	tbuckner	Grievance Submitted	Submitted at Step 1





# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:50 AM  
 Current User: tbuckner  
[Site Help](#) [Logoff](#)

[Neats Home](#)
[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)


i Grievant response was submitted.

Grievance No.: 104  
 Grievant: BUCKNER, TRICIA

Status: Step 1 Escalated

[Details](#)
[Step 1](#)
[Step 2](#)
[Step 3](#)
[Step 4](#)

Submit To:
 


 Find Division Head...

Submission Due Date: 01/16/2008  
 Response Due Date:  
 Action Due Date:

Submit Date:  
 Response Date:  
 Action Date:

#### Event Log

Date/Time	User ID	Type	Description
-----------	---------	------	-------------



# Nevada Employee Action and Timekeeping System - Test

[Site Help](#) [Logoff](#)

[Neats Home](#)
[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)

i Incident data was submitted.

Grievance No.: 104  
 Grievant: BUCKNER, TRICIA

Status: Step 2 Pending

[Details](#)
[Step 1](#)
[Step 2](#)
[Step 3](#)
[Step 4](#)

Submitted To: DEBUSK, ANNETTE


Submission Due Date: 01/16/2008  
 Response Due Date: 01/16/2008  
 Action Due Date:

Submit Date: 01/02/2008  
 Response Date:  
 Action Date:

#### Event Log

Date/Time	User ID	Type	Description
01/02/2008 11:53 AM	tbuckner	Grievance Submitted	Submitted at Step 2

[Withdraw](#)
[Cancel](#)



# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:53 AM

Current User: adebusk

Site Help Logoff

[Neats Home](#)
[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Recruiting](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)

Grievance No.: 104

Grievant: BUCKNER, TRICIA

Status: Step 2 Pending

[Details](#)
[Step 1](#)
[Step 2](#)
[Step 3](#)
[Step 4](#)

Submitted To: DEBUSK, ANNETTE Reassign...

Submission Due Date: 01/16/2008

Submit Date: 01/02/2008

Response Due Date: 01/16/2008 [Extend Due Date...](#)

Action Due Date:

Response Date:

Action Date:

#### Response to Grievance

Response \*:

Can't we all get along?


NRS or NAC Sections:

Response None

Attachments:

Select File:  [Browse...](#)

[Add](#)



# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:55 AM

Current User: tbuckner

Site Help Logoff

[Neats Home](#)
[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)

**Grievant response was submitted.**


Grievance No.: 104

Grievant: BUCKNER, TRICIA

Status: Step 2 Escalated

[Details](#)
[Step 1](#)
[Step 2](#)
[Step 3](#)
[Step 4](#)

Submit To:

 [Select Recipient...](#)

Submission Due Date: 01/16/2008

Submit Date:

Response Due Date:


Response Date:

Action Due Date:

Action Date:

#### Event Log

Date/Time	User ID	Type	Description
-----------	---------	------	-------------



# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:55 AM

Current User: tbuckner

Site Help Logoff

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[Time](#)
[Employee](#)
[Admin](#)
[Training](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)

**i** Incident data was submitted.

Grievance No.: 104      Status: Step 3 Pending

Grievant: BUCKNER, TRICIA

Details   Step 1   Step 2   **Step 3**   Step 4


Submitted To: FOSTER, KIM      Submission Due Date: 01/16/2008      Submit Date: 01/02/2008

Response Due Date: 01/16/2008      Response Date:

Action Due Date:      Action Date:

**Event Log**

Date/Time	User ID	Type	Description
01/02/2008 11:58 AM	tbuckner	Grievance Submitted	Submitted at Step 3



# Welcome to NEATS

## Nevada Employee Action and Timekeeping System - Test

Session Started: 1/2/08 11:59 AM

Current User: kfoster

Site Help Logoff

[Neats Home](#)
[Time](#)
[Employee](#)
[Training](#)
[Recruiting](#)
[Jobs](#)
[Messages](#)

### Grievance

[Page Help](#)

**i** Grievance response was submitted.

Grievance No.: 104      Status: Step 3 Responded

Grievant: BUCKNER, TRICIA

Details   Step 1   Step 2   **Step 3**   Step 4

Submitted To: FOSTER, KIM      Submission Due Date: 01/16/2008      Submit Date: 01/02/2008

Response Due Date: 01/16/2008      Response Date: 01/02/2008

Action Due Date: 01/16/2008      Action Date:

**Response to Grievance**

Response: I reviewed the complaint and feel you should work this out with mediation.

NRS or NAC Sections:

Response Attachments: None

Grievance No.: 104 Status: Step 3 Escalated  
 Grievant: BUCKNER, TRICIA

Details Step 1 Step 2 **Step 3** Step 4

Submitted To: FOSTER, KIM Submission Due Date: 01/16/2008 Submit Date: 01/02/2008  
 Response Due Date: 01/16/2008 Response Date: 01/02/2008  
 Action Due Date: 01/16/2008 Action Date: 01/02/2008

**Response to Grievance**

Response: I reviewed the complaint and feel you should work this out with mediation.

NRS or NAC Sections:

Response None  
 Attachments:

**Grievant Response Action**

Grievant Action: Escalate to Next Step

Grievant Comments: No mediation will help

## Description of Fields for Submitting a Grievance

Following is a complete description of the fields for saving a grievance.

- All date fields must be valid dates (mm/dd/yyyy)
- Fields have a maximum length (number of characters entered) as defined in the following table:

Field	Maximum Length
Home Phone	25
Work Phone	25
Email	50
Event Time	20
Event Location	255
Detailed Description	10,000
NRS or NAC Sections	4,000
Proposed Resolution	4,000
Additional Material Description	4000
Response Comments (Steps 1 -3)	10,000
Grievant Comments (Steps 1 -3)	4000
Decision Comments (Step 4)	4000

- All the validations that apply to “Saving a grievance” also apply to submit. In addition, the validations that follow also apply.

- The following fields are required
  - Grievant Home Phone
  - Grievant Work Phone
  - Grievant Email
  - Event Date
  - Event Location
  - Detailed Description
  - Proposed Resolution
  - Additional Material Description (required only if checkbox indicating additional materials will be submitted is checked on)
  - Recipient (i.e., user must select a recipient before submitting)

### **Submitting a grievance response**

- Response text is required

### **Extending/Setting Grievance Dates**

- Date is required and must be a valid (mm/dd/yyyy)
- Fields have a maximum length (number of characters entered) as defined in the following table:

<b>Field</b>	<b>Maximum Length</b>
Detailed Description	4000
Email Addresses	255
Email Body	4000
Email Subject	1000

### **Reassigning a Grievance**

- New User is required (user must choose another user to whom the grievance will be reassigned).

### **Entering a Manual Event Log Entry for a Grievance**

- Event Date is required and must be a valid date (mm/dd/yyyy)
- Description is required
- Fields have a maximum length (number of characters entered) as defined in the following table:

<b>Field</b>	<b>Maximum Length</b>
Detailed Description	4000
Email Addresses	255
Email Body	4000
Email Subject	1000

## Responding to a Grievance

Once you have received notification of a grievance, you will need to go to the NEATS Home Page and find the listed grievance on the Left menu list. When you click on the appropriate item, you will go to the “Grievance Response” page. Here you will enter the response to the grievance and submit it by clicking the “Submit” button at the bottom of the page. You may also save the response and finish it at a later time. After you submit the response, the employee who filed the grievance and the agency personnel representative will be able to see that you have responded and can view what the response is.

The screenshot displays the 'Grievance' page in the NEATS system. At the top, a yellow banner indicates 'Grievance response was submitted.' Below this, the 'Grievance No.' is 104 and the 'Grievant' is BUCKNER, TRICIA. The status is 'Step 1 Responded'. The page has tabs for 'Details', 'Step 1', 'Step 2', 'Step 3', and 'Step 4', with 'Step 1' currently selected. The 'Submitted To' is ROGERS, ALAN. Key dates are listed: Submission Due Date (01/31/2008), Submit Date (01/02/2008), Response Due Date (01/16/2008), Response Date (01/02/2008), Action Due Date (01/16/2008), and Action Date. The 'Response to Grievance' section shows a text box with the response 'I will be nicer'. Below this is a section for 'NRS or NAC Sections' with an empty text box. The 'Response Attachments' section shows 'None'. At the bottom, an 'Event Log' table records the submission.

Date/Time	User ID	Type	Description
01/02/2008 11:49 AM	arogers	Grievance Response Subn	Step 1 Response Submitted
01/02/2008 11:43 AM	tbuckner	Grievance Submitted	Submitted at Step 1

The grievant will then be able to respond by accepting the response by selecting “Resolve,” withdrawing the grievance by selecting “Withdraw,” or the grievant may select “Disagree-No Further Action,” or “Escalate to Next Step.”

If the grievant selects resolve, withdraw, or disagree with no further action the grievance is completed and there will be no further processing or steps to take. If the grievant selects the escalate option, the steps described for submitting a grievance are repeated for selecting a respondent.

The respondents selected for Step 1, 2, and 3 repeat the instructions for responding to a grievance until the grievant either resolves the grievance or escalates the grievance to Step 4.



If escalation of the grievance continues to Step 4, the grievance is then submitted to the Employee Management Committee (EMC). Step 4 is automatically sent to the representative at the Department of Personnel for the EMC. The screens for Step 4 are completed by the EMC representative and the grievant and agency are notified when a hearing is scheduled.

The screenshot displays the NEATS web application interface. At the top, a blue header bar contains the Nevada State Seal, the text "Welcome to NEATS", and the title "Nevada Employee Action and Timekeeping System - Test". On the right side of the header, session information is shown: "Session Started: 1/2/08 12:08 PM", "Current User: tbuckner", and links for "Site Help" and "Logoff". Below the header is a navigation menu with tabs: "Neats Home", "Time", "Employee", "Admin", "Training", "Jobs", and "Messages". The "Employee" tab is selected.

The main content area is titled "Grievance" and features a yellow information banner at the top stating "Grievant response was submitted." Below this, the following details are listed:

- Grievance No.: 104
- Grievant: BUCKNER, TRICIA

A series of tabs below the details indicates the progress of the grievance process: "Details", "Step 1", "Step 2", "Step 3", and "Step 4". "Step 4" is currently selected and highlighted.

Below the tabs, the following submission information is displayed:

- Submit To: EMC for Hearing
- Submission Due Date: 01/16/2008    Submit Date: 01/02/2008
- Decision or Hearing
- Schedule Due Date: 03/05/2008

At the bottom of the screen is an "Event Log" section with a table structure. The table has four columns: "Date/Time", "User ID", "Type", and "Description". The table is currently empty.

## Reassigning A Grievance

Here are the steps to reassign a new recipient:

1. From the Step 1 tab, click the 'Reassign...' link, located after the 'Submitted To' person's name. **NOTE:** The grievance must be in 'Pending' status and only the recipient (not the grievant) can reassign the grievance.

The screenshot shows the 'Grievance' page for Grievance No. 118, Grievant: DUFRISE, MICHELLE. The status is 'Step 1 Pending'. The 'Submitted To' field shows 'DOBEL, ALYS' with a 'Reassign...' link next to it. The 'Response to Grievance' section has a text area for the response and a section for NRS or NAC Sections.

**Grievance**

Grievance No.: 118  
Grievant: DUFRISE, MICHELLE

Status: Step 1 Pending

Details Step 1 Step 2 Step 3 Step 4

Submitted To: DOBEL, ALYS [Reassign...](#) Submission Due Date: 02/22/2008 Submit Date: 01/24/2008  
Response Due Date: 02/07/2008 [Extend Due Date...](#) Response Date:  
Action Due Date: Action Date:

**Response to Grievance**

Response \*:

NRS or NAC Sections:

2. From the Grievance Reassignment page, click on the 'Reassign To' link.

The screenshot shows the 'Grievance Reassignment' page for Grievance No. 118, Status: Step 1 Pending. The 'Submitted To' field shows 'DOBEL, ALYS' with a 'Reassign To: Pick Recipient...' link next to it. The 'Event Log Details' section has a text area for comments and a field for notification email address(es).

**Grievance Reassignment**

Grievance No.: 118 Status: Step 1 Pending

Submitted To:  
Name: DOBEL, ALYS  
Agency: 440  
Org: 3710  
Location: CC0475

Reassign To: [Pick Recipient...](#)

**Event Log Details**

Log Entry Type: Recipient Reassignment

Comments:

Notification email address(es): DUFRISE@IFS.STATE.NV.US;adobel@doc.nv.gov;;sblotter@dop.nv.gov;

Attachments: None

Select File to Attach:  [Browse...](#)

[Add](#)

[Save](#) [Cancel](#)

3. Select the person the grievance is being reassigned to.

### Search for User

#### Search for a User

Name:

*Search for a user by Name. Your search string must be at least 3 characters long and consist of only valid alphanumeric characters. Use the following format: lastname, firstname.*

☐ Include terminated/inactive employees and external users

User ID	Name	Agency	Org	Loc	Empl Stat	Action
tsandova	SANDOVAL, TASHEENA	440	3710	EL0070	K	Select...

4. The name of the person it's been reassigned to should now be shown. You can now enter comments (that will be added to the Log Entry) or add an attachment if desired. Once complete, click 'Save' at the bottom of the screen.

### Grievance Reassignment

Grievance No.: 118      Status: Step 1 Pending

Submitted To:

Name: DOBEL, ALYS

Agency: 440

Org: 3710

Location: CC0475

Reassign To: [Pick Recipient...](#)

Name: SANDOVAL, TASHEENA

Agency: 440

Org: 3710

Location: EL0070

#### Event Log Details

Log Entry Type: Recipient Reassignment

Comments:

Notification email address(es):


Attachments: None

Select File to Attach:

5. You will be returned to the grievance. The new recipients name will show after 'Submitted To'. The grievance is still 'Pending'. The new recipient and the grievant should receive e-mail notification that this action has occurred.

## Grievance

Page 1

 Grievance event has been logged.

Grievance No.: 118

Status: Step 1 Pending

Grievant: DUFRISNE, MICHELLE

Details

Step 1

Step 2

Step 3

Step 4

Submitted To: SANDOVAL, TASHEENA Reassign...

Submission Due Date: 02/22/2008

Submit Date: 01/24/2008

Response Due Date: 02/07/2008 [Extend Due Date...](#)

Response Date:

Action Due Date:

Action Date:

### Response to Grievance

Response \*:

NPS or NAC

## Submitting Appeals

The automated Incident Tracking system has not changed the way an appeal is submitted to the Department of Personnel. An appeal is still submitted to the Department on the forms available on the DOP Website. Once received by DOP, the information is entered on screens only available to the DOP. Notifications and tracking information are automatically created and can be viewed by administrators by selecting the List Appeals option on the Incident Management Tasks menu found under the Employee Tab.

The following describes the data fields included in the submission of an appeal that DOP will enter into the tracking system.

### Saving an appeal

- If entered, all date fields must be valid dates (mm/dd/yyyy)
- Fields have a maximum length (number of characters entered) as defined in the following table:

Field	Maximum Length
Case Number	25
Home Phone	25
Work Phone	25
Email	50
Detailed Description	4000
NRS or NAC Sections	4000
Decision Comments	4000
Additional Material Description	4000

- The following fields are required
  - Case Number
  - Home Phone
  - Work Phone
  - Email
  - Date of Action
  - Detailed Description
  - Additional Material Description (required only if checkbox indicating additional materials will be submitted is checked “on”)

### Setting Hearing Date

- Date is required and must be a valid (mm/dd/yyyy)

- Fields have a maximum length (number of characters entered) as defined in the following table:

<b>Field</b>	<b>Maximum Length</b>
Detailed Description	4000

### **Setting a Hearing Officer**

- Assign To user must be chosen
- Event Date is required

### **Entering a Manual Event Log Entry**

- Event Date is required and must be a valid date (mm/dd/yyyy)
- Description is required
- Fields have a maximum length (number of characters entered) as defined in the following table:

<b>Field</b>	<b>Maximum Length</b>
Detailed Description	4000
Email Addresses	255
Email Body	4000
Email Subject	1000

## Notifications

When a grievance or complaint is submitted, notifications are automatically sent to appropriate personnel. When a response to a grievance is submitted, the grievant also receives a notification email. The following chart was developed by AERIS to show the type of event, the distribution of the email, the subject line of the email, and the body of the email that will be received.

Event	Distribution List	Email Subject	Email Body
Grievance Date Update/Extension (including setting step 4 hearing date)	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>APR<sup>1</sup></li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	<i>Date Type</i> changed from <i>xx/xx/xxxx</i> to <i>xx/xx/xxxx</i> <i>User Entered Comments</i>
Reassign Grievance	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>New Recipient</li> <li>APR<sup>1</sup></li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	Reassigned from user: <i>old user id</i> to user: <i>new user id</i>  Comment: <i>User entered comments</i>  User: <i>user id of user that performed the reassignment</i>
Grievance Submitted	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>APR</li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	Submitted at Step <i>x</i> to: <i>recipient user name</i>
Grievance Response Submitted	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>APR</li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	Step <i>x</i> Response Submitted
Grievant Action to Response Submitted	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>APR</li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	Step <i>x</i> Grievant Response Submitted
Grievance Withdrawn by Grievant	<ul style="list-style-type: none"> <li>Grievant</li> <li>Current Step Recipient</li> <li>APR</li> </ul>	Grievance # <i>xx</i> for Agency <i>xx</i>	Grievance Withdrawn at Step <i>x</i>
SHD Complaint Submitted	<ul style="list-style-type: none"> <li>APR</li> </ul>	Complaint #: <i>xx</i> Agency: <i>xx</i> submitted	Complainant: <i>Complainant Name</i>
Manual Event Log Entry	<i>User Entered</i>	<i>User Entered</i>	<i>User Entered</i>

<sup>1</sup> This is the default list of recipients. User can change/override this when entering this event

# Sexual Harassment or Discrimination Complaint

## SHD Complaint

### Employee View

Sexual Harassment and Discrimination Complaints represent the second major functional area of the new Incident Tracking Components. Like the Grievance, the SHD Claim will be available to employees via NEATS. The form itself follows the sequence and content of the hardcopy NPD-30 – Sexual Harassment or Discrimination Complaint. A mockup of the proposed page is provided below.

Complaint No.: 999999

Received: TBD

Status: [New or Draft]

Investigator: TBD

Date Assigned: TBD

Complainant Information

Name (last, first): [last, first]

Agency: [agency description] Work Phone: 999-999-9999

Organization: [org description] Home Phone: 999-999-9999

Work Location: [location description] Email Address: [email@sp.com]

Complaint Details

Complaint Type:

☒ Sexual Harassment

☐ Sex Discrimination

☐ Racial Discrimination

☐ Age Discrimination

☐ Religious Discrimination

☐ National Origin Discrimination

☐ Disability Discrimination

☐ Hostile Work Environment

☐ Retaliation

☐ Color Discrimination

☐ Sexual Orientation

☐ Pregnancy Discrimination

Describe the alleged incident(s). Please specify location(s), date(s), and time(s) of each occurrence.

[event descriptions]

Who or what do you believe was responsible for the alleged incident(s)?

[text entry]

Did you inform the alleged offender(s) their behavior was unacceptable? ☒ Yes ☐ No

If yes, describe.

[text entry]

What is the remedy you are seeking?

[text entry]

Witnesses

	Name	Phone	Mailing Address	Email
	[last, first]	[phone #]	[mailing address]	[email address]

Accused Information

Name	Phone	Mailing Address	Email
[last, first]	[phone #]	[mailing address]	[email address]

Attachments

Attachment1.doc

Browse...

Add

☒ Additional Materials Will be Submitted in Person (describe below)

[additional materials description]

SaveSHDComplaint

Save

Submit

Cancel

Delete

Event Log


Confirm Submit

[submit confirmation text]

Ok

Cancel

SubmitSHDComplaint

Inferred data from current employee user

Display on Yes option OnSelect

Display on checkbox OnSelect

DeleteSHDComplaint



Most of the data entry requirements on the page are fairly straightforward, and some of the core features (i.e., attachments) have been discussed in previous sections. Basically, the employee completes the form to the best of their ability, just as they would the NPD-30. They describe the events related to the Complaint and specify a desired remedy to the situation.

The witness list serves as a key component of DOP processing of the Complaint. Because witnesses may or may not be State employees, this list builder control is based completely on user entry. As such, there will be no physical connection between a witness on this list and a State employee even if they are one and the same. Basic contact information is provided for each so that the investigator can proceed with interviews. Unlike witnesses, the accused on an SHD Complaint must be an employee. With that, the employee search function will be used to add accused to the Complaint. As with witnesses, there could be more than one accused individual on an SHD Complaint. The user will be able to perform the search and selection function any number of times and delete selected entries in order to finalize the list prior to submission.

If the employee has completed the form, they simply click the Submit button to remit the transaction to central DOP. With that action, the form data is written to the database, the status and received date are set, and a log entry is created documenting the time and user ID of the submission. The employee user is then forwarded to a read-only version of the page.

### ***Central DOP View***

Central Department of Personnel resources may receive SHD Complaints from a number of sources ranging from phone calls and email to hardcopy form submission to agency requests for investigation. With the exception of Complaints entered online by employees, these users must be able to create claims as well as conducting their investigation. Given this extended range of functionality, Central DOP staff will be provided with an enhanced version of the page. A sample is provided below.



This version of the Complaint also includes functions necessary for maintaining tracking attributes. Whether the Complaint was previously submitted online by an employee or being entered by DOP staff, several basic tracking attributes need to be set. These include the Received Date, the Investigating Agency, and the Status. The Investigating Agency is a particularly critical attribute, as it will determine security accessibility to the Complaint. Additional functions are available on this version of the form to support DOP processing of the Complaint. This includes Assigning the Investigator, Managing the Witness and Accused Lists, and Conducting Interviews.

### Investigator Assignment

This function will be implemented under the same model established in preceding sections to simultaneously update a transaction attribute and capture custom event long data. In this case, the “Assign Investigator” link will forward the user to the page displayed below. On this basic form, the user can select the Investigator from a drop-down list and specify the date they were assigned. Any relevant comments or attachments can also be included. Clicking the “Save” button will apply the field changes to the transaction, create the associated log entry, and forward the user back to the Complaint. Notification email messages will also be issued to those involved.

**Assign SHD Investigator** Page Help

Complaint No.: 999999      Status: [New or Draft]  
Complainant: [last, first]

Assign To: Select SHD Investigator

**Event Log Details**

Log Entry Type: SHD Investigator Assignment      Date: MM/DD/YY

Comments: [text]

Attachments: [Attachment1.doc](#) Browse...

Add Save Cancel

SaveSHDInvestigator Cancel

### Witness and Accused List Management

During the course of the Complaint Processing, the investigator may determine that new witnesses and / or Accused should be added to the Complaint. In order to provide this functionality, the list item add components will remain in place in this view.

### Interview Processing

The bulk of the DOP Investigative process involves conducting interviews of all parties involved in a Complaint. The Investigator starts by interviewing the complainant. They then work with the Investigating Agency to develop an interview schedule for Witnesses and the Accused. Once this schedule is in place, the Investigator processes all identified parties. The new system will allow the

Investigator to apply interview-specific updates to the Complainant as well as each person in the Witness and Accused lists. Note in the page mockup that an “Update” link accompanies the Interview Status for each of these individuals. This link will redirect the user to the Interview Status Update page displayed in the wireframe below.

**Update Interview Status** Page Help

Complaint No.: 999999 Status: [New or Draft]

Complainant: [last, first]

Interview Status: Pending Interview Date: TBD

New Interview Status: Select Status New Interview Date: MM/DD/YY

**Event Log Details**

Log Entry Type: SHD Interview Status Update

Comments: [text]

Attachments: Attachment1.doc

Browse...

Add

Save Cancel

SaveSHDInterviewUpdate Cancel

The Interview Status Update form can be used by the Investigator to document the interview schedule. More importantly, it can be used to update the status of an interview to that management can monitor progress in processing the complaint. The Investigator completes the form by selecting a status for the Interview, and optionally re-setting the Interview date in the event of a re-schedule. With any of these actions, the Investigator can include comments and attachments relevant to the Interview Status change.

### ***Action Classes***

Package: com.aerisinc.aempower.incident

Action: SaveSHDComplaint

Notes: Write all form data to the database, log the save action, and issue email notifications to involved parties based on transaction status (New, Investigation in Progress, Closed).

Action: DeleteSHDComplaint

Notes: Delete the transaction and its related database objects.

Action: AssignSHDInvestigator

Notes: Forward to the Assign SHD Investigator page.

Action: SaveSHDInvestigator

Notes: Update the transaction to include the internal ID of the Investigator and the Date Assigned, create the custom log entry, issue email notifications, and forward to the Complaint page.

Action: AddWitness

- Notes: Edit to require content in the Witness Name field. Create a new entry in the SHD Complaint Witnesses table with the information entered on the form. Refresh the page.
- Action: DeleteWitness
- Notes: Issue a delete confirmation. Delete the entry from the SHD Complaint Witnesses table. Refresh the page.
- Action: AddAccused
- Notes: Create a new entry in the SHD Complaint Accused table with selected employee information from the search results. Forward to the SHD Complaint page.
- Action: DeleteAccused
- Notes: Issue a delete confirmation. Delete the entry from the SHD Complaint Witnesses table. Refresh the page.

### **PROCESS FLOW OVERVIEW**

The process flow for Sexual Harassment and Discrimination (SHD) Claims does not include the kinds of repeat submission complexities identified for Grievances, but is instead complicated by the fact that some claims may be filed and processed externally. While the DOP provides employees with the ability to file a claim directly or call a hotline number, some claims may be filed with NERC, or even with the federal Equal Employment Opportunity Commission. Either filing method may result in a claim being taken through the DOP investigation process. Department of Personnel SHD investigations result in a report, potentially including disciplinary action that is issued to the involved parties or the requesting agency. SHD claim process flow is illustrated in the figure below.

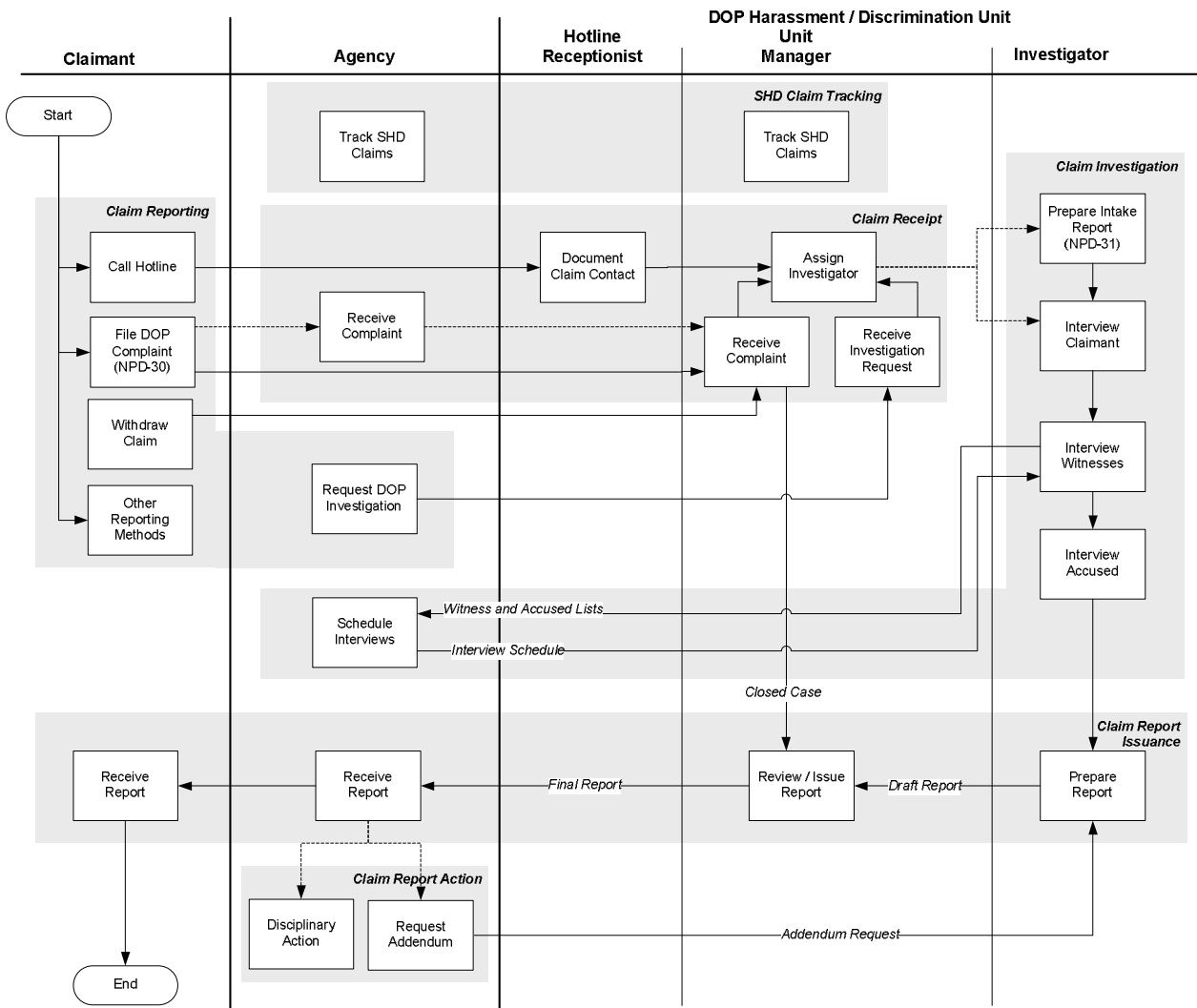


Figure 2. SHD Process Flow

## ***Task Areas, Roles, and Functions***

### ***SHD Claim Tracking***

#### **Track SHD Claims**

The Agency and DOP tracking mechanisms for Sexual Harassment and Discrimination Claims follow the same manual, spreadsheet-based process identified in the previous section for Grievances. At the Agency level, manual spreadsheet entries are created with each claim so that their status can be tracked through the process. Agency Personnel Officers update the entries with any relevant data they want to track prior to submission. Once the claim is handed to DOP for investigation, any subsequent updates rely upon notification from DOP.

At the DOP level, claim entries are established on the tracking spreadsheet as claims are received. As they are processed, status updates are applied accordingly. When the investigator's report is issued, the internal tracking spreadsheet is updated. Final updates to agency tracking spreadsheets are applied based on the issued report or through direct communication with the DOP.

### ***Claim Reporting***

#### **File DOP Complaint**

The standard method for filing a sexual harassment / discrimination claim is to complete and file form NPD-30 – Sexual Harassment or Discrimination Complaint (see [Attachment 4](#)). This form consists of 17 individual fields which allow the claimant to specify contact information, claim details, witnesses, accused, and a requested remedy to the situation. The claimant is instructed to complete the form and then submit it to either the employee's agency coordinator or to the Department of Personnel Sexual Harassment / Discrimination Unit.

#### **Call Hotline**

As an alternative to the NPD-30 form, a claimant may simply call the Harassment / Discrimination Unit hotline to begin the claim process. Under this reporting method, calls are handled by Department of Personnel Hotline Responders. The claimant provides basic contact information, including employment information if applicable, as well as preferred method of contact and times. The form is basically used to allow an investigator to follow-up with a claimant to begin an investigation.

#### **Other Reporting Methods**

In addition to contacting the State DOP via hotline or hardcopy complaint, the complainant may also file a claim with the State Employee Rights Commission (NERC) or with a local branch of the Federal Government's Equal Employment Opportunity Commission. This function is mentioned here because it may lead to an agency request for an investigation.

#### **Withdraw Claim**

A claimant may withdraw a claim at any point in the investigation. However, the decision to discontinue a claim investigation is at the discretion of the DOP. If a claim is withdrawn by the claimant and the Department of Personnel determines that further investigation is not necessary, a closed case letter is issued and the investigation is halted.

#### **Request DOP Investigation**

In situations where a claim is filed outside of the State DOP (i.e., NERC or the federal government) a State investigation may be requested. In this scenario, the claim recipient may request that a State investigation be conducted. The request is typically made to the agency of the claimant, and the agency in turn requests an investigation from the DOP.

### ***Claim Receipt***

## **Document Claim Contact**

Harassment / Discrimination hotline calls are handled by Staff within the DOP. In this position, their role is to take relevant information from the claimant sufficient to complete a Hotline Call Intake Form (TS-138, see [Attachment 5](#)). The claimant provides basic contact information, including employment information if applicable, as well as preferred method of contact and times. The completed form is then routed to DOP Unit Managers for assignment to an Investigator and further processing.

## **Receive Complaint**

Standard NPD-30-based claims can be received by Agency Personnel Coordinators or the DOP SHD Unit. If received at the agency level, the Coordinator logs the claim and forwards the NPD-30 to the Department of Personnel. These claims, in addition to those filed directly to the DOP, are received and processed by the SHD Unit Manager. Upon receipt they are time stamped and referred to staff investigators for processing.

## **Receive Investigation Request**

In addition to standard SHD complaints, the SHD Unit receives requests for claim investigation for cases filed with either NERC or the federal government. In these situations, a State investigation may be requested by the external filing organization. They typically make the request of the affected agency who, in turn, forwards the investigation request to the DOP. The SHD Unit Manager

## **Assign Investigator**

One of the primary responsibilities of the SHD Unit Managers is to effectively manage the caseload of the Investigators. As discussed above, individuals in this role receive Hotline Intake Forms, standard Claims (NPD-30's), and agency requests for investigations of claims filed with NERC or the federal Equal Employment Opportunity Commission. All of these must be processed by State investigators. As the Unit Manager refers claims to investigators, the date and time of the assignment are logged and tracked (in the case of a Hotline Intake, this information is logged directly on the form).

## ***Claim Investigation***

## **Prepare Intake Report**

Depending upon how a claim is reported, the information available to an assigned investigator may be limited. In some cases, the investigation may begin with a completed NPD-30. In the case of hotline calls, the investigation begins with a Hotline Call Intake Form. If an investigator is contacted directly, they may have neither. In order to proceed with the investigation, the investigator needs to gather all pertinent case information. This essentially amounts to the contents of an NPD-30 form. If an NPD-30 has not been filed, the investigator may contact the claimant and complete an Intake Report (NPD-31, see [Attachment 6](#)) or issue an NPD-30 to the claimant to complete and return.

## **Interview Claimant**

The DOP investigator begins the interview process with Conduct an interview with the claimant to ensure a clear understanding of the events purported in the claim and to develop a list of the witnesses and the accused to be processed in subsequent interviews. This process involves either a review of an existing NPD-30 or the development of an NPD-31. If the investigator finds the claimant to be unresponsive after a period of 30 days, the case is considered "stale" and is closed. A Closed Case Letter is issued to the claimant to inform them of this decision.

## **Schedule Interviews**

An investigator handling an SHD claim will develop a list of all witnesses and accused to be interviewed based on the initial interview of the claimant. This list is provided to the Agency who then must coordinate an interview schedule. Once complete, the agency returns the interview schedule to the investigator for processing. As part of this process, the agency is also responsible for issuing a Notice of Employee Rights During an Internal Investigation (NPD-32) to the accused. If the claim involves an employee within DPS, a Notification of Misconduct is issued in place of the NPD-32. These notifications must be issued no less than 2 working days prior to their interview to provide them an opportunity to get representation.



## **Interview Witnesses and Accused**

The list of witnesses and accused is passed to the agency for interview scheduling (above), along with a reminder that the agency has to issue notification letter (NPD-32) to the accused.

Given the interview schedule prepared by the agency, the DOP investigator processes the lists of witnesses and accused. Individual interviews are conducted to gather information relevant to the claim from each of the individuals. During the course of the interviews, the investigator may identify additional individuals to add to the witness or accused lists.

## ***Claim Report Issuance***

## **Prepare Report**

In preparing the report, the investigator compiles the information obtained through interviews of all involved parties. Background information is obtained for the accused. This may include training dates for harassment and other relevant subjects, a copy of the employee's sign-off on the Governor's Policy on Harassment, etc. The report is developed in memorandum format and structured according to established Unit format following the investigative methodology.

## **Review / Issue Report**

The Investigator's report is reviewed by Unit management. Upon acceptance of this review, the report is sent to Word Processing for production and distribution. Once the investigation report has been finalized it is sent to the Agency Director and Deputy Attorney General. Neither the complainant nor the accused receive a copy of the investigation report. At the same time the report is sent to the Agency Director the complainant is sent a letter from the Department of Personnel stating that the investigation has been completed and reminding that the State of Nevada does not tolerate retaliation for filing a sexual harassment or discrimination complaint.

## **Receive Report**

Upon receipt of notification of a final report from the DOP, Agency Personnel Officers manually apply the update the status of the claim on their spreadsheets. If the investigation originated as a request from an agency in response to a claim with NERC or the Federal EEO Commission, the agency provides this report as the State's response.

## ***Claim Report Action***

## **Disciplinary Action**

The resolution measures contained in an individual SHD claim may specify disciplinary action to be taken against the accused. It is the responsibility of the agency to take such action according to NAC code.

## **Request Addendum**

Upon receipt of the Investigator's report, the agency may request an addendum to the report to include information they feel pertinent to the claim. In this case, the agency submits an Addendum Request to the Investigator who then re-opens the report, adds the requested content, and re-issues the report per the process described in 3.3.4, above.

## appeal tracking

### PROCESS FLOW OVERVIEW

While the original project request specifically mentioned appeals resulting from responses to catastrophic leave requests, it was determined during the course of the team meetings that their limited volume (and therefore, limited potential for return) did not warrant the effort to address them specifically as part of this project. Therefore, the current business process analysis focused on those appeals resulting from disciplinary actions or involuntary transfers (NPD-54 claims). The employee begins the Appeal process by submitting a claim directly to the Department of Personnel for a hearing. A hearing coordinator considers the request, conducts the hearing, and issues a decision that is binding on all parties.

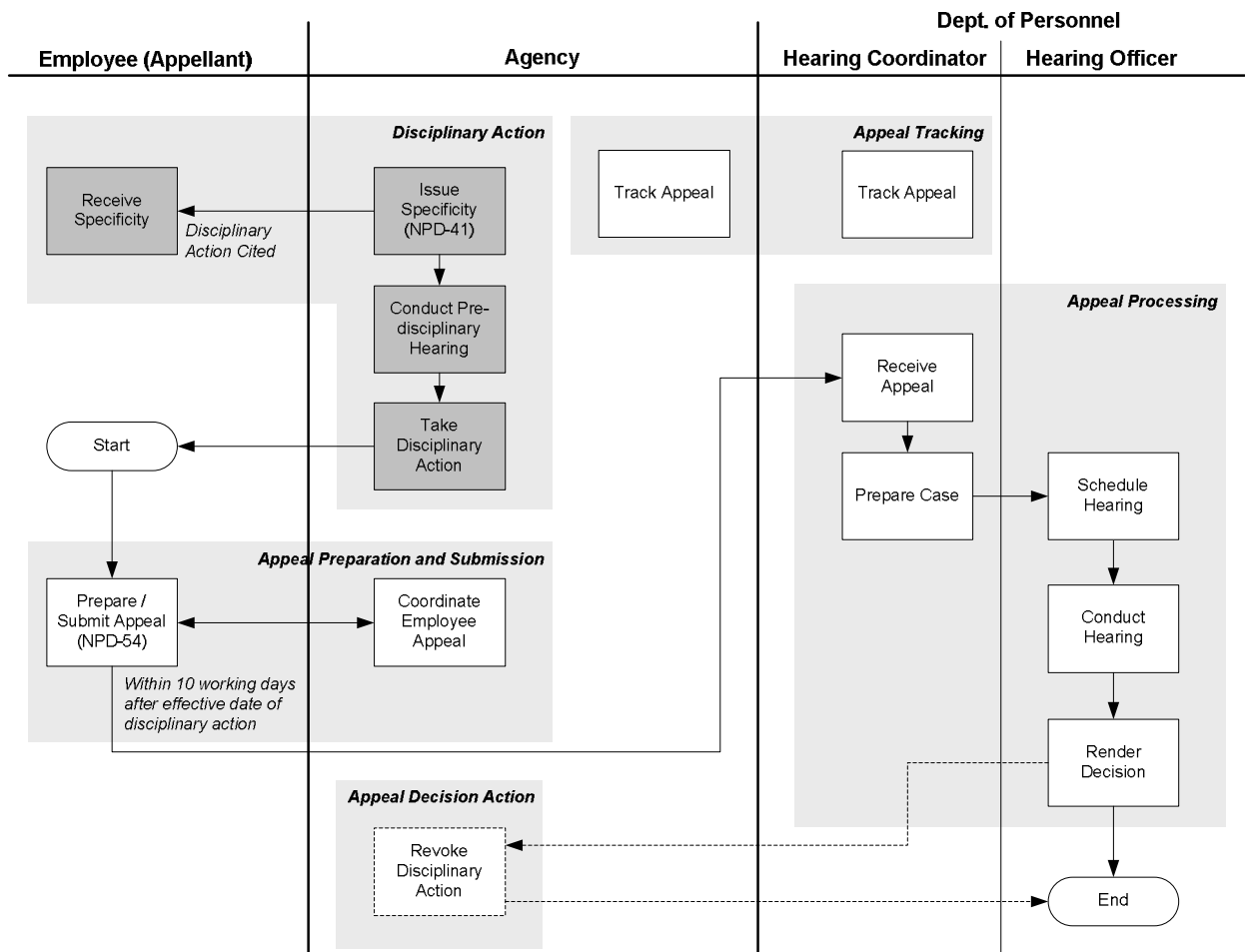


Figure 3. Appeals Process Flow

### Saving a complaint

- Fields have a maximum length (number of characters entered) as defined in the following table:

Field	Maximum Length
Home Phone	25

Work Phone	25
Email	50
Incident Description	4000
Description of who or what is responsible	4000
Description of how accused was informed	4000
Additional Material Description	4000

### **Adding a Witness**

- First Name and Last Name are required.
- Fields have a maximum length (number of characters entered) as defined in the following table:

<b>Field</b>	<b>Maximum Length</b>
Last Name	50
First Name	25
Phone Number	25
Address	1000
Email Address	50

### **Submitting a complaint**

- All the validations that apply to “Saving a complaint” also apply to submit. In addition, the validations that follow also apply.
- The following fields are required
  - Home Phone
  - Work Phone
  - Email
  - Incident Description
  - Description of who or what is responsible
  - Description of how accused was informed (required only if checkbox indicating accused was informed is checked ‘on’)
  - Additional Materials Descriptions (required only if checkbox indicating additional material will be submitted is checked ‘on’)

## Entering a Manual Event Log Entry

- Event Date is required and must be a valid date (mm/dd/yyyy)
- Description is required
- Fields have a maximum length (number of characters entered) as defined in the following table:

Field	Maximum Length
Detailed Description	4000
Email Addresses	255
Email Body	4000
Email Subject	1000

## **Table Categories**

### **Event Types**

There are two categories of event types, automatic and manual. Automatic events are those that are logged automatically by the system when the user takes a specific action. Examples of these are “Grievance Submitted” or “Grievance Reassigned”. For these events, we just need to finalize the description of the event that will appear in the event log. Attached are listings of the automatic events for each type of Incident Tracking transaction (Grievances, SHD Complaints, and Appeals).

For manual events we need to decide on the list of event types that are relevant to each of the three Incident Tracking transactions. As a starting point there is one “Miscellaneous” event type defined for each transaction. As part of the testing we should identify and add other manual event types that are needed.

### **Grievance Decisions**

The list of decisions available in the step 4 tab of the Grievance page needs to be finalized. Current values are:

- Denied
- Dismissed
- Resigned
- Withdrawn

### **Grievance Categories**

The list of grievance categories available to administrators on the grievance detail page needs to be finalized. Current Values are:

- Disciplinary
- Evaluation
- Working Conditions
- Personnel Conflict
- Compensation
- Discrimination
- Recruitment Dispute
- Work Duties
- Shift/Hours
- Leave Denial

## **SHD Complaint Categories**

The list of SHD Complaint categories needs to be finalized. Current values are:

- Sexual Harassment
- Age Discrimination
- Disability Discrimination
- Color Discrimination
- Sex Discrimination
- Religious Discrimination
- Hostile Work Environment
- Sexual Orientation
- Racial Discrimination
- National Origin Discrimination
- Retaliation
- Pregnancy Discrimination

## **SHD Complaint Statuses**

The status of an SHD Complaint is set manually using the status drop down list. The list of available statuses needs to be finalized. The current values are:

- Submitted
- In Progress
- Closed

## **Appeal Statuses**

The status of an Appeal is set manually using the status drop down list. The list of available statuses needs to be finalized. The current values are:

- Closed
- In Progress
- Judicial Review

## **Appeal Decisions**

Appeal decisions are set manually using a drop down list. The list of available statuses needs to be finalized. The current values are:

- Affirmed
- Dismissal
- Dismissal With Prejudice
- Order
- Settlement

## Appendix A – Hard Copy Forms

### FORMAL GRIEVANCE THIS FORM MUST BE COMPLETELY FILLED OUT

<b>Name of Grievant (Please Print):</b> <b>Job Title:</b> <b>Date of Hire:</b>		<b>Work Phone:</b> <b>Home Phone:</b>		
<b>Home Mailing Address:</b> <b>Street or P.O. Box:</b> <b>City:</b> <span style="float: right;"><b>State:</b></span> <b>Zip:</b>		<b>Work Mailing Address:</b> <b>Dept:</b> <b>Div/Section:</b> <b>Street or P.O. Box:</b> <b>City:</b> <span style="float: right;"><b>State:</b></span> <b>Zip:</b>		
Date, time and place of event leading to grievance:		Date you became aware of the event, <i>(if different)</i> :		
Detailed description of grievance including names of other persons involved, if any <i>(Ref. NRS 233B.121)</i> :				
Applicable sections of NRS and NAC <i>(Grievant must identify all statutes/regulations pertinent to this grievance if submitted to Employee-Management Committee. If none, please so indicate. Ref. NRS 233B.121)</i> :				
Proposed solution to grievance:				
<b><u>Grievant:</u></b> File a copy of this form with your immediate supervisor and retain a copy for filing at the next step or steps (see instructions on page 2 for a description of who to file with for steps 1 through 4) if necessary. If you do not receive a response within 10 working days or disagree with the action taken, you may file a copy of the grievance at the next step.				
<b>Step</b>	<b>Grievance Filed With <i>(Please Print Name)</i></b>	<b>Date</b>	<b>Grievant's Signature</b>	<b>Date</b>
1				
2				
3				
4				

NPD-50-A  
(Rev.: 5/19/06)

See instructions on page 2 of this form for procedures to be followed in filing a formal grievance.

Page 1 of 2

**State of Nevada**  
**AGREEMENT TO EXTEND GRIEVANCE FILING PERIODS**  
(Pursuant to NAC 284.678)

This form must be used in order for an employee and an appointing authority (or his designated representative) to extend the time limit for filing a grievance or for taking any other action required by either party at any step in the grievance process as specified in NAC 284.678 through 284.697.

By entering into this agreement, the parties agree to the conditions specified in this document and fully intend to act in good faith to resolve this matter. In the event that the parties cannot reach a resolution to this matter within this extended time frame, another extension may be agreed upon on a separate form. If there is not an agreement from both parties for another extension, the grievant will then continue with the prescribed procedures pursuant to NAC 284.678 through 284.697. If a grievance is subsequently filed with the Employee-Management Committee, this form must be attached to the NPD-50.

Employee Name (print)	Title (print)
Department/Division	Agency ID/Home Org
Nature of grievance (optional)	

Pursuant to NAC 284.678, as authorized by the signatures below, the parties hereby agree to extend the:

- ☐ date of the initial filing period
- ☐ filing period for step # \_\_\_\_\_
- ☐ response period for step # \_\_\_\_\_

in order to continue working towards resolution of this matter before proceeding to the next step of the grievance process. We agree to extend this period to

\_\_\_\_\_ at 5:00 p.m.  
(date)

Employees/or Representative:

Signature	Date
Print Name if different than employee name listed above	Print Title

Agency Appointing Authority or  
Designated Representative:

Signature	Date
Print Name	Print Title

(Although not specifically mandated, the Employee-Management Committee strongly recommends that the parties do not extend the informal discussion process more than 15 working days unless significant progress is being made towards a workable solution.)



## RESPONSE TO FORMAL GRIEVANCE

Name of Grievant: \_\_\_\_\_  
Step No: \_\_\_\_\_

**The following is to be completed by the person responding to the grievance and attached as the top copy to the formal grievance at each step in the grievance procedure. (See the NPD-50, Formal Grievance, for the grievance procedure.)**

Received by: \_\_\_\_\_ on \_\_\_\_\_

Action taken: \_\_\_\_\_

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Submitted to grievant on: \_\_\_\_\_

\_\_\_\_\_  
Signature of Respondent

\_\_\_\_\_  
Title

**The following is to be completed by the Grievant (Check as appropriate):**

- ☐ Agree with action at this step - grievance resolved.  
☐ Disagree with action at this step.

\_\_\_\_\_  
Signature of Grievant

**NOTE TO GRIEVANT:** If you disagree with the action taken, you have 10 working days to submit your grievance to the next step. Place a copy of your formal grievance on top of this response and include all prior forms and responses when filing at the next step.

## State of Nevada



## Sexual Harassment or Discrimination Complaint

**Sexual harassment and discrimination based on race, color, national origin, pregnancy, religion, sex, age, disability, or sexual orientation in any term, condition or privilege of employment are violations of State and federal law.**

**Date of Complaint:**

Please answer as completely as possible the following questions. Use a many additional sheets as necessary.

Submit completed form to your agency's coordinator or the Department of Personnel's Sexual Harassment/Discrimination Unit at 209 East Musser Street, Room 101, Carson City, Nevada 89701-4204, or fax to (775) 684-0124.

Employee Name:	Title:
Immediate Supervisor:	Department:
Division:	Section/Unit:
Work Location:	Work Phone:
	Home Phone:

**10. PLEASE NOTE:**

**If you make a complaint of sexual harassment or discrimination, it will be investigated. Please check which type of harassment or discrimination you are alleging.**

Sexual Harassment	<input type="checkbox"/>	Sex Discrimination	<input type="checkbox"/>	Racial Discrimination	<input type="checkbox"/>
Age Discrimination	<input type="checkbox"/>	Religious Discrimination	<input type="checkbox"/>	National Origin Discrimination	<input type="checkbox"/>
Disability Discrimination	<input type="checkbox"/>	Hostile Work Environment	<input type="checkbox"/>	Retaliation	<input type="checkbox"/>
Color Discrimination	<input type="checkbox"/>	Sexual Orientation	<input type="checkbox"/>	Pregnancy Discrimination	<input type="checkbox"/>

**Please initial \_\_\_\_\_**

**11. Describe the alleged sexual harassment or discrimination incident(s). Please specify location(s), date(s) and time(s) of each occurrence.**

## Sexual Harassment or Discrimination Complaint

12. Who or what do you believe was responsible for the alleged sexual harassment or discrimination incident(s)?

13. Were there any witnesses to the alleged sexual harassment or discrimination incident(s)?

☐ YES ☐ NO

If yes, please provide the name(s), address(es), and phone number(s).

14. Provide the name, address and phone number of those who may have important information regarding the alleged incident(s).

15. If appropriate, did you inform the alleged offender(s) their behavior was unacceptable?

☐ YES ☐ NO

If yes, please describe.

Sexual Harassment or Discrimination Complaint
<p>16. Have you reported this incident to anyone else?</p> <p><input type="checkbox"/> YES <input type="checkbox"/> NO</p> <p>If yes, please provide the name(s), address(es), and phone number(s).</p>
<p>17. What is the remedy you are seeking?</p>

**NOTE:** Please attach to this form any supporting documentation related to your complaint.

I, \_\_\_\_\_ certify the above statements  
(print name)

to be true and factual to the best of my knowledge.

**SIGNATURE**

**DATED**

\*\*\*\*\*

**Note:** Complaints of sexual harassment and discrimination may also be filed with:

Nevada Equal Rights Commission  
2450 Wronde Way, Suite C  
Reno, Nevada 89502  
(775) 688-1288

Nevada Equal Rights Commission  
1515 E. Tropicana Ave, Suite 590  
Las Vegas, NV 89119  
(702) 486-7161

Equal Employment Opportunity Commission 255 East Temple Street, 4<sup>th</sup> Floor  
Los Angeles, California 90012  
(800) 669-4000

NPD-30  
May 10, 2005

## **Appendix B – NAC**

### **NAC 284.658 “Grievance” defined. (NRS 284.065, 284.155, 284.384)**

1. As used in NAC 284.341 and 284.658 to 284.697, inclusive, and NAC 284.692, a “grievance” means an act, omission or occurrence which a permanent employee feels constitutes an injustice relating to any condition arising out of the relationship between an employer and an employee, including, but not limited to, compensation, working hours, working conditions, membership in an organization of employees or the interpretation of any law, regulation or disagreement. The act, omission or occurrence must be established with factual information, including, but not limited to, the date, time and place of the act, omission or occurrence and the names of other persons involved.

2. For the purposes of NAC 284.341 and 284.658 to 284.697, inclusive, and NAC 284.692, the term “grievance” does not include any grievance for which a hearing is provided by NRS 284.165, 284.376 or 284.390.

[Personnel Div., Rule XV part § A, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep’t of Personnel, 8-28-85; 10-18-89; 8-1-91; 3-27-92; R082-00, 8-2-2000; A by Personnel Comm’n by R023-05, 10-31-2005)

### **NAC 284.662 Providing assistance to employee. (NRS 284.065, 284.155, 284.384)**

1. An employee filing for a review of a grievance may be assisted or represented by any person of his choosing, if the person agrees to act in this capacity, at any step of the procedure except the initial informal discussion with his immediate supervisor.

2. If the assistant is a state employee, he may only assist on his own time.

3. An employee may not be discriminated against in recruitment, examination, appointment, training, promotion, retention, classification or any other personnel action for informally seeking or formally filing a request to have his grievance reviewed, testifying on behalf of another employee, helping another employee prepare a grievance report or acting as a representative of any employee requesting a review of a grievance.

4. To assist in resolving an employee’s grievance, the resources and consultation available from the Department of Personnel and the personnel offices of the agency must be made available to all parties.

[Personnel Div., Rule XV part § A, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep’t of Personnel, 10-26-84; A by Personnel Comm’n by R096-03, 10-30-2003)

### **NAC 284.678 Submission, form and contents of grievance; informal discussions. (NRS 284.065, 284.155, 284.384)**

1. Except as otherwise provided in subsection 3 and NAC 284.692, an employee who feels aggrieved and wishes to file a formal grievance must submit his grievance in writing to his immediate supervisor on the official form, or in a letter if the official form is not available, within 20 working days after the date of the origin of the grievance or the date the employee learns of the problem. The parties should make every effort to resolve the grievance through informal discussions within these 20 working days.

2. If the employee submits a letter, it must include:

- (a) His name;
- (b) His most recent date of hire;
- (c) His position;
- (d) His department, division and section;
- (e) His mailing address;

- (f) His business telephone number;
- (g) A statement that he is filing a formal grievance;
- (h) The date, time and place of the event or the date the employee learns of the event leading to the grievance;
- (i) A concise statement of his grievance;
- (j) A detailed description of his grievance, including the names of other persons involved in the event, if any;
- (k) A proposed solution of his grievance;
- (l) His signature; and
- (m) The date he signed the statement.

3. Except as otherwise provided in NAC 284.692, if a grievance relates to a decision of a reviewing officer about a performance evaluation, an employee must file a grievance that identifies the specific points of disagreement, if such specificity is provided, not later than 10 working days after the date the employee receives the decision of the reviewing officer. Except as otherwise provided in NAC 284.692, if the grievance relates to the failure of a reviewing officer to respond to a request for a review within the time required by NAC 284.470, an employee must file a grievance not later than 10 working days after the date on which the time for such a response expired. A grievance filed pursuant to this subsection must be filed with:

- (a) The appointing authority; or
- (b) If the appointing authority is the immediate supervisor of the employee or the reviewing officer, the person who is at the next level of the grievance process.

[Personnel Div., Rule XV § A part subsec. 1, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep't of Personnel, 10-26-84; 10-18-89; 3-23-94; R197-99, 1-26-2000; A by Personnel Comm'n by R023-05, 10-31-2005)

**NAC 284.680 Date of receipt of grievance. (NRS 284.065, 284.155, 284.384)** For the purposes of NAC 284.682, 284.686 and 284.690, a grievance is deemed to have been received at each step in the grievance procedure:

- 1. On the date on which the employee or his chosen representative personally delivers the grievance or transmits it by facsimile machine; or
- 2. If the employee mails the grievance, 3 days after:
  - (a) The date on which the grievance was postmarked; or
  - (b) The date on the return receipt if sent by certified mail.

(Added to NAC by Personnel Comm'n by R065-98, eff. 7-24-98)

**NAC 284.682 Submission of grievance to next appropriate level. (NRS 284.065, 284.155, 284.384)**

- 1. If the correction of the matter under appeal is beyond the control of a level of supervision contemplated in this procedure or if the Department of Personnel determines that the submission of the grievance to the supervisor would be a useless act, the aggrieved employee may appeal directly to the next appropriate level.
- 2. Except as otherwise provided in NAC 284.692, an employee has 10 working days to refer his grievance to the next level after:
  - (a) He receives notification of the action; or
  - (b) The passage of 10 working days after his grievance is deemed to have been received, whichever occurs first, at each step in the procedure.

[Personnel Div., Rule XV § A part subsec. 1, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep't of Personnel, 10-26-84; A by Personnel Comm'n by R065-98, 7-24-98; R023-05,

10-31-2005)

**NAC 284.686 Submission of grievance to head of division or department. (NRS 284.065, 284.155, 284.384)**

1. Except as otherwise provided in NAC 284.692, if, within 10 working days after the employee's grievance is deemed to have been received by his immediate supervisor, the employee has not received satisfactory relief, he may forward the grievance to the head of the major division of the department in which he works. In those cases where a department is not subdivided into divisions, he may forward his request directly to the highest administrator in the department.

2. Additional managers or supervisors may become involved or a review committee may make a recommendation to the administrator of the agency.

[Personnel Div., Rule XV § A subsecs. 2 & 3, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep't of Personnel, 10-26-84; A by Personnel Comm'n by R065-98, 7-24-98; R023-05, 10-31-2005)

**NRS 284.068 states, "Employee-Management Committee... Creation; appointment and terms of members.**

1. The Employee-Management Committee, consisting of six members appointed by the Governor, is hereby created.

2. The Governor shall appoint to the Committee:

(a) Three persons to represent management within the Executive Department of State Government, and three persons to serve as alternates for them.

(b) Three persons to represent employees within the Executive Department of State Government, and three persons to serve as alternates for them.

3. The representatives of employees and their alternates must be selected from a list, supplied by state employees or one or more state employees' groups, or any combination of these, containing twice as many names as there are vacancies to be filled.

4. The members of the Committee and the alternates shall serve for 2 years."

**NRS 284.071 states, "Employee-Management Committee... Chairman; rules; meetings; secretarial services.**

1. The Chairman of the Employee-Management Committee must be chosen by a majority vote of the members.

2. The Committee shall adopt such rules as it deems necessary for its own management.

3. The Committee shall meet at least once every 3 months and at such other times as the Chairman may designate.

4. The Department shall provide secretarial services for the Committee."

**NRS 284.073 states, "Employee-Management Committee: Duties. The Employee-Management Committee shall:**

1. Serve in an advisory capacity to the Governor, the Commission and the department with respect to all matters of personnel administration and relations between management and employees.

2. Receive, consider and make recommendations on matters relating to personnel administration, policy and procedures.

3. Provide a forum for the hearing of employees' suggestions, complaints or disciplinary problems.

4. Provide a means of communication for disseminating information to employees regarding the personnel program.
5. Hold hearings, when requested, and make final decisions for the adjustment of grievances as provided by the regulations of the Commission.”

**NAC 284.690 Filing of grievance with administrator of department; action by administrator. (NRS 284.065, 284.155, 284.384)**

1. If the employee has not received satisfactory relief within 10 working days after his grievance is deemed to have been received by the head of the division, he may file his grievance with the highest administrator of the department. Except as otherwise provided in NAC 284.692, the administrator may hold a hearing within 10 working days after receiving the employee’s grievance.
2. Except as otherwise provided in NAC 284.692, the highest administrator may render a decision following the hearing or allow the grievance to be forwarded directly to the Committee within 10 working days.
3. In rendering a decision concerning a performance evaluation, an administrator shall address the findings of fact to the specific points of disagreement referred to in the grievance of the employee.
4. Within the established time limitations, including any extensions to those time limitations obtained pursuant to NAC 284.692, the highest administrator may appoint a person or committee composed of managers and employees to assist in the finding of facts and recommending a course of action.

[Personnel Div., Rule XV § A subsec. 4, eff. 8-11-73; A 6-9-74; 2-5-82]—(NAC A by Dep’t of Personnel, 10-26-84; 10-18-89; A by Personnel Comm’n by R065-98, 7-24-98; R023-05, 10-31-2005)

**NAC 284.692 Agreement for extension of time to file grievance or take required action. (NRS 284.065, 284.155, 284.384)**

1. Except as otherwise provided in subsection 3, the time limit for filing a grievance and for taking any other action required by either party at any step in the grievance procedure may be extended by the mutual agreement of the employee who may file the grievance and the appointing authority or his designated representative.
2. An agreement to an extension of time entered into pursuant to subsection 1 must be:
  - (a) Made in writing on a form prescribed by the Department of Personnel; and
  - (b) Signed by:
    - (1) The employee; and
    - (2) The appointing authority or his designated representative.
3. The provisions of this section do not apply to a grievance that has been submitted to the Committee.

(Added to NAC by Personnel Comm’n by R023-05, eff. 10-31-2005)

**NAC 284.695 Submission of grievance to Employee-Management Committee. (NRS 284.065, 284.155, 284.384)** If an employee has not received satisfactory relief within 10 working days after his receipt of the decision from the highest administrator in the department, he may request consideration of the grievance by the Committee pursuant to its rules. The employee must submit his request to the Committee within 10 working days following his receipt of the decision from the administrator. The request must include all appropriate documentation, a citation of the statutes and regulations pertinent to the grievance, if any, the



specific points of disagreement and supporting evidence. The Committee will, within 45 working days after the receipt of the employee's request:

1. Answer the request without a hearing if the case is based upon the Committee's previous decisions or does not fall within its jurisdiction; or

2. Hold a hearing to determine the proper disposition of the request. If a hearing is held, the Committee will:

(a) Except as otherwise provided in paragraph (b), provide at least 21 working days' written notice to all parties concerned.

(b) Provide notice to the employee by:

(1) Sending a written notification by certified mail, return receipt requested, at least 21 working days before the hearing; or

(2) Personally delivering a written notification to the employee at least 5 working days before the hearing, if the Chairman approves of such notice.

(c) Render a decision within 45 days after the closure of the hearing.

[Personnel Div., Rule XV § A part subsec. 6, eff. 8-11-73; A 6-9-74; 7-3-76; 2-5-82]—(NAC A by Dep't of Personnel, 10-26-84; 7-21-89; 10-18-89; A by Personnel Comm'n, 8-1-91; A by Dep't of Personnel, 3-27-92; 11-12-93; 3-23-94; 11-16-95)

**NAC 284.6955 Hearing before Employee-Management Committee: Procedure. (NRS 284.065, 284.155, 284.384)**

If a hearing is held to determine the proper disposition of a grievance pursuant to NAC 284.695, the following procedure must be followed:

1. Each party shall submit to the Chairman of the Committee or his designated representative 10 copies of the set of documents and materials to be presented at the hearing or any rescheduled hearing. These copies must be submitted not less than 12 working days before the scheduled date of the hearing. The Chairman or his designated representative shall forward one copy of the set of the documents and materials of each party to the other party.

2. If the employee fails to comply with subsection 1, the Chairman or his designated representative may reschedule the hearing to the next time designated for such hearings, but in no case earlier than 20 working days after the originally scheduled date of the hearing. If the employer fails to comply with subsection 1, the Chairman or his designated representative may reschedule the hearing at his discretion. If the employee fails to comply with the provisions of subsection 1 for a rescheduled hearing, his grievance must be dismissed with prejudice unless he can show in writing to the Committee's satisfaction that the reason for noncompliance was beyond his control.

3. Each document or material offered in evidence must be marked as follows:

(a) Documents or materials presented by the employee must be marked at the bottom of the page as "Exhibit\_\_\_\_" indicated by consecutive arabic numerals, beginning with the number "1."

(b) Documents or materials presented by the employer must be marked at the bottom of the page as "Exhibit\_\_\_\_" indicated by consecutive letters of the English alphabet, beginning with the letter "A." If the employer offers more than 26 exhibits, the 27th exhibit must be marked as "Exhibit AA," the 28th exhibit as "Exhibit BB," and so forth.

4. All evidence offered at the hearing must be relevant and bear upon the grievance.

5. Each person who testifies at the hearing shall state his name, address, and occupation for the record before testifying.

6. It is the responsibility of each party to arrange for the appearance of all necessary witnesses. The Committee may request additional witnesses or information as it deems necessary.

7. The grievance must be heard in the following order:

- (a) Opening statement for the employee.
  - (b) Opening statement for the employer.
  - (c) Presentation of employee's case, followed by cross-examination.
  - (d) Presentation of employer's case, followed by cross-examination.
  - (e) Closing statement for the employee.
  - (f) Closing statement for the employer.
8. Upon proper recognition by the Chairman or his designated representative, any member of the Committee may ask a question of a party or witness at any time during the hearing. (Added to NAC by Personnel Comm'n, eff. 8-1-91; A by Dep't of Personnel, 11-16-95)

**NAC 284.6957 Hearing before Employee-Management Committee: Continuance. (NRS 284.065, 284.155, 284.384)**

1. A party may request a continuance of a hearing to determine the proper disposition of a grievance pursuant to NAC 284.695 by submitting a request for a continuance to the Chairman of the Committee or his designated representative at least 12 working days before the scheduled hearing, unless the party received personal notice of the hearing less than 21 working days before the hearing pursuant to subsection 2 of NAC 284.695, in which case he may request a continuance as long as the request is made at least 4 working days before the scheduled hearing.
2. The Committee may grant a request for a continuance if good cause is shown. (Added to NAC by Dep't of Personnel, eff. 3-27-92; A 11-16-95)

**NAC 284.696 Unlawful discrimination. (NRS 284.065, 284.155, 284.384)**

1. An employee alleging unlawful discrimination based on any pertinent state or federal law or regulation may:
  - (a) Report the alleged discrimination to:
    - (1) The division of the Department of Personnel that investigates sexual harassment and discrimination;
    - (2) The Attorney General;
    - (3) The employee's appointing authority;
    - (4) An equal employment opportunity officer;
    - (5) A personnel representative of the department in which the employee is employed; or
    - (6) The office charged with enforcing affirmative action within the appropriate university, state college or community college which is part of the Nevada System of Higher Education;
  - (b) Use the procedure for the adjustment of a grievance contained in NAC 284.658 to 284.6957, inclusive; or
  - (c) File a complaint with:
    - (1) The Nevada Equal Rights Commission pursuant to NRS 613.405; or
    - (2) The United States Equal Employment Opportunity Commission.
2. The appointing authority of an employee who has alleged unlawful discrimination shall promptly notify the deputy attorney general or staff counsel assigned to represent the agency of the allegation and the actions which are being undertaken by the agency to address the allegation. (Added to NAC by Dep't of Personnel, eff. 10-26-84; A 9-16-92; 11-16-95; R023-05, 10-31-2005)

**NAC 284.697 When resolution of grievance becomes binding. (NRS 284.065, 284.155, 284.384)**

1. Except as otherwise provided in subsection 2, the resolution of a grievance is binding when:

(a) There is an agreement between the person filing the grievance and the appointing authority or the designated representative of the employing agency; or

(b) The Committee renders a final decision.

2. The appointing authority or the designated representative of the employing agency shall submit each proposed resolution of a grievance which has a fiscal effect to the Budget Division of the Department of Administration for a determination of whether the resolution is feasible on the basis of its fiscal effects. The resolution is binding only if it is so found.

(Added to NAC by Dep't of Personnel, eff. 8-28-85; A by Personnel Comm'n by R030-02, 5-2-2002)

## **ACKNOWLEDGEMENTS**

Excerpts of this document were taken with permission from documentation prepared by AERIS Enterprises, Inc. including the following:

Incident Tracking Software Design Document

Incident Tracking Business Process Analysis

Appeal Validation Rules

Grievance Validation Rules

Sexual Harassment or Discrimination Complaint Validation Rules