The Civil Case Workflow- A Guide

Description: The Civil Case workflow is used to track actions related to uncivil behavior involving NIH staff members, such as harassment, sexual harassment, inappropriate conduct, intimidation, bullying, or other unproductive, disruptive, and/or violent behavior.

Typical users of this workflow: The Civil Program Team in WRD.

Adding Attachments: You can attach documents of the following type: Word, Excel, PowerPoint, PDF, JPEG, and emails to WiTS actions. There is no limit to the size of attached files in WiTS; however, it is recommended that the total size of all files combined be under 50MB (most attached documents tend to be less than 1MB). PII is allowed in WiTS attachments. For a complete list of allowable PII, see the WiTS FAQ page.

Action Details Tab

Note: Dynamic fields will only appear based on what is selected in another field. For example, an ‘Approval Number’ field may only appear if the ‘Approval Needed?’ field is marked as ‘Yes.’

- **WiTS #:** System-generated.
- **Date Entered:** System-generated.
- **Action Type:** System-generated.
- **Date Recv’d in HR:** Enter the date that the Civil Case request was received.
- **IC Contact Last Name, First Name, Email Address, Position Title:** Use the Employee Lookup feature to fill in the information for the IC contact, or enter it manually.
- **Administrative Code, Institute/Center, Organization Initials:** If using the Employee Lookup feature, this information will auto-populate, or you can manually enter the Admin Code associated with the action. The Institute/Center and Organization Initials will auto-populate based on the admin code entered.
- **Civil Team:** System-generated.
- **Civil Supervisor, Program Specialist:** Select the appropriate participants.
- **Action Status Code:** System-generated based on Action Status/Description selected.
- **Action Status/Description**: Select the appropriate status of the Civil Case.
- **Comments**: You may enter any comments related to the Civil Case that are necessary. **Note**: Comments entered in this field are displayed on the Civil Status Report.

**Allegation Info Tab**

![Image](image.png)

*Note: Dynamic fields will only appear based on what is selected in another field. For example, an ‘Approval Number’ field may only appear if the ‘Approval Needed?’ field is marked as ‘Yes.’*

**Intake Information:**

- **Source**: Select the appropriate source of the Civil action.
- **Intake Party Type**: Select the appropriate party type.
- **Intake Party Last Name, First Name, Party MI, Employee ID, Badge ID (Dynamic)**: Use the Employee Lookup feature to fill in the information for the IC contact or enter it manually.
- **Intake Party Affiliation (Dynamic)**: Select the appropriate affiliation.

**Reporting Party/Respondent (Dynamic):**

Use the Employee Lookup to complete the following fields and/or select or enter the information manually.

- Last Name, First Name, MI, Employee ID, Badge ID
- Employee Type, Position Title, Pay Plan, Series, Grade, Step
- FLSA Status, Bargaining Unit, Supervisory Status, Supervisory Probation End Date, SES Probation End Date
- Next WGI Eligibility Date, Last Performance Rating Date, Last Performance Rating, Last Preliminary Performance Rating Date, Last Preliminary Performance Rating

**View NIH Staff History Report**: For informational purposes only.
Case Tab

- **Type of Case**: Select the appropriate Civil case type.
- **Sub-Case Type(s) (Dynamic)**: Select all sub-case types that apply.
- **Primary Location(s) of Incident**: Select all locations that apply.
- **Date Supervisor Contacted**: Enter the date the supervisor was contacted.
- **Follow Up Date**: Enter the date you wish to follow up with the supervisor. *Note: You can enter up to five separate reminders by selecting the ‘Add Follow Up’ hyperlink.*
- **Supervisor Follow Up Notification Details**: Enter a message which will be included in the WiTS reminder email sent two days before the date entered in the ‘Follow Up Date’ field.
- **Number of Related Consultations**: Enter the number of related Civil consultations.

Corrective Action Tab

- **Type of Case**: System-generated based on selection from Case Tab.

*Note: Dynamic fields will only appear based on what is selected in another field. For example, an ‘Approval Number’ field may only appear if the ‘Approval Needed?’ field is marked as ‘Yes.’*
• **Related ER Specialist:** If applicable, select the appropriate ER Specialist or if you are unsure of who the servicing ER Specialist is, use the link in the blue help button to find the list of IC assignments for ER Specialists.

• **Recommended Action(s):** Select all actions that apply.

• **Recommended Resource Referral(s) (Dynamic):** Select all referrals that apply.

• **Final Action(s):** Select all actions that apply.

• **Final Resource Referral(s) (Dynamic):** Select all referrals that apply.

*View Related ER Actions:* For informational purposes only.

### Case Closure Tab

![Case Closure Tab]

*Note: Dynamic fields will only appear based on what is selected in another field. For example, an ‘Approval Number’ field may only appear if the ‘Approval Needed?’ field is marked as ‘Yes.’*

- **Date Case Closed:** Enter the date the case was closed.
- **Follow Up Date:** Enter a date you wish to follow up with the case.
- **Follow Up Notification Details:** Enter a message in the 'Follow Up Notification Details' field, which will be included in the WiTS reminder email two days before the date entered in the ‘Follow Up Date’ field.

### The Routing Menu

*The routing menu is used to move actions through the process and/or to send emails. The following list includes definitions for all routing options. The options and email recipients may change based on which user possesses the action.*

**Civil Program Specialist:**

• **Close Case:** Completes the action and sends to the Archives.

• **Send to Civil Supervisor:** Routes the action to the Civil Supervisor’s worklist.
• **Send Email to ER Specialist:** Sends an email to the selected ER Specialist on the form, notifying them of this Civil action.

• **Cancel Action:** cancels action and deletes it from WiTS. Cancelled actions cannot be ‘re-activated.’

**Civil Supervisor:**

• **Close Case:** Completes the action and sends to the Archives.

• **Send to Civil Program Specialist:** Routes the action to the Civil Program Specialist’s worklist.

• **Send Email to ER Specialist:** Sends an email to the selected ER Specialist in the form, notifying them of this Civil action.

• **Cancel Action:** cancels action and deletes it from WiTS. Cancelled actions cannot be ‘re-activated.’

**Email Notifications**

*Follow Up Notification Email*

Users may generate email notifications using the Routing Menu.
For more information, visit our [Email Library](#).

**Related Reports/Dashboards**

*Civil Status Report*

*IC Civil Case Activity Report*

For more details, visit our Reports/Dashboard Library- *Coming Soon!*
To learn how to run a WiTS report, see our WiTS Reports User Guide- *Coming Soon!*
To start/stop/modify a report subscription, visit our [WiTS Subscription Page](#), for instructions.

**Key Players**

| Civil Program Specialist (Initiates Action) | Civil Supervisor (optional- can close action or return to Civil Program Specialist) | Civil Program Specialist (Completes Action) |

**Video Tutorials**

No videos currently available.
For more information, visit our [Video Library](#).
Need more than a video? You can request training- Submit an [HRSS ticket](#) (Get Help with an HR System), select Issue Category: WiTS-Training Request, and someone from the WiTS Project will contact you!