

City of Black Hawk – PolicyTech™ Case Study

Introduction

PolicyTech™ Policy & Procedure Manager™ solves a modern boom town's policy and procedure management struggles and helps prevent litigation.

Challenge

Only 80 people officially live in the city of Black Hawk, Colorado. However, with a burgeoning casino and hotel business, more than 15,000 can call the city home for a few days of fun and entertainment. With so much action in Black Hawk, city leaders need a way to keep each of the 104 city employees on top of their duties, policies and procedures and help prevent future litigation.

"We are a city," said Kelly Stevens, assistant to the City Manager. "We sometimes get sued by employees who were terminated."

The challenges that faced the City of Black Hawk included the need to:

- Legally protect themselves by ensuring each employee has read and understood vital policies
- Affect conformity with key human resource forms and procedures
- Speed the policy creation and approval process
- Track readership and storage of internal policies and procedures
- Quickly implement a solution to help ease the flow of policy in the city government

Solution

PolicyTech Policy & Procedure Manager.

Result

The City of Black Hawk indicates Policy & Procedure Manager improved their functioning by:

- Providing an effective way for all city employees to access policy and procedure
- Quizzing users on their understanding of policy and procedure
- Easily enabling non-computer users to utilize and access policy and procedure
- Creating uniform and timely updates of all important policies and procedures
- Offering an affordable and scalable system that met city needs

Details

Before 1991 the city of Black Hawk, Colorado, located 40 miles from Denver, was a historic mining town. However, legalized gaming changed the face of the city. With only 80 official residents of the city, Black Hawk hosts 21 casinos and as many as 15,000 people during a busy weekend. Given these unique circumstances, Black Hawk is not unlike a typical city government with various departments each assigned to different responsibilities. However, even in this setting the city manager struggled to establish conformity in many of the human resources

practices and training material pertaining to employees' duties, procedures, and policies. The city also looked to protect itself from litigation stemming from a terminated employee. An additional obstacle was the lack of computer literacy among all city employees due to some departments that do not regularly use the computer as part of their work description.

Policy & Procedure Manager (PPM) helps Black Hawk streamline their main policy management obstacles. First, it provides a central repository for all of the cities documents that are constantly up to date and available via the internet to any employee 24 hours a day. Black Hawk originally used the email system to distribute new policies but there was no way to monitor that the employees actually read and understood the documents. Some employees would just delete their email. Now the city has a record that each employee has read and understood their required documents should the issue arise in future litigation.

Next, the manager is able to ensure that the policies are uniform for each department. One example of the PPM's effectiveness came in filling out forms. For instance, if an employee needs to fill out a worker's compensation report he can look up the associated policy in the PPM and get specific directions on how to complete and submit the form so the claim can be processed in a timely and accurate manner.

Finally, the city's employees were able to get on the computer and use the PPM without incident.

"We have some employees that are not that computer literate. The Policy and Procedure Manager is not an intimidating program to get them into," said Kelly Stevens, assistant to the City Manager. "I think Policy and Procedure Manager makes them comfortable. It is that easy to use."

Another feature that was particularly appealing to Black Hawk was the scalability of the software. Because of PolicyTech's licensing structure, Black Hawk was able to purchase the amount of licenses that best suited their needs and thus utilize the exact same software that much larger organizations have utilized.

"We are a small city," said Stevens. "It was very beneficial to us to be able to buy individual licenses and calculate the costs from there."

Now that Black Hawk has utilized PPM the city recognizes the benefit of peace of mind the software can bring to both the employees and the city.

"It's a wonderful tool for our employees to make sure that they understand and have access to our policies and that we know they understand the policies and procedures," said Stevens.

Policy Technologies International Inc. (PolicyTech™) develops and provides web-based software that manages company policies and procedures in a convenient, reliable way. PolicyTech™ software has served clients throughout all 50 states and around the world in a variety of industries including government, health care, education, financial and non-profit organizations. With a slate of recent government regulations pressing the need for corporate responsibility to all-time highs, PolicyTech policy management software is the solution for quality assurance and enforcement of best practices.