



Civil Rights

Eliminate Obstacles, Uphold Fair Practices

Equal employment opportunity (EEO) and civil rights complaints can cover a broad range of perceived harassment and discrimination. For employers, cases may involve hiring, firing, promotion, harassment, training, wages or benefits. For civil rights commissions, including EEOC designated Fair Employment Practice Agencies (FEPAs), cases may also investigate violations of federal, state, and local laws regarding housing, education, gender, extension of credit, public accommodation, fair contracting, and more. To successfully manage such diverse caseloads, organizations need an enterprise application that enables them to effectively manage cases from receipt through investigation to resolution.

Tyler's Civil Rights application gives caseworkers and supervisors the tools to create, track, and report on all data elements and processes throughout the course of ongoing and closed civil rights cases. The application can be rapidly configured to support each organization's specific regulatory and business requirements.

DETAILED OVERSIGHT AND CONTROL

Civil rights cases are complex. Case files, email messages, dockets, related metrics, legal filings, faxes, official forms, audio and video files, and objective input from experts typify the information that must be collected and reviewed. The Civil Rights application organizes the management of all of these elements.

CLIENTS

These are organizations that have entrusted their Civil Rights programs to Tyler Technologies.



Seattle Office for Civil Rights

AVAILABLE MODULES

- Document Management
- Analytics
- Access (external user portal)
- Direct Scan
- Mobile

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For more information visit tylertech.com

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THE POWER OF TRANSFORMATIONAL TECHNOLOGY

The Civil Rights application is built on Tyler's Application Platform, powered by Entellitrak®. Applications based on the platform have best practices, business rules, and terminology built right in. Out of the box, they generally satisfy about 80% of an organization's requirements. The final 20% is achieved by configuring the application to suit the specific needs and terminology that are unique to your organization, which dramatically reduces implementation time and cost.

The Civil Rights application can be used as either a standalone system or as a case management component within an existing Civil Rights program.

By using the Civil Rights application, organizations are able to:

- Efficiently capture case and investigation data from multiple sources
- Accurately assess personnel and financial resources expended
- Gain broad visibility into an entire Civil Rights program via a secure, web-based interface

REPORTS TAILORED TO CIVIL RIGHTS CASE OVERSIGHT

The Civil Rights application provides numerous summary reports that users can create at the individual, office, district, and enterprise level.

- Informal Complaints Filed
- Formal Complaints Filed
- Ongoing Cases and Case Status
- Ongoing Informal Complaints
- Rates of Complaint Resolution
- Individual Complaint Timeline Report
- Damages Awarded Report
- ROI Findings

Additional reports can be easily configured to match an organization's needs.

Contact us for a presentation and demonstration

[833.895.3783](tel:833.895.3783) | FD-marketing@tylertech.com | tylertech.com