

## City of Black Hawk Uses NAVEX Global's PolicyTech to Mitigate Risk

### Summary

NAVEX Global's PolicyTech policy management software solves a modern boom town's policy and procedure management struggles and helps prevent litigation.

### Challenge

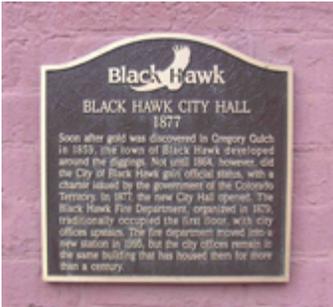
Officially only 80 people live in the city of Black Hawk, Colorado. However, due to a burgeoning casino and hotel business, more than 15,000 can call the city home for a few days of fun and entertainment. With so much action in Black Hawk, city leaders need a way to keep each of the 104 city employees on top of their duties, policies and procedures to 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 facing 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; and
- Quickly implement a solution to help ease the flow of policy in the city government.

## Streamlining Policy Processes



The City of Black Hawk indicated that implementing our policy management solution improved their internal function by:

- Providing an effective way for all city employees to access policies and procedures;
- Quizzing users on their understanding of policies and procedures;
- Easily enabling non-computer users to utilize and access policies and procedures;
- Creating uniform and timely updates of all important policies and procedures; and
- 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, Black Hawk hosts 21 casinos and as many as 15,000 people during a busy weekend.

Given these unique circumstances, Black Hawk's city government is not unlike a larger city's typical government structure with multiple 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 departments not regularly utilizing computers.

### PolicyTech Adds Needed Process

NAVEX Global's policy management software helps Black Hawk streamline their main policy management obstacles.

First, it provides a central repository of up-to-date city documents, available via the internet to any employee 24 hours a day. Black Hawk originally used their email system to distribute new policies, but did not allow them to monitor employee attestations. Often employees would just delete the email. Now the city has a record that each employee has read and understood the required documents should related issues arise in future litigation.

Next, the manager is able to ensure that the policies are uniform for each department. One example of PolicyTech's effectiveness was demonstrated by the process to fill out forms. For instance, if an employee needs to complete a worker's compensation report, he can look up the associated policy in the policy management software 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 accessibility of the program has proven key. The city's employees are easily able to get on the computer and use the software without incident.

## Nudging the Old West Gently Forward

“We have some employees who are not that computer literate. PolicyTech is not an intimidating program to get them into,” said Kelly Stevens, assistant to the City Manager. “I think PolicyTech makes them comfortable. It is that easy to use.”

Another particularly appealing feature of the software was the scalability. Because of NAVEX Global’s licensing structure, Black Hawk was able to purchase the amount of licenses that best suited their needs, proving them access to the exact same software much larger organizations have utilized.

“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.

“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 fully implemented and utilized the software, the city recognizes the benefit of peace of mind the software can bring to both the employees and the city.

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### ABOUT NAVEX GLOBAL

NAVEX Global is the trusted ethics and compliance expert for more than 8,000 clients in over 200 countries – the largest ethics and compliance community in the world. A merger of industry leaders ELT, EthicsPoint, Global Compliance Services and PolicyTech, NAVEX Global provides a comprehensive suite of solutions to manage governance, risk and compliance (GRC), providing critical cross-program insights through unmatched expertise and actionable data.

(888) 359-8123 | [info@navexglobal.com](mailto:info@navexglobal.com) | [www.navexglobal.com](http://www.navexglobal.com)