

AFGE CASE TRACK

Databases

- **Contracts**: Search hundreds of current AFGE contracts, plus other federal sector labor agreements, by word or phrase. See "search Hints" for advanced searches. Also, find scores of old labor agreements under "archive."
- **Arbitrations**: Arbitration Awards forwarded to AFGE's General Counsel's Office available for review. Use "Search Form" to locate specific awards or issues.
- **Bargaining Guidance**: Includes AFGE's model contract instructions, called "Bargaining For The Future," as well as specialized bargaining guidance on current issues facing bargaining teams.
- **Decision and Order Database**
- **Certification Database**

In addition to being a service that helps you file cases and keep them organized and accessible, Case Track also is a data base of important information to help you as an AFGE leader.

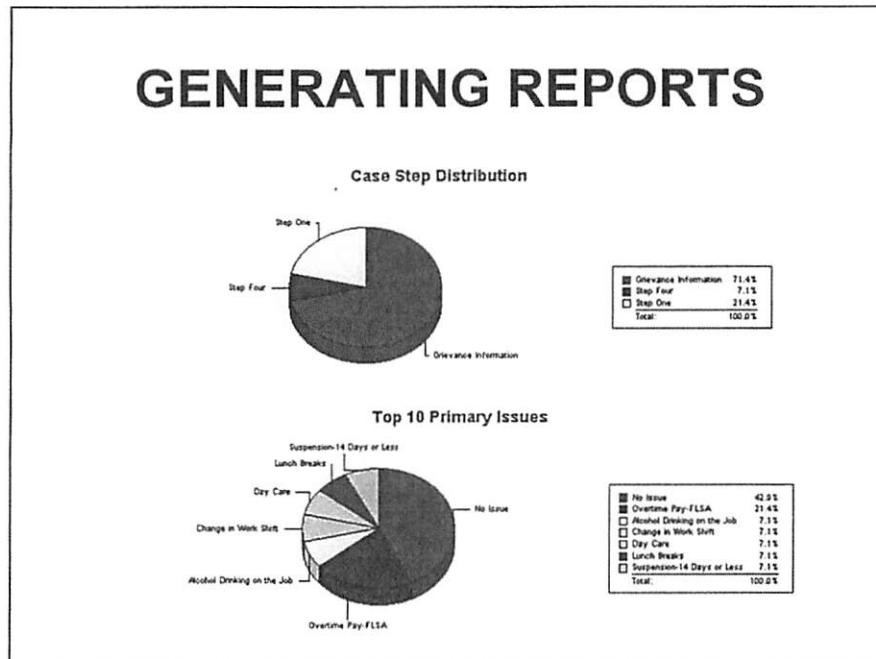
Contracts: Case Track has dozens of contracts from AFGE locals and councils and some from other unions. Please use the feature that allows you to send in your contract if you haven't already done it and be sure to update when you renegotiate it. You can search for phrases or words within the contracts or for specific agencies or AFGE local or council.

Arbitrations: Case Track has many arbitration cases that are searchable by word or phrase or arbitrator. We hope to have many more in the future and encourage you to send your arbitration decisions to us.

Bargaining Guidance: This is where you can find "Bargaining for the Future," FSED's valuable tool to help you bargain strong contracts. We will be updating it to keep up with changes in the workplace, new case law, and ideas you share with us. Look for the date on the bottom of the page.

Decision and Order and Certification Databases: are used by Membership and Organizing for their FLRA certifications and unit definitions.

GENERATING REPORTS



You can generate reports on the status of cases in your local. This slide shows one kind of report you can get – a pie chart. The other kind of report you can get is a list of cases with a statistical analysis at the bottom. The list contains the case number, the rep assigned, the date the case was filed, the issues, the disposition, what is the current step in the case, etc. You can run the report with only the information you want. For privacy, the report does not contain the names of the grievants. Case Track allows you to generate a report using several different criteria. Perhaps you want a report showing all of the cases won in the local. You can do that. You can filter it so that it is just for one agency your local represents. You may wish a report on all the cases dealing with leave abuse. There are many varieties of reports you can generate. It can be helpful to run reports prior to contract negotiations to know where you are having the most problems.

The top pie chart in the slide shows how many cases in this fictitious local are at step one, step four, and just at the grievance information phase before the grievance is even filed with management. The bottom pie chart shows the top primary issues in these cases. For example, it shows that cases were filed on suspensions, change in shift, lunch breaks, drinking on the job, day care, overtime, and some had no issue listed. The boxes to the left of the charts have the information broken down by percentages.

UPDATING AND DISPOSING OF CASES

Select Step Go to Step

Select Step

Step Two

Step Three

Step Four

Step Five

Arbitration

Disposition

Settled

Pending

Granted

Denied

Step

Withdrawn

Depending on the kind of case it is, Case Track will let you move it through the appropriate steps. For a grievance, those will be the steps of your negotiated grievance procedure through to arbitration. Case Track has five possible steps to the grievance before arbitration. Your grievance procedure may have only three steps. Case Track doesn't care if you skip steps. Simply go from Step Three to arbitration. Many times a Union Grievance skips step one completely because that level is usually too low to be able to decide on the kinds of issues contained in those kinds of grievances. Just fill in the necessary information and forward the case to Step Two or Three, whichever is appropriate. Case Track even lets you tell it to send you an email reminding you of your deadlines.

There are five possible dispositions for a case. At the beginning, the case is automatically shown as "Pending." After you get management's response, you can select "Granted" if you got what you and the grievant want. The case automatically ends there. You can also choose "Settled," if you and management reach a settlement before going to arbitration. Only if you choose "Denied," will Case Track offer you the step option so you can choose what step to forward it to.

The fifth option is "Withdrawn," which can be used at any time a case is withdrawn, but should always be used in a situation where an employee comes in, you start the case, take down the information, and the employee decides not to file.

ADDING NOTES AND ATTACHMENTS

The screenshot shows a software interface with a top navigation bar containing 'Grievance Information', 'Update Case', 'Attachments', and 'Check Spelling'. The 'Attachments' tab is selected. Below the navigation bar, a callout points to the 'Attachments' tab with the text: 'Click on this button to bring up the Attachments dialog box'. The main area displays a dialog box titled 'Add New Note'. Inside the dialog, it says 'Person Entering Note: Jim Afge' and 'Comments:'. Below the comments field is an 'Add Attachment:' section with a text input field and a 'Browse...' button. A callout points to the 'Browse...' button with the text: 'Click here to browse for the file you wish to attach'. Below the 'Add Attachment:' section is an 'Add Note' button. A callout points to the 'Add Note' button with the text: 'Click here to add note and save the file to the case'. Below the 'Add Attachment:' section, there is a note: '(Accepted file types: pdf, ppt, xls, jpg, txt, doc, txt)'. The entire interface is enclosed in a rectangular border.

Case Track lets you add attachments, which can be in any form that can be put on the computer. For example, you may wish to attach a copy of the relevant agency policy that was violated. You may wish to attach signed letters or statements. Perhaps there are charts or graphs you want to add. You can even attach photographs, which can be very helpful in documenting unsafe working conditions or demonstrating that management's account of the incident doesn't fit the facts of the actual work site.

All you have to do is click on "Attachments," hit "Browse," find the item you want to attach, and then click on the "Add Note" button. There is also a place to put in your comments or notes and click the "Add Note" button to save them. For example, you might have a telephone conversation about the case, or do some investigations and want to write it up and keep the information with the case.

Just think about the times you have lost that little piece of paper you wrote something on and meant to put it into the grievance folder but never got around to it. All of your attachments and notes stay with the case and are accessible anywhere you can get on the internet.

STARTING A CASE

Grievant Information

First Name <input type="text"/>	Last Name <input type="text"/>
Employee Job Title <input type="text"/>	
Street Address <input type="text"/>	City <input type="text"/>
State Select A State <input type="text"/>	Zip <input type="text"/>
Work Phone (<input type="text"/>) - (<input type="text"/>) - <input type="text"/>	Home Phone (<input type="text"/>) - (<input type="text"/>) - <input type="text"/>
Fax (<input type="text"/>) - (<input type="text"/>) - <input type="text"/>	
Home Email <input type="text"/>	Work Email <input type="text"/>
Is grievant a member <input type="radio"/> No <input type="radio"/> Yes	Multiple Parties <input type="radio"/> No <input type="radio"/> Yes
<input type="button" value="Start Case"/>	

Each type of case that you do in Case Track has its own set of steps appropriate for that case. Case Track can make it easier for you to file cases as well as organize them and find them.

In doing grievances, for example, Case Track will ask you for information about the grievant, the management official served the grievance, the date of the incident being grieved, the contract article, rule, regulation or policy that was violated, the remedy requested, supporting evidence, etc. There is a drop-down menu with issues and you can select as many as are relevant. For example, you might choose "Leave Abuse" and "Leave Restriction."

In addition to selecting issues from the menu, there are places to write about the grievance in narrative form, include witness statements, and other information you wish to include.

RETRIEVING CASES

AFGE CASE TRACK

Home | Retrieve Case | Start Case | Case Reports

Retrieve Case By:

- My Cases
- Agency
- Local
- Concerned Party
- Case Type
- Case Designation
- Issue

Continue

Concerned Party	Case No.	Designation	Agency	Local	Step	Assigned	In Status	Case Status
	Alge Jim	ULP-GSA Loc # 0305-3-05	GSA	ULP	Fcong	Loc # 0305	53 Days	Open Case
Tuna Charles	Alge Jim	MSPD-GSA Loc # 0305-5-05	GSA	MSPD	Meeting	Loc # 0305	53 Days	Open Case
	Alge Jim	ULP-GSA Loc # 0305-9-05	GSA	ULP	Unfair Labor Practice Charge Information	Loc # 0305	53 Days	Open Case
	Alge Jim	ULP-GSA Loc # 0305-7-05	GSA	ULP	Unfair Labor Practice Charge Information	Loc # 0305	53 Days	Open Case
	Alge Jim	EG-GSA Loc # 0305-8-05	GSA	UNI	Step One	Loc # 0305	53 Days	Open Case
Local Brian	Alge Jim	EG-GSA Loc # 0305-9-05	GSA	EO	Art. 45(a)	Loc # 0305	53 Days	Open Case

You can find cases in Case Track several ways by clicking on “Retrieve Case.”

You can select **“My Cases”** and see all of your own cases. You can choose **“Agency,”** if you represent employees in more than one agency and just want to see the cases in one of them. You can select **“Local,”** which is handy in a council where you want to see the cases in a particular local in the council. You can select **“Concerned Party,”** to find a particular employee’s grievance, EEO complaint, or other appeal. It is called **“Concerned Party,”** because the person bringing a complaint is called different things in different arenas. For example, some one would be called the grievant in one kind of case and the appellant in another kind of case. You can search by **“Case Type,”** for example employee grievances or unfair labor practices. You can search by **“Case Designation.”** Every case is given a unique designation automatically by Case Track. For example, EG-GSA-Local 0305-9-10 would be an employee grievance for a GSA employee filed by Local 305 and it is the 9th employee grievance filed by the local in 2010. And, you can search by **“Issue.”** For example, you may wish to see all of the cases in your local that are about leave abuse.

TYPES OF CASES

Select A Case Type:

- Employee Grievance
- Union-Management Grievance
- Unfair Labor Practice
- Merit Systems Protection Board
- Equal Employment Opportunity
- Notice Of Change
- Congressional Contact

There are several types of cases and actions that you can track with Case Track.

Employee grievances. You can capture all of the information about the grievant, the nature of the complaint, and your evidence and arguments into Case Track and then call it up whenever you wish. It will even print out a generic grievance form with the information on it.

Union-Management grievances. These are often called union grievances and do not involve an individual employee or a group of employees.

Unfair Labor Practice Charge. Case-Track will help walk you through the process of filing a ULP.

Merit Systems Protection Board. Case-Track will help you file with MSPB.

Equal Employment Opportunity. You can use Case Track to help you file and EEO appeal.

Notice of Change. This allows you to keep track of changes management or the union initiate during the term of your contract, the demands to bargain, and any resulting MOU. With Case Track, you can call up all of your MOUs whenever you need them.

Congressional Contacts. This is a handy place to keep track of your visits to your Members of Congress and the subjects you discussed.

REGISTERING FOR CASE TRACK

The screenshot shows a web browser window with the address bar displaying <http://www.afge-casetrack.org/registration/registration.asp>. The page title is "AFGE? CASE TRACK". The navigation menu includes "Home", "Retrieve Case", "Start Case", and "Case Reports". The main heading is "New User Registration" and the form is titled "Registration Form".

Select Your Level

- Local
- Council
- District
- National

Enter Your Local Number

Once the local president has registered as the Local Administrator, other people in the local can register. They should first go to www.afge-casetrack.org and click on registration. Fill out the form, which will include a place for your name, address and other information and click on "Submit Registration." The Local Administrator will get an email saying that someone has registered. The Administrator then logs on to Case Track, sees who has registered, and can either click "Accept" or "Deny" for that person.

The regular user who is not an Administrator can see only his or her own cases. Some local presidents have told us that they think everyone should be able to see everyone else's cases so they can learn from each other. Other presidents, however, have said that there are privacy concerns for grievants and they prefer that their stewards see only their own cases.

The local president can have others signed up as Administrators to help share the work load. It may make sense for your Chief Steward to be an Administrator as well to keep track of all the cases, assign or reassign cases to different stewards, and run reports showing the status of the various cases. Just send the information to casetrack@afge.org.

AFGE CASE TRACK

- **Help Documentation**
- [AFGE Case Track User Manual](#)
- [AFGE Case Track Local Administrator Manual](#)

- **Help By Task:**
- [Registration](#)
- [Start A Case](#)
- [Retrieve A Case](#)
- [Run A Report](#)
- [Approve Users](#)

[Microsearch Database Solutions](#)

You can learn more about AFGE Case Track by going to the web site and clicking on "Help." You will find user manuals that you can print out. You will also find several PowerPoint tutorials to help you learn how to use Case Track. *Read the tasks to the group.*

Local presidents need to register for Case Track in order for the local to use the service. If the local president is not registered, nobody else in the local can use the features. If you are a local president and you haven't registered for Case Track send an email to casetrack@afge.org using a non-government email. Include your name, address, the user name you would like to use and a password. The password must be at least six characters and one or more must be a number or special character such as a question mark, exclamation point, ampersand, etc. This is done for security purposes. If you are a newly elected president, send an email so that we can change from the former president to you.

Once you are signed up, you will become the Local Administrator. The Local Administrator decides who can be in the system for your local and can see all of the cases your local has filed. This allows you to check to make sure due dates are being met, see how many cases your stewards are assigned, run reports and generally keep this important information organized and accessible. No more losing grievance information or misplacing an important attachment.

AFGE CASE TRACK

**A Free Tool to Assist
AFGE Leaders
www.afge-casetrack.org**

Case Track is available to AFGE Local Presidents, Executive Board Members, Stewards, Council officials and other AFGE leaders. It will help you organize your grievances, unfair labor practice charges, EEO cases and other cases your local or council has.

It also is a valuable resource for bargaining guidance, contracts, arbitration cases, and other important information.

Case Track is a web-based system so you can access it any where you have internet access. It is password protected, so no one who is unauthorized can get into it. It is important not to keep your password on a government computer or send it over a government email program. If you ever think your password has been compromised, you can easily change it by clicking on "My Profile."

You can find Case Track at www.afge-casetrack@afge.org. Or, go to AFGE's website at www.afge.org and look for Case Track on the "Rights and Representation" pull down menu.