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FOR IMMEDIATE RELEASE

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Cedar Rapids Civil Rights Commission Launches Case Management System

CEDAR RAPIDS, IA – March 9, 2016 – The Cedar Rapids Civil Rights Commission is pleased to announce a new Case Management System.

This past year, the Commission began customizing “EnerGov” as a Case Management System for all newly filed complaints. EnerGov is specifically designed for the public sector and is designed for collaboration and communication. It is a “powerful, flexible software solution for enterprise workflow and process regulation.” In August of 2015, the Commission began piloting the software and since then has been working with the City of Cedar Rapids IT Department to fine-tune the software to the Commission’s specific needs. This software is already being utilized by several city departments, such as Building Services, Solid Waste, SAFE-CR, Public Works, City Clerk, Community Development, City Manager and Housing, which made for a cost-effective and efficient transition. A few additional benefits to note about our new Case Management System include:

- Confidential, cost efficient, and customizable
- Improved tracking and organization of contacts
- Helps keep all staff informed and connected
- Keeps case information organized and instantly available
- Keep track of scheduled meetings and interviews.
- Creates efficient workflow
- Creates powerful, customizable reports

The Case Management System will specifically serve a significant role in meeting the established Case Investigation Performance Standards of finalizing all non-housing cases within 300 days and within 100 days for housing cases.

For more information on our new Case Management System please contact Alicia Abernathey at (319) 286-5036 or a.abernathey@cedar-rapids.org.