

Conducting Title IX Investigations with Case Management Software

An eBook for Title IX Investigators

Case IQ

The background of the slide features a photograph of a crowd of people, likely at a school event or assembly. Many individuals have their hands raised in the air, suggesting a moment of participation or celebration. The image is partially obscured by a large, semi-transparent blue diagonal overlay that covers the top and left portions of the frame.

TABLE OF CONTENTS

1. What is Case Management Software and How Will it Help Our Investigations?

PAGES: 3-4

2. Why Do I Need Case Management Software?

PAGES: 5-7

3. The Best Time to Implement Case Management Software

PAGE: 8

4. What's in it For Me? ROI

PAGES: 9-10

WHY

William Paterson University agreed to pay \$800,000 to settle a lawsuit accusing the school of violating Title IX (New Jersey Law Journal).

PAGE: 5

ROI

Case management software offers exceptional return on investment.

PAGE: 9

What is Case Management Software and How Will it Help Our Investigations?

Case management software makes it easy for Title IX coordinators, investigators and decision-makers to create cases and manage multiple investigations at once. They can collect and analyze data to simplify Clery Act reporting, manage risk, reduce vulnerabilities and identify opportunities for improvement.

With all case information stored in a centralized database, case management software provides complete documentation of an investigation, with all actions recorded in the case file. Digital evidence can be uploaded to the case file, including interview recordings, images, notes, emails and supporting documents. Case management software can include an anonymous hotline to encourage whistleblower tips, which can be integrated with existing reporting features.

Web-based case management software enables investigators and other team members to access case files from anywhere with an internet connection. If your case management software platform provides a mechanism to set up access roles, you can set restrictions so that each user can access only the case information they need. This keeps confidential information secure and private, in compliance with state and federal information privacy regulations.

BACKGROUND

Failing to properly investigate a Title IX violation can result in hefty fines, reputation damage and even prosecution.

Title IX teams need effective tools to investigate incidents and provide informative data to report on incidents, identify risks and improve campus safety.

ON THE NEXT PAGE

How Case Management Software Works:

- Intake
- Case Management
- Reporting
- Alerts/Workflows
- Access/Roles

How Case Management Software Works:

Employees, Students, the Public

Intake

Create new cases quickly and easily, collecting all complaints and case-related information from any intake stream into one central file.

—
HOTLINE
CALL CENTER
INTERNAL WEB FORM
EMAIL-TO-CASE

Title IX Coordinators, Investigators and Decision-Makers

Case Management

Manage investigations with workflow rules that create a logical, structured process and all case information stored in one place.

—
NOTES
TO-DO'S
EMAILS
ATTACHMENTS
INTERVIEW REPORTS
INVESTIGATION REPORTS

Board Members, Presidents, Principals

Reporting

Analyze investigation data using summary reports that provide in-depth information on trends and areas of risk.

—
WRITER
DASHBOARD
DISTRIBUTION

ALERTS / WORKFLOW

ACCESS / ROLES

Why Do I Need Case Management Software?

A school district- or campus-wide case management solution helps Title IX investigators investigate, analyze and report on incidents more accurately and effectively.

If your school uses spreadsheets, an outdated in-house system or separate single-use solutions, you may be losing valuable data. Case management software stores all data in a single database. This eliminates information silos that naturally occur from using single-use solutions, and provides visibility into recurring issues and escalation.

Features include deep analysis and reporting tools to uncover trends and risks. Sort and analyze Title IX incidents by type, location, parties involved, department or any other variable to know exactly where the school should focus resources, support and prevention programs.

With the role-based access feature, Title IX coordinators, investigators and decision-makers can collaborate without compromising the confidentiality of ongoing investigations. Configure software access so that teams can work together without seeing restricted information, ensuring privacy and security.

The teams feature allows Title IX coordinators to manage each collaborator's tasks. Ensuring every team member stays on-track reduces your risk of liability and non-compliance.

Title IX-related incidents that aren't tracked, investigated and remedied can result in harm to the entire school, and in expensive non-compliance and settlement costs. Case management software also helps US schools comply with various regulations including the Clery Act, Erin's Law, FERPA, Title IX and more.

IMPROVE SCHOOL SAFETY

More than 23 per cent of female undergraduate students reported experiencing rape or sexual assault through physical force, violence or incapacitation (RAINN).

CASE MANAGEMENT SOFTWARE HELPS SCHOOLS QUICKLY INVESTIGATE AND REPORT:

- sexual harassment
- sexual assault
- rape
- stalking
- domestic and dating violence

BY IMPLEMENTING CASE MANAGEMENT SOFTWARE, YOU WILL:

- capture every complaint and incident
- monitor case progress in real time
- use alerts and notifications to enforce a consistent investigative process and provide early notice for cases that are off-track or high-risk
- create investigation reports in seconds
- conduct root cause analysis
- eliminate blind spots, reduce risk and forecast trends
- comply with Title IX, Clery Act, Erin's Law and FERPA
- demonstrate a commitment to improving school safety
- save time and money

NEXT:

WHY CASE MANAGEMENT SOFTWARE IS BETTER THAN THE ALTERNATIVES

Why Case Management Software is Better than Home-Grown and Spreadsheets

Spreadsheets

- Can't collaborate
- Multiple files that are out of sync
- Hard to create the final investigation report
- Users manually track activity, date and time, leaving the records open to mistakes and information gaps
- Users must cut and paste information into spreadsheets from other files resulting in high error rate
- No task assignment, alerts and deadlines
- No reporting

Home-Grown

- IT staff needed to maintain and fix
- In-house programmers required to update and fix problems
- Not purpose-built. May require work-arounds that deviate from best practices
- May not have task assignment, alerts and deadlines built-in
- May not have reporting and analytics
- Information security and privacy may not be as strong as leading case management software
- May not be configured for roles and responsibilities associated with best practices

Case Management Software

- No hardware to buy
- No in-house expertise required for support and maintenance
- Best practices built into the system workflow
- Case activity is tracked with the date and time for accountability
- All information is in one centralized case file
- Strong information security and privacy built-in
- Investigators, administrators and managers can set alerts and deadlines to keep cases on track
- Integration with existing databases allows information to be pulled into each field, instead of having to type or paste it in

ON THE NEXT PAGE

6 Good Reasons to Implement Case Management Software

- **We've identified gaps in our investigation process**
- **Our caseload is increasing**
- **Our team is expanding**
- **Our regulatory environment is challenging**
- **We had an incident**
- **We want to prove that we value and prioritize safety**

The Best Time to Implement Case Management Software

There are several things to consider when deciding when to implement case management software. Often, it's changing circumstances that drive the need for a new system.

Our School is Growing:

Often, the need arises because of the addition of more students or staff, which requires investigators to track and organize more cases. Implementing a new case management solution as early as possible will prevent cases from falling through the cracks and will allow investigators to learn the system before their caseloads reach maximum capacity.

Our Investigation Team is Expanding:

Team expansion could include the addition of more investigators, contract or

full-time additional staff or even additional management. All of these scenarios could trigger a need for a more efficient, better organized system for managing Title IX incidents and investigations.

Our Regulatory Environment is Challenging:

Increased scrutiny by the Department of Education (DoE) for lapses of regulatory compliance put heavy pressure on schools to ensure their Title IX investigations are timely, thorough and well documented. An effective case management solution is part of a strong employee, public relations

and compliance program.

We Had an Incident: For many educational institutions, it's painfully obvious when to implement case management software. They've experienced a Title IX incident, been involved in lawsuits or been subject to regulatory fines and reputation damage. Implementing an investigative solution sends a strong message that the school is taking Title IX seriously. It also demonstrates to the DoE a commitment to transparency and compliance.

Be Proactive: The best time for a school to implement investigative case management software is NOW. It's a lot easier to integrate a new investigation solution into your operations when processes are running smoothly, rather than waiting until you are scrambling to defend yourself in the wake of a Title IX incident.

ROI

Case management software offers exceptional return on investment for educational institutions.

- Cost avoidance: less money spent on IT and in-house programmers for upkeep.
- Cost savings: scalable platform makes it less expensive to upsize or downsize.
- Increased productivity: Title IX coordinators, investigators and decision-makers can get more done in less time and automate reporting.
- User adoption: investigators like using tools that make their jobs easier.
- Better performance and results: from employees and students who feel safe and secure.
- Lower fines: proof of a timely, fair and complete investigation provides a stronger defense in litigation.
- Lower litigation costs: solid documentation of a thorough investigation lowers the cost of litigation and increases the chances that a lawsuit will be dropped.
- Fewer incidents: access to case information that helps you analyze areas of higher risk so you can take preventive action.
- Better compliance: to reduce the likelihood of receiving a noncompliance citation and to improve the school's reputation as a safe place to be.



Cost Comparison:

The costs for building and maintaining a bespoke system are much higher than for implementing case management software.

Cost of Home-Grown

Software for documenting and investigating Title IX incidents can be complicated and in-house IT teams generally underestimate the costs to build and maintain a system.

- Building a system from the ground up requires conceptualizing and designing from scratch which is time-consuming and labor intensive.
- Cost and maintenance of servers in-house is often more expensive than hosting.
- Researching and complying with data privacy regulations can be complex and time-consuming.
- You'll have to purchase and maintain secure information backup systems and hardware.
- All staff must be dedicated for the entire building phase, taking them away from other tasks.
- Continuity and maintenance can be an issue when the staff who built the system leave.
- Software upgrades and support require getting into the internal IT services queue, and fighting to keep your priority.
- Penetration testing and security measures must be carried out at regular intervals, requiring IT staff time.

Cost of Case Management Software

Case management software can be a cost-effective solution for educational institutions. Total cost of implementing case management software includes:

- Time that would be spent researching companies, vetting proposals and attending demonstrations.
- Built-in information privacy compliance, without the need to research and incorporate it.
- A one-time setup fee, which is lower than staffing costs to build a home-grown system from scratch.
- A few hours of IT staff input to ensure compliance with your school's security and process requirements.
- A couple weeks of staff time for implementation, spread over the course of two months.
- On-site or remote training to ensure your team is comfortable using your new system.
- Annual licensing fees, which includes 24/7 support, so that your IT department doesn't need to be involved.

One-on-One Advice

Our team of experts has implemented Case IQ for Title IX coordinators, investigators and decision-makers across the United States.

They are available - free of charge - to speak with you and share the best practices we've learned. No pushy sales people, just a chance for you to learn from our experts.

With a single focus on investigative case management solutions and a 20-year track record of successful implementations, Case IQ is the global leader in configurable case management software for investigations. To schedule a demo please visit <https://www.caseiq.com/request-a-demo/>.

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