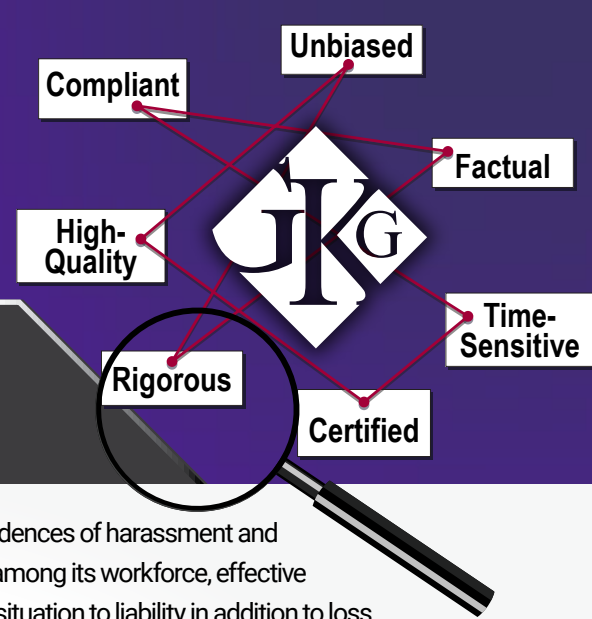


# Workforce Administrative Inquiry Program

Providing defensible, actionable, and timely management of inquiries into allegations of workplace misconduct by unbiased, credentialed, third-party investigators.



Too often the workplace suffers from disruptive behavior, workplace misconduct and incidences of harassment and assault. In the absence of a standard approach within a corporation to manage inquiries among its workforce, effective training and appropriate discipline frequently fail to occur in a timely manner, opening the situation to liability in addition to loss of productivity. To support meaningful conclusions to such allegations and incidents, and to inform preventative measures that promote and preserve workplace trust, cohesion, and safety, companies need reliable and proven theoretical and methodological inquiry expertise to explore, document and report unbiased, fact-based findings that will stand up to ethical, regulatory, and legal challenges.

Recognizing the necessity to produce rigorous, actionable, and defensible Reports of Inquiry (ROI), and to staff inquiries with credentialed investigators, **Golden Key Group (GKG) has designed a replicable and scalable inquiry management program that allows for maximum adaptability to the customer environment, while stimulating continuous improvement based on lessons learned, industry best practices and the customer's experience.** GKG's administrative inquiry program approach to structured inquiry management provides validated, third party inquiries conducted by credentialed investigators with training in experiential approaches to trauma informed, culturally sensitive interviews.

## Program Management



**Investigator Management** – staffing and management of qualified investigators, investigator orientation, training and certifying, and investigator performance management.



**Case Management** – triage of incoming inquiry requests, assignment to investigators, ongoing case tracking, and case status monitoring and reporting.



**Document Management** – form and artifact collection, final Report of Inquiry (ROI) inventory and close-out documentation in accordance with required records management protocols.



**Quality Management** – quality control (QC) functions for deliverables assuring compliance with relative laws, rules, regulations, policies, and guidance; quality assurance (QA) functions to identify opportunities for continuous improvement to program processes and procedures, and investigator readiness and performance.



**Data Management** – complaint and inquiry request trends, complaint attribute analysis, inquiry performance evaluation and preparation of all required management reports.

Successful program management requires collaboration between all involved departments within the organization.

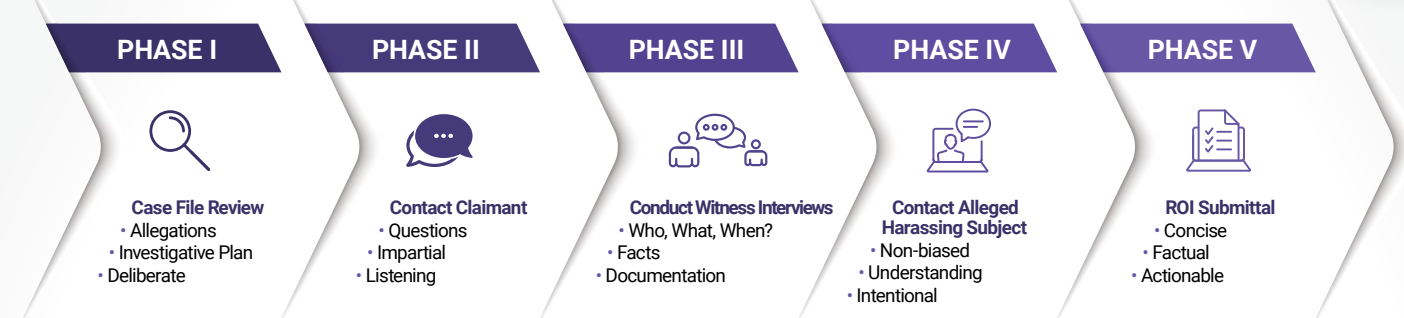
Golden Key Group's successes in identifying stakeholders and bringing them together in partnership to determine requirements and establish critical processes produce excellent results in a typically siloed environment. Continued collaboration, when coupled with GKG's agile approach, leads to an ever-improving program.

# Workforce Administrative Inquiry Program



## Inquiry Management

To expedite the review of allegations, so customers can take action to terminate incidents of harassment and promote healthy workplace behaviors, GKG established a standard process for inquiry management.



Utilizing a concise, deliberate inquiry management process allows GKG to turn around even the most complex inquiries **within 40 calendar days** of assignment, delivering actionable and highly-defensible, error-free ROIs to support corrective actions.

## Investigator Credentialing

Teaming with leading Subject Matter Experts (SME), GKG has designed an administrative investigator certification program. The program establishes an industry standard for performing professional quality inquiry management into allegations of workplace misconduct, harassment, discrimination, and abuse that ensures the defensibility of ROIs, while protecting the safety and security of inquiry participants. In addition to certification courses establishing a foundation for performing sound evidence collection and documentation, additional courses provide advanced learning in sexual misconduct and trauma-informed investigations for harassment, GKG considers this a requirement to conduct Sexual Assault Sexual Harassment (SASH) inquiries.

## Success Story

In June 2019 GKG successfully established the Program Management Office (PMO) within the National Oceanic and Atmospheric Administration (NOAA), Office of Human Capital Services (OHCS) to support implementation and compliance with both the DOC Administrative Order (DAO) 202-955 Allegations of Harassment Prohibited by Federal Law and the NOAA Administrative Order (NOA) 202-1106 NOAA Sexual Assault and Sexual Harassment Prevention and Response Policy. Through agile collaboration with Employee Relations, Workplace Violence, Response and Prevention Office, Office of Inclusion and Civil Rights, the PMO developed the process roadmap identifying the many necessary touchpoints within the Agency and serves as a unifying source for the typically siloed administrative inquiry process, resulting in prompt completion of inquiries. Since stand up, **GKG has received over 550 contacts and performed over 225 inquiries, producing comprehensive and actionable Reports of Inquiry (ROI) while reducing length of time for completion of an inquiry from months to less than 40 days.** Using a rubric to determine the scope and level of effort, GKG has provided cost savings through utilizing firm-fixed pricing known at the beginning of the inquiry vs the unknown of time and material pricing.

Level	# of Allegations	# of Interviews
1	1-5	2-8
2	6-10	8-12
3	11-20	13-20

We have performed inquiries ranging from Level I to Level III complexity and include sexual assault / sexual harassment allegations in addition to allegations of federally prohibited harassment.



## Contact Us Today!

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