



Vernon Hills Park District

Ensuring Agility and Compliance with eForms

Made up of 400 acres of parkland and waters, Vernon Hills Park District supports the recreation needs of its community with picturesque walking paths, competitive sports leagues, and festivals. With 46 full-time employees and up to 300 seasonal and part-time employees per season, the Vernon Hills Park District needed a streamlined process to communicate with employees who were not in the office. The District's "biggest driver" when searching for a system was finding a cloud-based software solution that could automate their paper routing processes.

Supporting a village of 26,000 people, the District's lean but capable staff implemented eForms.

"NEOGOV gave us a way to put everything in one place and make it accessible from anywhere our employees are," Clark said.

In addition to accessibility, the District needed a flexible system with an Implementation team that would set up particular accommodations for their needs.

"One of NEOGOV's biggest strengths is their willingness to listen and tailor the solution to support our needs," Clark added. "Some of our processes are complicated, and they do their best to adapt to accommodate our needs for eForms, despite us being a small organization." ►

AGILITY THROUGHOUT THE COVID-19 PANDEMIC AND BEYOND

With eForms customized to their requirements, their team was able to act nimbly when the COVID-19 pandemic caused a massive shift to remote work and shut down many of the community programs they employed with seasonal and part-time hires.

“Between all the policy updates, furlough letters, and documents that needed to be signed by employees – eForms has been our most important tool for tracking changes as they are happening.”

Throughout the pandemic, programs were shut down to varying degrees and the District had to be agile and responsive to state and county mandates.

“We have an outdoor pool, which is staffed by lots of high school and college-age people in the community, as well as summer camps, a full-day childcare program, and a full-day preschool,” said Clark. “NEOGOV has been really important for us over the last year with the way it supports communication across the district.”

REMAINING COMPLIANT IN THE FACE OF FRAUDULENT CLAIMS

eForms has also helped the District to ensure compliance, and even helped to defend against fraudulent unemployment claims.

“In Illinois, there has been a large problem with unemployment fraud and some of our employees were involved, but the extensive paper trail we have in eForms provided all the documentation we needed to dispute the fraudulent claims,” said Clark.

Overall, the District is thrilled with the capabilities of eForms.

“If there’s a shining glory of NEOGOV, it’s that NEOGOV is condensing all the processes we had before and centralizing them so that it is easier to access than ever,” added Clark. “NEOGOV has been exceptional to work with.” ■

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RANDY CLARK, IT Manager

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