



Larimer County Sheriff's Office

CASE STUDY



How Vetted Improved Background Investigations for Admins, Bls & Applicants at Larimer County Sheriff's Office



CASE STUDY



How Larimer County Sheriff's Office gained visibility into background investigations – without risking compliance

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CHALLENGE ONE

Difficulty tracking agency-wide background investigations

Larimer County Sheriff's Office had no way to monitor the progress of the PHS. **Files were stored in various locations**, making it difficult to provide accurate updates to supervisors or identify bottlenecks throughout the process.

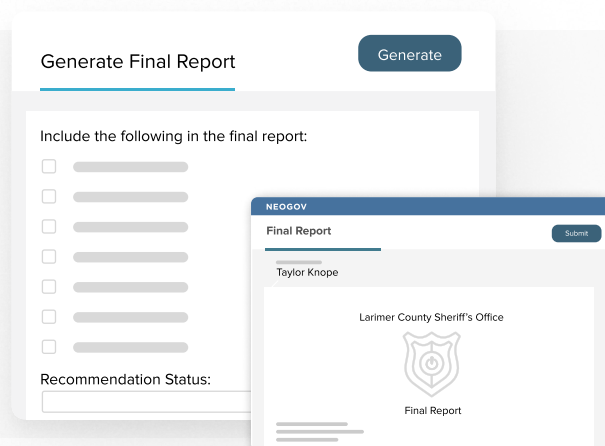
*“Command staff now **know where each applicant is in the process**, whether they're filling out the PHS, the investigation is being worked, or it's in the approval workflow. **That's a big win.**”*

Deputy Chris Smith
Larimer County Sheriff's Office

OUTCOME

Complete visibility with a fully centralized process

By centralizing everything in Vetted, the Sheriff's Office can **track every background investigation**, monitor its progress, and pinpoint slowdowns. This ensures peace of mind that they can quickly find important information and determine where improvements are needed.



CHALLENGE TWO

Manually ensuring secure safeguards for information sharing

Without a centralized system, background investigation files were managed by each BI. Using this paper-based process, **filtering out sensitive data was manual and time-consuming** as applicants progressed from BIs to supervisors to HR – each with different access needs.

OUTCOME

Protecting sensitive data with role-based access

With Vetted's custom roles, data access is now tightly controlled. The Sheriff's Office can set permissions for HR, BIs, and leadership so they **only see information that's relevant to their role** in the process – improving compliance, data security, and separation of duties.



How Larimer County Sheriff's Office improved accountability & efficiency in background investigations

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CHALLENGE ONE

No way to track when applicants submitted forms

BIs at Larimer County Sheriff's Office had to manually email PHS forms, then wait indefinitely for applicants to submit them. Once returned, **forms often had illegible handwriting and missing information**, which was frustrating to chase down and dragged out the entire process even more.

OUTCOME

Saving hours with visibility into applicant progress

Now, applicants fill out digital PHS forms directly in Vetted, with **required fields to help ensure a complete application** – saving hours on filling in the gaps and sending email follow-ups. The system tracks PHS progress and submissions, and helps BIs **keep candidates accountable** so they promptly complete tasks.

*“Being able to monitor applicant progress **helps our recruiters stay engaged with applicants.**”*

Deputy Chris Smith
Larimer County Sheriff's Office

Action Item	Completed	Date Completed	Documents	Notes
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____
_____	•	_____	_____	_____

CHALLENGE TWO

Unable to shift processes when needed

If a BI went on leave or was unavailable, their assigned background investigations came to a halt. Using manual, decentralized processes offered **no easy way to redistribute work**, causing scheduling changes to disrupt team workflows and slowing down the hiring process.

OUTCOME

Flexibility to keep investigations moving

Vetted ensures the Sheriff's Office can continue background investigations without delay. If someone goes on vacation or a BI leaves, **their case can easily be reassigned to avoid disruption** – bringing efficiency and flexibility to keep background investigation processes on track.



How Larimer County Sheriff's Office impressed applicants with modern, digital background investigations

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CHALLENGE ONE

Poor candidate experience with paper and PDF forms

Before, public safety applicants at Larimer County Sheriff's Office had to fill out paper PHS forms or fillable PDFs. The process was manual, tedious, and outdated, and there was **no easy way to send forms back for applicants to fill in missing information.**

*"I've had people that have applied here before say, **'This is way better than the last time.'** They're even filling out the PHS on their phones."*

Deputy Chris Smith
Larimer County Sheriff's Office

OUTCOME

A fully-digital process for modern candidates

Using Vetted, applicants receive digital PHS forms with required fields to streamline submissions. The Sheriff's Office receives more complete forms and BIs can easily send forms back if information is missing. This way, **applicants can quickly fix and resubmit** – even from their phones.

CHALLENGE TWO

Candidate frustration with outdated hiring processes

Candidates who previously applied with the Sheriff's Office **remembered how difficult the old process was.** Working through extensive paper packets or printing and returning PDFs was frustrating and time-consuming, especially for those without easy access to printers.

OUTCOME

Impressing applicants with a simpler, smoother system

With an easy-to-use, digital system, candidates now **respond positively to the background investigation process.** Candidates comment on how much smoother the upgraded process feels compared to other agencies – giving the Sheriff's Office a competitive advantage.