

# Work-Life Information Management System (WIMS)

Work-Life Program	Program Manager	Phone Number
Family Advocacy	Laurel Jarvis	202-475-5157
	Shawn Wren	202-475-5163
Special Needs	Marta Denchfield	202-475-5160
Substance Abuse	Mark Mattiko	202-475-5148
	CWO Dennis Rangel	757-628-4369
Sexual Assault	Shawn Wren	202-475-5163
Critical Incident Stress Mgmt	John Reibling	202-475-5161
Employee Assistance	John Reibling	202-475-5161
Workplace Violence & Threatening Behavior	John Reibling	202-475-5161
Victim Witness	John Reibling	202-475-5161

Note: In the event that a Program Manager is unavailable to sign the access form, the following alternates may grant access:

CG-111	CAPT Donald Culkin	202-475-5137
CG-111	Robert Skewes	202-475-5140
CG-1111	Dan Blaettler	202-475-5153
CG-1112	CDR Matthew Kleiman	202-475-5155

## Who is authorized access?

- Only Coast Guard personnel assigned duties in one of the 8 respective areas identified above can be granted access to the system.

## How to complete the Direct Access Work-Life Management System User Account Authorization (CG-7421G)?

- The individual requiring access completes blocks 1 through 7, and signs in block 12. The HSWL Product-Line Manager (PLM) (Field Office Supervisor) will complete block 8. Then pages 1 and 2 of CG-7421G will be sent by fax, or scan and email to the individual Program Manager shown above.
- The Program Manager will review and approve access and then submit the signed form to PPC Topeka.
- PPC Topeka will then grant user access to the system.

## Direct Access II Functional Roles on CG-7421G

- User access to the system and approval of the Functional Roles within WIMS lies with the Program Manager. For example, if you were assigned as the Employee Assistance Program (EAP) Coordinator, you would be able to see all EAP cases within the entire Coast Guard. However, you would not be able to see Family Advocacy, Special Needs or other program area cases.

Listed below are the Functional Roles that appear on CG-7421G, and that can only be granted by the Program Manager to the appropriate individuals:

- Family Advocacy Specialist
  - Special Needs Specialist
  - Substance Abuse CDAR
  - Substance Abuse SAP
  - Sexual Assault Specialist
  - Critical Incident Stress Management Specialist (CISM)
  - Employee Assistance Specialist
  - Workplace Violence & Threatening Behavior Specialist
  - Victim Witness Specialist
- An individual could have multiple Functional Roles depending on their position within the organization (e.g., Special Needs and Sexual Assault). In this case you would have access to both Special Needs and Sexual Assault cases. If this situation arises, the CG-7421G will only require one Program Manager's signature.
  - Substance Abuse is a little different. Only the Command Drug and Alcohol Representative (CDAR) entering and managing the case can access the case. That is, CDAR A (Miami) will not be able to view CDAR B (Seattle) cases. The exception is if the person involved is transferred and the case goes to a new CDAR, then the new CDAR will have access to the case. The designated Substance Abuse Prevention (SAP) Coordinator, usually at the District office, will have access to all Substance Abuse cases and will be a CDAR's point of contact regarding case access issues.
  - Program Managers and HSWL Service Center Work-Life Program POC's will have access to all cases within their respective programs; their access will be granted by CG-111.
    - Family Advocacy PM
    - Special Needs PM
    - Substance Abuse PM
    - Sexual Assault PM
    - Critical Incident Stress Management PM
    - Employee Assistance PM
    - Workplace Violence & Threatening Behavior PM
    - Victim Witness PM

### **Health, Safety, Work-Life Service Center (HSWL SC):**

- HSWL Service Center was established as part of Coast Guard re-alignment in 2010. Any HSWL SC PLM (FO Supervisor) that will be approving case transfers or closings are required to have their applicable functional area Program Manager role.
- HSWL SC POC's are responsible to work with the HSWL SC PLM (FO Supervisor) to get the CG-7421G form filled out so the appropriate access can be given.

### **Direct Access and WIMS User Guides:**

- MyPortalDirect was launched Coast Guard October 25, 2010 – for user's who are not familiar with this new feature you can find navigation information and additional details at:

<http://www.uscg.mil/ppc/da/portal/>

- To access MyPortalDirect:

<https://ep.direct-access.us/psp/UCGP1PP/?cmd=login&languageCd=ENG>

- WIMS User Guides are maintained on the PPC Topeka web-site for the 8 functional areas. Please visit the following link for additional support information:

<http://ww.uscg.mil/ppc/wims/>

- User's who experience problems with logging into MyPortalDirect should call the PPC Help Desk for assistance: 866-772-8724.

<b>U.S. DEPARTMENT OF HOMELAND SECURITY</b> U. S. Coast Guard CG-7421G (Rev. 09-10)		<b>DIRECT ACCESS WORK-LIFE MANAGEMENT SYSTEM</b> <b>USER ACCOUNT AUTHORIZATION</b>	
1. User's Name (Last, First, MI.) (Please print or type)		2. Rank/Rate:	3. Employee ID #
4. Dept ID & Unit Name (Include Staff Symbol)	5. Area Code & Phone Number:		6. e-Mail address:
7. User Role Description:  <input type="checkbox"/> Family Advocacy Specialist <input type="checkbox"/> Family Advocacy PM <input type="checkbox"/> Special Needs Specialist <input type="checkbox"/> Special Needs PM <input type="checkbox"/> Substance Abuse CDAR <input type="checkbox"/> Substance Abuse SAP <input type="checkbox"/> Substance Abuse PM <input type="checkbox"/> Sexual Assault Specialist <input type="checkbox"/> Sexual Assault PM <input type="checkbox"/> Critical Incident Stress Management Specialist (CISM) <input type="checkbox"/> CISM PM <input type="checkbox"/> Employee Assistance Specialist <input type="checkbox"/> Employee Assistance PM <input type="checkbox"/> Workplace Violence & Threatening Behavior Specialist <input type="checkbox"/> Workplace Violence & Threatening Behavior PM <input type="checkbox"/> Victim Witness Specialist <input type="checkbox"/> Victim Witness PM		<b>Direct Access User Roles:</b>  Direct Access user roles and access are administered separately. Please complete form CG-7421B for changes/additions to Direct Access user roles.  <b>Revocation:</b> Direct Access Roles are automatically terminated upon PCS, separation, retirement, reassignment of duties (Fleet-Ups) and change of organization (inter-office transfer).  Users who have been reassigned (PCS, Change of Department IDs) will retain Self-Service access.  The user role termination process is kicked off by submission of a PCS departing endorsement. If the member submits a new access form, and it is processed by PPC before the SPO submits the PCS departing endorsement, the system will terminate the new access. Please be sure to submit transactions in a timely manner.  If Revocation is due to reasons other than those listed above contact PPC Customer Care via on-line trouble-ticket at <a href="http://www.uscg.mil/ppc/ccb">http://www.uscg.mil/ppc/ccb</a> or <a href="http://cgweb.ppc.uscg.mil/ccb/">http://cgweb.ppc.uscg.mil/ccb/</a> or via email at <a href="mailto:PPC-DG-CustomerCare@uscg.mil">PPC-DG-CustomerCare@uscg.mil</a>	
8. <b>Authorizing Official</b> ( <i>Signature &amp; Typed or printed name, Rank, Title (CO/OIC, XO/XPO or HQ/DCMS/CGPSC/FORCECOM/OPCOM/DIST Branch Chief) &amp; Phone Number</i> ): I certify that the access I have authorized is based on an official need. I'm aware of the general functionality I have authorized and I'm aware of what this will allow this member to complete. If this is for a contractor, the Contracting Officer's Technical Representative (COTR) signs as AO.			
Signature <b>AND PRINTED or TYPED</b> Name,		Rank,	Title,
8a. Area Code & Phone (ext):		9. Date:	
10. <b>Approving Official</b> ( <i>Signature &amp; Typed or printed name, Rank, Title (Headquarters Program Manager, Work-life Division Chief)</i> ): I certify that the access I have authorized is based on an official need. I'm aware of the general functionality I have authorized and I'm aware of what this will allow this member to complete. If this is for a contractor, the Contracting Officer's Technical Representative (COTR) signs as AO.			
Signature <b>AND PRINTED or TYPED</b> Name,		Rank,	Title,
10a. Area Code & Phone (ext):		11. Date:	
<b>Privacy Act Statement</b>			
<b>AUTHORITY:</b> Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act. <b>PRINCIPAL PURPOSE:</b> To record names, signatures, and other identifiers for the purpose of identifying individuals requesting access to U. S. Coast Guard (USCG) systems and information. NOTE: Records may be maintained in both electronic and/or paper form. <b>ROUTINE USES:</b> None. <b>DISCLOSURE:</b> Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.			
<b>Acknowledgment:</b> I understand that I am authorized to access the Direct Access system and that accessing it for purposes beyond the Scope of Authorization is a violation of Federal law (18 U.S.C. 1030 et al) (Note: Refer to the Automated Information Systems (AIS) User Acknowledgement Form (CG-5500A), which is required for all U.S. Coast Guard AIS users, it contains the full Scope of Authorization and Acknowledgement.)			
12. User's Signature:		13. Date:	
		<b>Fax to: (785) 339-2297</b> (fax only page 1, do not fax instructions)	

Block	Instructions	
1	Enter the user's last name, first name and middle initial.	
2	Enter the user's Rank (e.g. "CAPT") or Rate (e. g. "YN1") or GS paygrade (e. g. "GS7")	
3	<p>Enter the user's employee number. The employee ID number can be found on the unit roster. Any member of the command that already has access to Direct-Access can access the unit roster and locate the employee's employee ID number. Follow these steps to access the unit roster:</p> <ul style="list-style-type: none"> <li>Select the following links on the Portal home page: <a href="#">Self Service for Commands</a> &gt; <a href="#">Use</a> &gt; <b>Command Information</b></li> <li>The department lookup page will display. The relationship type field will show "Own unit only" and the department field will show your sub-department ID number. Enter the department ID number for the unit in the department field.</li> <li>Click the Search button to continue.</li> <li>When the Airport Terminal displays click on the <b>Cg Dept Run</b> tab.</li> <li>Choose "Civilian" from the drop-down menu in the Source field.</li> <li>Click the <b>Execute</b> button. The roster section will fill in with the information. Only the first five rows will be displayed. Click the <a href="#">View All</a> link to see the remaining rows. The Employee ID number is shown in the second column.</li> </ul>	
4	Enter the name of the unit the user is assigned, include the staff symbol if applicable.	
5	Enter the user's business phone number, including the area code	
6	Enter the user's business e-mail address.	
7	Choose the appropriate user role from the list provided.	
	<b>Role</b>	<b>Requires Approval by:</b>
	1. Family Advocacy Specialist	Laurel Jarvis
	2. Special Needs Specialist	Marta Denchfield
	3. Family Advocacy PM	Robert Skewes
	4. Special Needs PM	Robert Skewes
	5. Substance Abuse CDAR	Mark Mattiko
	6. Substance Abuse SAP	Mark Mattiko
	7. Substance Abuse PM	Robert Skewes
	8. Sexual Assault Specialist	Shawn Wren
	9. Sexual Assault PM	Robert Skewes
	10. Critical Incident Stress Management Specialist (CISM)	John Reibling
	11. CISM PM	Robert Skewes
	12. Employee Assistance Specialist	John Reibling
	13. Employee Assistance PM	Robert Skewes
	14. Workplace Violence & Threatening Behavior Specialist	John Reibling
	15. Workplace Violence & Threatening Behavior PM	Robert Skewes
	16. Victim Witness Specialist	John Reibling
	17. Victim Witness PM	Robert Skewes
8	Enter the Name, Rank, Title and Phone number of the authorizing official. "By direction" is not authorized for granting Direct-Access. Only the CO/OIC, XO/XPO, or HQ/DCMS/PSC/FORCECOM/OPCOM/DIST Branch Chief may authorize access. Must typed or printed and signed.	
9	Enter the date the form was signed by the authorizing official	
10	Enter the Name, Rank, Title and Phone number of the approving official. (See "Requires Approval by" above)	
11	Enter the date the form was signed by the authorizing official	
12	User signs here.	
13	Enter the date the form was signed by the user.	

## **Guides applicable to ALL Work Life Programs:**

### **How to use the Portal**

*The primary purpose of the Portal for WIMS users is for easy and quick navigation to the data entry pages for a Work - Life Incident.*

### **How to Add a Non Employee**

*When there is an incident involving a non-USCG member, they must be added to the system. Follow the steps in this guide to add a non-employee.*

### **How to Use the Note Pad**

*The primary purpose of the NotePad is to record and track notes for an incident that has been entered into the system.*

### **How to use the Action Request Page with the Approval Workflow Engine (AWE) to Initiate and Route an Action**

*When there is an incident that requires information to be routed to another user with and without a form, the Action Request Page along with the Approval Workflow Engine (AWE) will be utilized in Direct Access.*

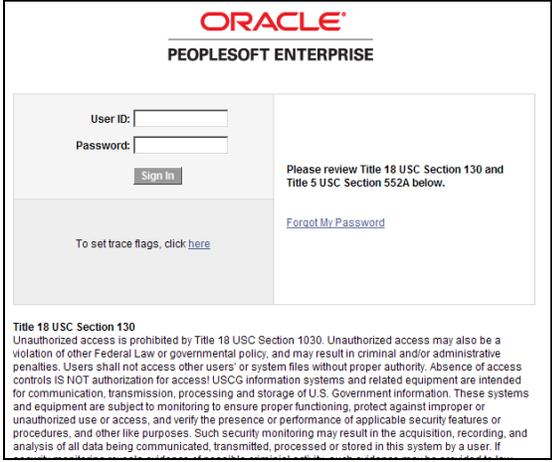
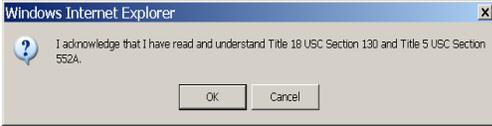
### **How to use the Action Request Page with the Approval Workflow Engine (AWE) to Review, Approve, and Transfer or Deny an Action**

*When there is an incident that requires information to be routed to another user with and without a form, the Action Request Page along with the Approval Workflow Engine (AWE) will be utilized in Direct Access.*

## WIMS Portal

**Use**                    The primary purpose of the Portal for WIMS users is for easy and quick navigation to the data entry pages for a Work – Life Incident.

**Prerequisites**    •    User ID and password

Step	Action
1	<ul style="list-style-type: none"> <li>At the Oracle log in screen, enter your provided <b>User ID</b> and <b>Password</b> in the fields provided.</li> </ul> <div style="text-align: center; border: 1px solid black; padding: 10px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>Select the <b>Sign In</b> button</li> <li>The <u><i>Title 18 USC Section 130 and Title 5 USC Section 552A</i></u> acknowledgement window will appear.</li> </ul> <div style="text-align: center; border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>Select the <b>OK</b> button.</li> </ul>

2 On the users **Portal Page** user has “pagelets” based upon a user’s roles and permissions, such as access to the Work Life Information Systems (WIMS) specific to the Work Life Program (role/permission).

The following is an example of a portal window for a Family Advocacy Specialist with the ability to enter data for the Family Advocacy Program below.

- A. System Messages
- B. Quick links into WIMS
- C. Worklife Reports
- D. Enterprise Menu

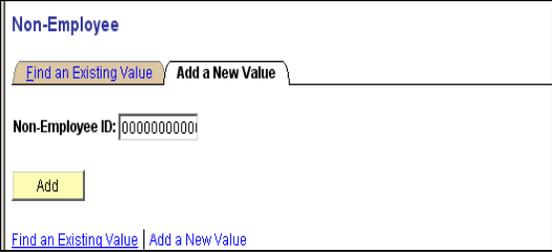
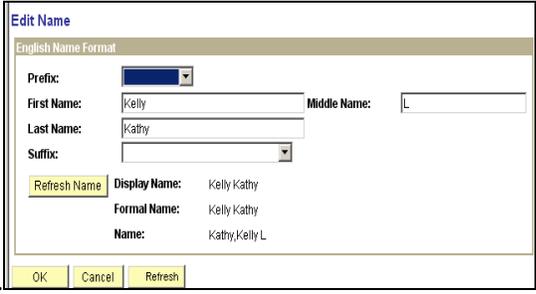


## How to Add a Non Employee

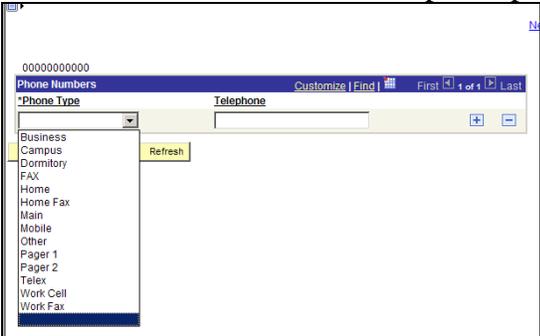
**Use** When there is an incident involving a non-USCG member, they must be added to the system. The user will take the following actions to add a non-employee.

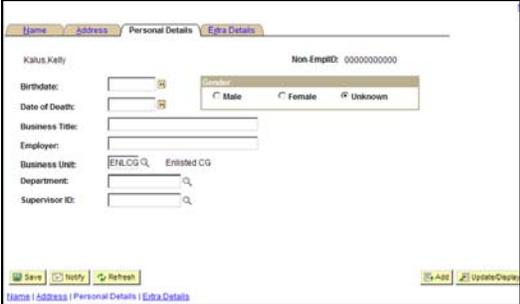
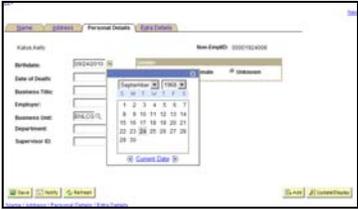
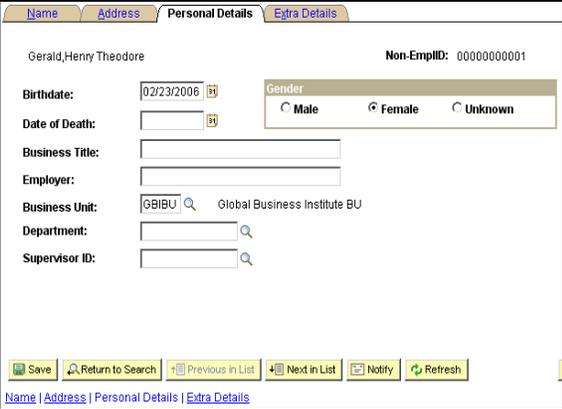
- Pages**
- Name
  - Address
  - Personal Details
  - Extra Details

Step	Action
1	First search to see that the person doesn't already exist in the system by navigating to the <b>Non-Employee</b> .
2	<ul style="list-style-type: none"> <li>• Enter the person's Last Name and click the <b>Search</b> button.</li> <li>• If there are "<b>no matching values found</b>", select the <b>Add a New Value</b> tab (Step 3).</li> <li>• If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.</li> </ul> <div data-bbox="604 982 1110 1381" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Non-Employee</b> Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value   <b>Add a New Value</b></p> <p>Non-Employee ID: begins with [ ]</p> <p>Name: begins with [ ]</p> <p>Last Name: begins with [ SMITH ]</p> <p>First Name: begins with [ ]</p> <p>Second Name: begins with [ ]</p> <p>Alternate Character Name: begins with [ ]</p> <p><input type="checkbox"/> Case Sensitive</p> <p>Search Clear Basic Search Save Search Criteria</p> <p>No matching values were found.</p> <p><a href="#">Find an Existing Value</a>   <a href="#">Add a New Value</a></p> </div> <p><i>Note: If non-employees share the same first and last name, identify based on address or other unique information.</i></p>

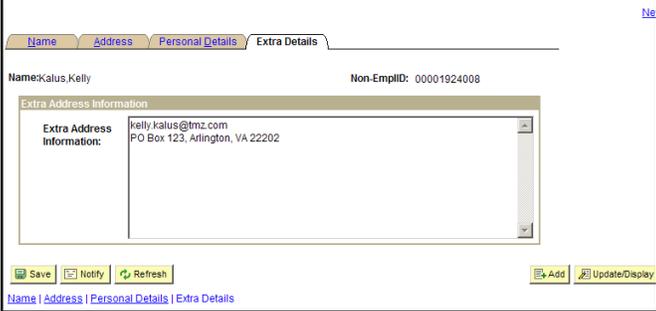
Step	Action
3	<p>Select the <b>Add</b> button.</p>  <p>Upon Save, the system will automatically generate the Non-Employee ID number. Please do <b>NOT</b> type one in.</p>
4	<p>Select the <b>Edit Name</b> hyperlink to add the persons name to the system.</p>  <ul style="list-style-type: none"> <li>• Enter the First Name, Middle Name (if known) and the Last Name into each field provided.</li> <li>• Prefix and Suffix are optional fields.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>OK</b> button</li> </ul>

Step	Action
5	<p>Select the <b>Address</b> tab.</p> <ul style="list-style-type: none"> <li>• <b>Country</b> defaults to USA. You can click on the  magnification glass icon to change the <b>Country</b> if it is one other than the USA default.</li> <li>• Click on the <b>Edit Address</b> hyperlink</li> </ul> <div data-bbox="558 489 1162 861" data-label="Image"> </div> <p>On the <b>Edit Address</b> page, enter the following information</p> <ul style="list-style-type: none"> <li>• <b>Address</b> is the street address (and apt if applicable) for the non-employee.</li> <li>• <b>City</b></li> <li>• <b>State:</b> Use the two letter postal abbreviation for the state or click on the  magnification glass icon and choose <b>State</b>.</li> <li>• <b>Postal</b> is the five-digit zip code (if known).</li> </ul> <div data-bbox="558 1194 1162 1455" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>OK</b> button.</li> </ul> <p><i>Note: Do not use Address 2, Address 3 or the County fields.</i></p>

Step	Action
6	<p>Select the <b>Phone</b> hyperlink at the bottom of the <b>Address</b> tab to enter the phone number (if known).</p>  <ul style="list-style-type: none"> <li>Select the <b>Phone Type</b>, i.e., Work or Home, by selecting the down arrow and select from one of the options presented.</li> </ul>  <ul style="list-style-type: none"> <li>In the <b>Telephone</b> field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.</li> <li>Click on the “+” or “-“ buttons to add or delete telephone numbers.</li> </ul>  <p>Select the <b>OK</b> button when finished adding or deleting numbers.</p>

Step	Action
7	<p>Click the <b>Personal Details</b> tab. There are only two fields being used on this page for non-employees: <b>Birthdate</b> and <b>Gender</b>.</p> <ul style="list-style-type: none"> <li>In the <b>Birthdate</b> field, enter the birth month, day and year (092468)</li> </ul>  <p>Or, select the calendar icon and select the date from the calendar.</p>  <ul style="list-style-type: none"> <li>Select radio button for <b>Gender</b> (Male, Female or Unknown)</li> </ul> <p><i>(note: do not enter data in the other fields)</i></p>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul>

## Adding a Non Employee

Step	Action
8	<p>Click the <b>Extra Details</b> tab to enter additional <b>contact</b> information.</p> <div data-bbox="493 306 1149 617"></div> <ul style="list-style-type: none"><li>• Select the <b>Save</b> button.</li></ul> <p><i>Note: After saving, the Non-EmpID will be assigned and displayed.</i></p>

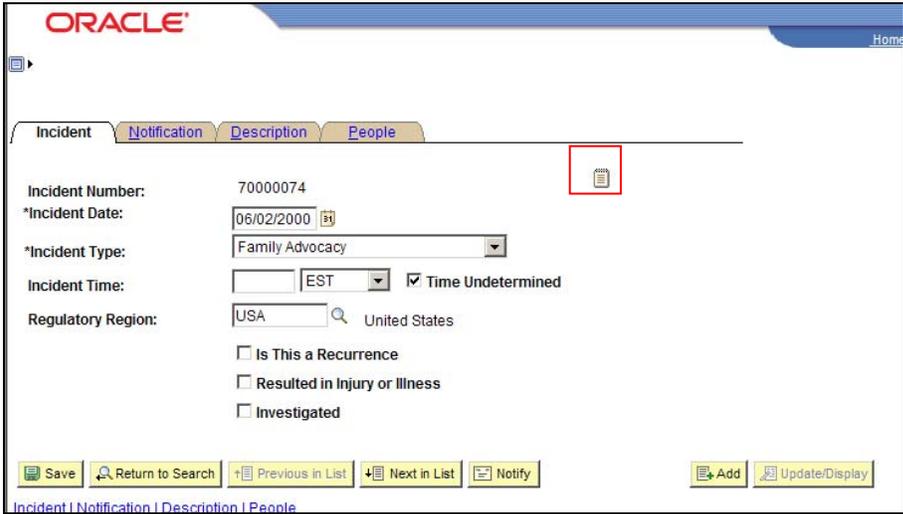
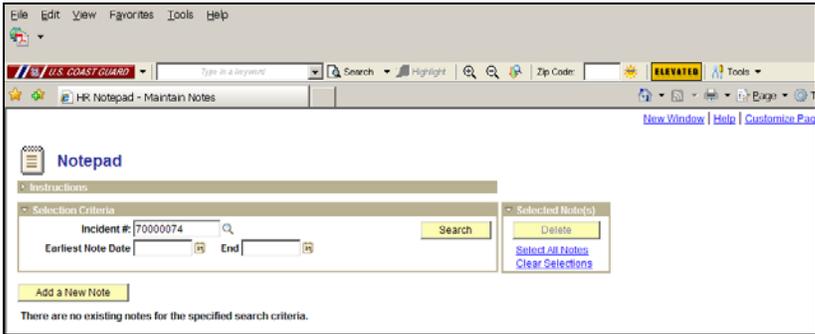
*End of Adding a Non Employee into the System*

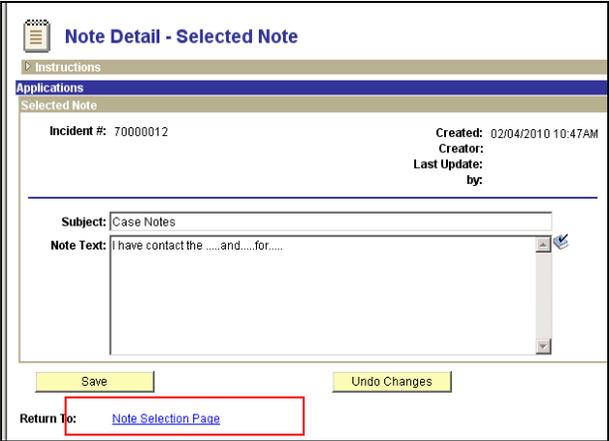
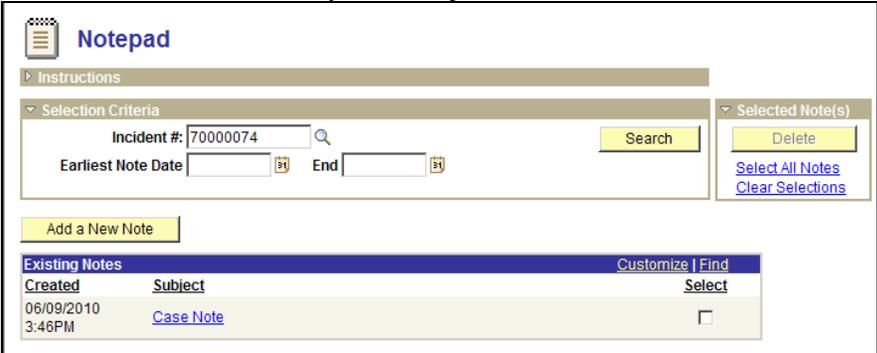
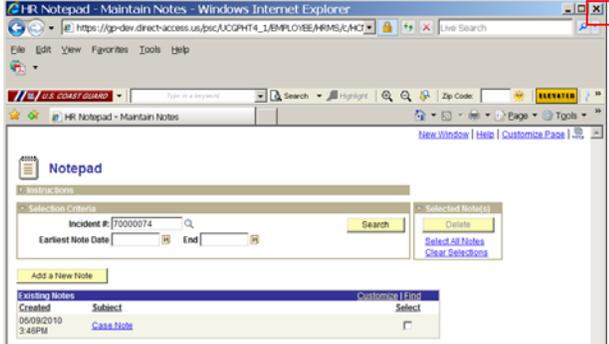
## How to Use the Notepad

**Use** The primary purpose of the Notepad is to record and track notes for an incident that has been entered into the system.

**Prerequisites** • Incident Number

**Page** • Incident - Hyperlink to Notepad

Step	Action
1	<p>To create a Note for a specific Incident, click on the <b>Notepad</b> icon on the Incident Details page.</p>  <p>The screenshot shows the Oracle web interface for an incident. The incident number is 70000074. The incident date is 06/02/2000. The incident type is Family Advocacy. The incident time is EST, and the 'Time Undetermined' checkbox is checked. The regulatory region is USA. There are several checkboxes for 'Is This a Recurrence', 'Resulted in Injury or Illness', and 'Investigated'. At the bottom, there are buttons for 'Save', 'Return to Search', 'Previous in List', 'Next in List', 'Notify', 'Add', and 'Update/Display'. The 'Notepad' icon is highlighted with a red box.</p>
2	<p>A new window will open. The Incident number is pre-populated.</p>  <ul style="list-style-type: none"> <li>• Click on the <b>Add a New Note</b> button.</li> </ul> <p>The screenshot shows a Notepad application window. The incident number 70000074 is pre-populated in the search criteria. There are buttons for 'Search', 'Add a New Note', 'Delete', 'Select All Notes', and 'Clear Selections'. The text at the bottom of the window reads: 'There are no existing notes for the specified search criteria.'</p>

Step	Action
<p>3</p>	<p>To record a note for the selected Incident do the following:</p> <ul style="list-style-type: none"> <li>• Type the <b>Subject</b>. The Subject field is the only searchable field in Notepad, so it is best to write clear, descriptive titles for the notes.</li> <li>• Write the note into the <b>Note Text</b> box.</li> <li>• Click on the <b>Save</b> button.</li> <li>• To return to the main Notes pages, click on the <b>Note Selection Page</b> hyperlink at the bottom of the page.</li> </ul>  <p>You will now see the note that you have just added.</p> 
<p>4</p>	<p>To exit and close the window, select the [x] at the top right corner of the window.</p> 

*End of instruction on using the Notepad*

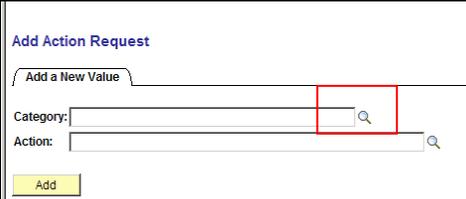
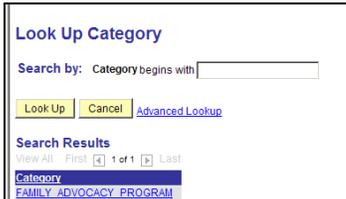
## How to use the Action Request Page with the AWE

### Role: Initiator

**Use** When there is an incident that requires information to be routed to another user with and without a form, the Action Request Page along with the Approval Workflow Engine (AWE) will be utilized in Direct Access.

The initiator will take the following actions:

- Pages**
- **Incident Component > People page** = Generate Forms (*optional*)
  - **Action Request Page**
    - Category – Select the Work Life Program
    - Actions – Specific to each Work Life Program

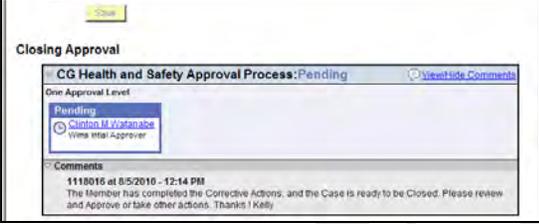
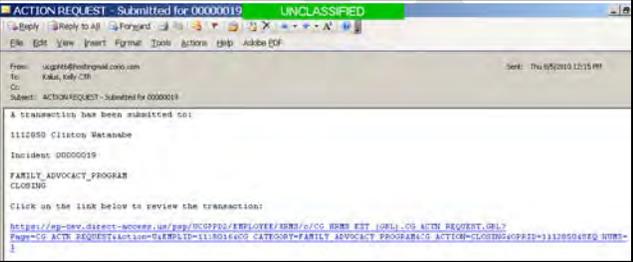
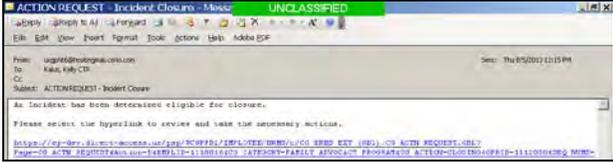
Step	Action
1	<p>From the <b>Portal</b>, select the hyperlink <b>Add Action Request</b> to initiate the request.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;">  </div>
2	<p>On the <b>Add Action Request</b> page, select the Worklife Program (Category) and the Actions that are applicable:</p> <ul style="list-style-type: none"> <li>• Click on the magnifying glass icon to select the <b>Category</b> (Work Life Program).</li> <li>• In the <b>Search by</b> box, type the first word or few letters of the Work Life Program.</li> <li>• Click <b>Look Up</b>.</li> </ul> <div style="display: flex; justify-content: space-around; margin: 10px 0;"> <div style="border: 1px solid black; padding: 5px; width: 45%;">  </div> <div style="border: 1px solid black; padding: 5px; width: 45%;">  </div> </div> <ul style="list-style-type: none"> <li>• Select the desired Work Life Program by clicking the hyperlink.</li> </ul> <p><i>(Note: If you do not see the Work Life Program, then contact your security administrator for the proper roles and permissions)</i></p>

Step	Action				
3	<p data-bbox="399 264 1304 300">On the <b>Add Action Request</b> page, do the following to add the Action:</p> <div data-bbox="591 333 1122 554" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p data-bbox="602 352 764 373"><b>Add Action Request</b></p> <p data-bbox="602 394 732 415">Add a New Value</p> <p data-bbox="602 436 1015 457">Category: FAMILY_ADVOCACY_PROGRAM <input type="text" value="FAMILY_ADVOCACY_PROGRAM"/></p> <p data-bbox="602 468 1089 489">Action: <input type="text"/></p> <p data-bbox="602 510 683 531"><input type="button" value="Add"/></p> </div> <ul data-bbox="448 596 1239 667" style="list-style-type: none"> <li>• Click on the magnification glass icon to select the <b>Action</b>. Actions are specific to each Work Life Program.</li> </ul> <p data-bbox="399 705 1295 741">Chose the action by clicking on the hyperlink for the desired program.</p> <div data-bbox="662 774 1052 1094" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p data-bbox="673 806 836 827"><b>Look Up Action</b></p> <p data-bbox="673 848 1044 869">Search by: Action begins with <input type="text"/></p> <p data-bbox="673 900 943 921"><input type="button" value="Look Up"/> <input type="button" value="Cancel"/> <a href="#">Advanced Lookup</a></p> <p data-bbox="673 947 797 968"><b>Search Results</b></p> <p data-bbox="673 968 898 989">View All First <input type="button" value="1-3 of 3"/> Last</p> <table data-bbox="673 989 898 1073"> <tr><td>Action</td></tr> <tr><td><a href="#">CLOSING</a></td></tr> <tr><td><a href="#">DETERMINATION</a></td></tr> <tr><td><a href="#">TRANSFER</a></td></tr> </table> </div> <div data-bbox="591 1167 1122 1381" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p data-bbox="602 1186 764 1207"><b>Add Action Request</b></p> <p data-bbox="602 1228 732 1249">Add a New Value</p> <p data-bbox="602 1270 1015 1291">Category: FAMILY_ADVOCACY_PROGRAM <input type="text" value="FAMILY_ADVOCACY_PROGRAM"/></p> <p data-bbox="602 1302 1089 1323">Action: CLOSING <input type="text" value="CLOSING"/></p> <p data-bbox="602 1344 683 1365"><input type="button" value="Add"/></p> </div> <ul data-bbox="448 1423 808 1459" style="list-style-type: none"> <li>• Click on the <b>Add</b> button</li> </ul>	Action	<a href="#">CLOSING</a>	<a href="#">DETERMINATION</a>	<a href="#">TRANSFER</a>
Action					
<a href="#">CLOSING</a>					
<a href="#">DETERMINATION</a>					
<a href="#">TRANSFER</a>					

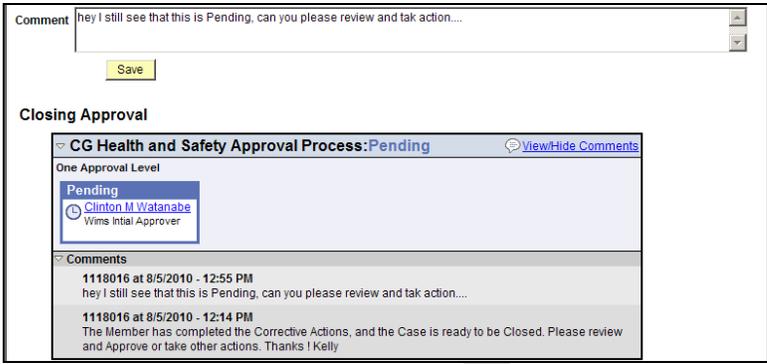
Step	Action																																																							
4	<p>To select the approver, complete the following fields:</p> <ul style="list-style-type: none"> <li> <b>Initial Route ID</b> - Select the magnifying glass icon and select an approver from the presented list.                     </li> </ul> <div data-bbox="509 445 1203 785" data-label="Form"> </div> <p>If the person you wish to route the action is not on the list contact your security administrator. If they are, continue by selecting the User ID hyperlink for the approver.</p> <div data-bbox="449 968 1265 1209" data-label="Form"> <table border="1"> <thead> <tr> <th>User ID</th> <th>EmpID</th> <th>Empl Rcd Nbr</th> <th>Business Unit Name</th> <th>Last Name</th> <th>First Name</th> <th>Employee Classification</th> <th>Payroll Status</th> <th>Company</th> <th>Department</th> <th>Job Code</th> </tr> </thead> <tbody> <tr> <td><a href="#">1089208</a></td> <td>1089208</td> <td>0</td> <td>OFECCG</td> <td>James Green</td> <td>GREEN</td> <td>JAMES Q</td> <td>Ret w/Pay</td> <td>ACG</td> <td>003333</td> <td>000098</td> </tr> <tr> <td><a href="#">1089208</a></td> <td>1089208</td> <td>1</td> <td>CIVCG</td> <td>James Green</td> <td>GREEN</td> <td>JAMES CIV</td> <td>Active</td> <td>ACG</td> <td>010335</td> <td>630088</td> </tr> <tr> <td><a href="#">1112850</a></td> <td>1112850</td> <td>0</td> <td>CIVCG</td> <td>Clinton Watanabe</td> <td>WATANABE</td> <td>CLINTON CIV</td> <td>Active</td> <td>ACG</td> <td>010346</td> <td>630087</td> </tr> <tr> <td><a href="#">2021861</a></td> <td>2021861</td> <td>0</td> <td>CIVCG</td> <td>Laurel Shuster Jarvis</td> <td>SHUSTERJARVIS</td> <td>LAUREL CIV</td> <td>Active</td> <td>ACG</td> <td>007970</td> <td>630085</td> </tr> </tbody> </table> </div>	User ID	EmpID	Empl Rcd Nbr	Business Unit Name	Last Name	First Name	Employee Classification	Payroll Status	Company	Department	Job Code	<a href="#">1089208</a>	1089208	0	OFECCG	James Green	GREEN	JAMES Q	Ret w/Pay	ACG	003333	000098	<a href="#">1089208</a>	1089208	1	CIVCG	James Green	GREEN	JAMES CIV	Active	ACG	010335	630088	<a href="#">1112850</a>	1112850	0	CIVCG	Clinton Watanabe	WATANABE	CLINTON CIV	Active	ACG	010346	630087	<a href="#">2021861</a>	2021861	0	CIVCG	Laurel Shuster Jarvis	SHUSTERJARVIS	LAUREL CIV	Active	ACG	007970	630085
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Step	Action																
5	<p>Select the associated incident for the Action Request:</p> <div data-bbox="570 296 1170 594" data-label="Form"> </div> <ul style="list-style-type: none"> <li> <b>Incident Nbr</b> – Either type in the incident number or select the magnifying glass icon and select the desired Incident number from the presented list.         </li> </ul> <div data-bbox="618 779 1122 1188" data-label="Form"> <table border="1"> <thead> <tr> <th>Incident Number</th> <th>Incident Date</th> </tr> </thead> <tbody> <tr><td><a href="#">0000019</a></td><td>07/23/2008</td></tr> <tr><td><a href="#">00000840</a></td><td>09/26/2008</td></tr> <tr><td><a href="#">00009808</a></td><td>04/23/2008</td></tr> <tr><td><a href="#">00010548</a></td><td>01/11/1994</td></tr> <tr><td><a href="#">00014333</a></td><td>01/17/2001</td></tr> <tr><td><a href="#">00014734</a></td><td>11/13/2001</td></tr> <tr><td><a href="#">00015131</a></td><td>10/18/2002</td></tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>           Select the Incident Number hyperlink. If the Incident is not on the list that is presented or you don't have the incident number, return to the instructions on "How To Add an Incident" to either add an incident or search for the incident number related to the action you wish to perform.         </li> </ul>	Incident Number	Incident Date	<a href="#">0000019</a>	07/23/2008	<a href="#">00000840</a>	09/26/2008	<a href="#">00009808</a>	04/23/2008	<a href="#">00010548</a>	01/11/1994	<a href="#">00014333</a>	01/17/2001	<a href="#">00014734</a>	11/13/2001	<a href="#">00015131</a>	10/18/2002
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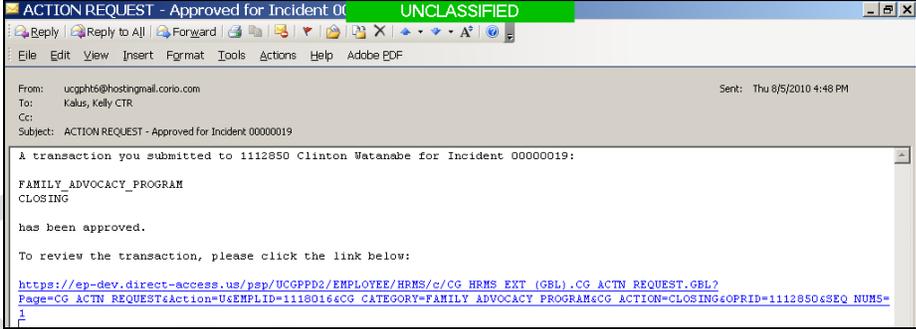
Step	Action
6	<ul style="list-style-type: none"> <li>• After entering the <b>Incident Nbr</b>, click the <b>Get Details</b> Button to automatically populate the <b>AWE Details</b>.</li> <li>• Enter any <b>Comments</b> you wish to send to the approver in the Comment window.</li> <li>• <b>Add Attachment (if applicable)</b>: Select the Add Attachment hyperlink (refer to <i>Step 1, Form Generation</i>).</li> </ul> <p><i>Note: Not all Actions will have the capability to Add Attachments.</i></p> <div data-bbox="597 562 1222 720" data-label="Image"> </div> <div data-bbox="511 758 1242 1125" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Save</b> button.</li> </ul>

Step	Action
7	<p>After the system finishes processing, the following changes will occur:</p> <ul style="list-style-type: none"> <li>• The <b>CG Health and Safety Approval Process</b> window appears at the bottom of the page with a box displaying the approver Name and that it is in the “Pending” stage.</li> </ul>  <ul style="list-style-type: none"> <li>• The initiator will receive an automatically generated email to confirming their submission.</li> </ul>  <ul style="list-style-type: none"> <li>• To review the status of the Action when you receive the email. Simply click on the hyperlink in the email (also refer to <b>Step 11 to Review Transactions</b>).</li> </ul> <p><i>Note: If you are not logged into Direct Access, you will be taken to the log in screen first, then directly to the transaction.</i></p>  <p>The approver will be sent an email to review and take the necessary actions (<i>Approve/Deny/Push Back</i>).</p> 

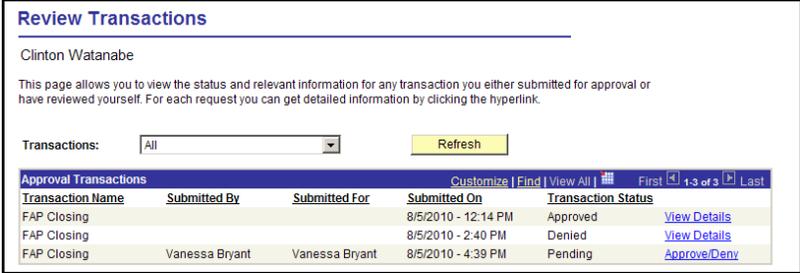
Step	Action																											
8	<p>The initiator can <b>Review Transactions</b> by navigating to <b>Self Service</b></p> <div style="text-align: center;">  </div> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Main Menu &gt;</p> <p><b>Retired Self Service</b></p> <p>Navigate to your self service information and activities.</p> <p><a href="#">Review Transactions</a> Review transactions that you submitted for approval</p> </div> <div style="border: 1px solid black; padding: 5px; width: 45%;"> <p>Main Menu &gt;</p> <p><b>Self Service</b></p> <p>Navigate to your self service information and activities.</p> <p><a href="#">Review Transactions</a> Review transactions that you submitted for approval</p> </div> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Review Transactions</b> hyperlink</li> </ul> <p>On the <b>Review Transaction</b> page, select the drop down list to review the Transactions. The options are:</p> <ul style="list-style-type: none"> <li>➤ <b>All</b></li> <li>➤ <b>I have approved</b></li> <li>➤ <b>I have denied</b></li> <li>➤ <b>I have submitted</b></li> </ul> <p>Click the <b>Refresh</b> button and the results will appear:</p> <p>Click on the <b>View Details</b> hyperlink next to a Transaction you wish to review.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p><b>Review Transactions</b></p> <hr/> <p>This page allows you to view the status and relevant information for any transaction you either submitted for approval or have reviewed yourself. For each request you can get detailed information by clicking the hyperlink.</p> <p>Transactions: <input type="text" value="All"/> <input type="button" value="Refresh"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="5" style="text-align: right;">Approval Transactions</th> <th style="text-align: right;">Customize   Find   View All  </th> <th style="text-align: right;">First</th> <th style="text-align: center;">1 of 1</th> <th style="text-align: right;">Last</th> </tr> <tr> <th>Transaction Name</th> <th>Submitted By</th> <th>Submitted For</th> <th>Submitted On</th> <th>Transaction Status</th> <th colspan="4"></th> </tr> </thead> <tbody> <tr> <td>FAP Closing</td> <td></td> <td></td> <td>8/5/2010 - 12:14 PM</td> <td>Pending</td> <td colspan="4" style="text-align: right;"><a href="#">View Details</a></td> </tr> </tbody> </table> </div>	Approval Transactions					Customize   Find   View All	First	1 of 1	Last	Transaction Name	Submitted By	Submitted For	Submitted On	Transaction Status					FAP Closing			8/5/2010 - 12:14 PM	Pending	<a href="#">View Details</a>			
Approval Transactions					Customize   Find   View All	First	1 of 1	Last																				
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FAP Closing			8/5/2010 - 12:14 PM	Pending	<a href="#">View Details</a>																							

Step	Action
9	<ul style="list-style-type: none"> <li>To add more information and comments on a “Pending” action for the approver to review do the following:</li> <li>Type the additional <b>Comment</b> in the box, and click <b>Save</b>.</li> <li>To review Comments, click on the <b>View/Hide Comments</b> hyperlink.</li> </ul> 

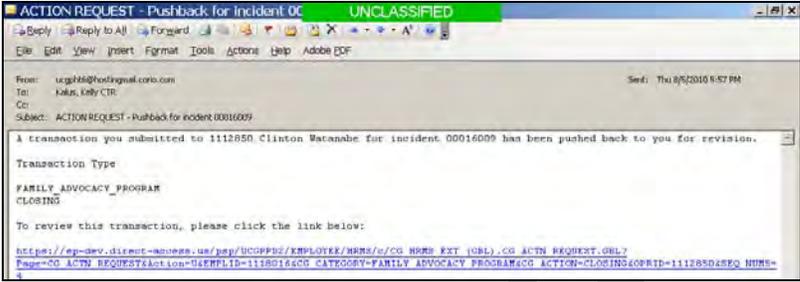
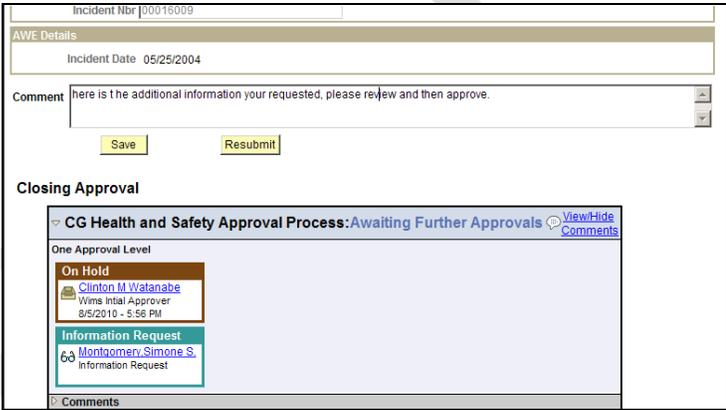
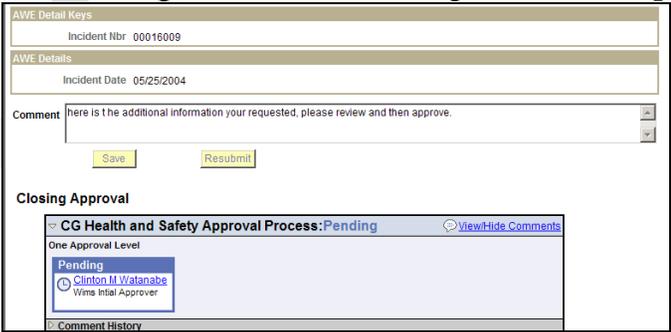
10 Upon *Approval*, an email will be sent to the initiator.

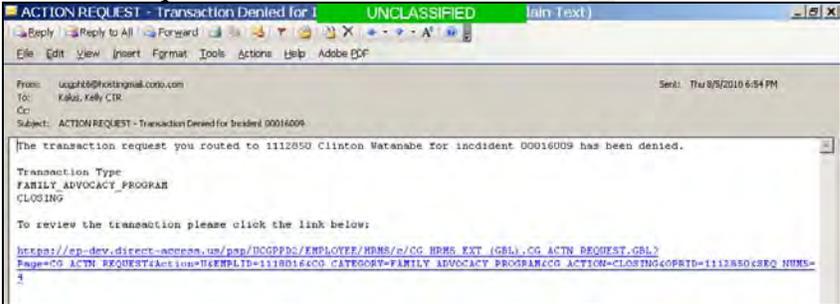
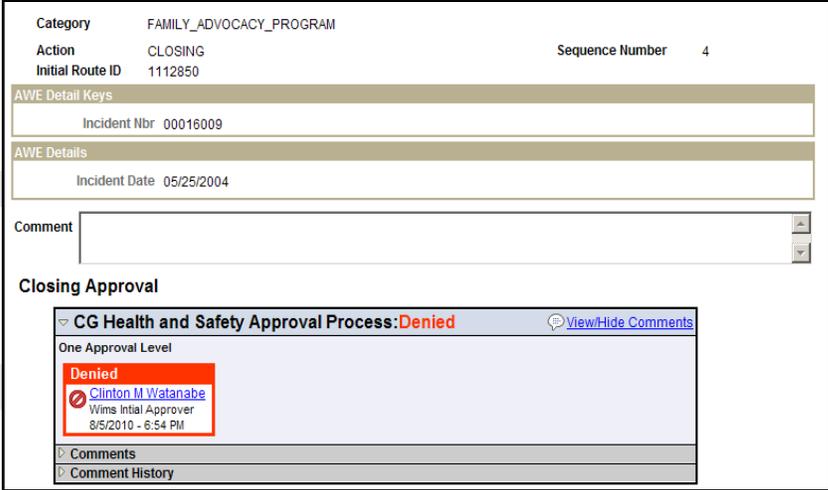


**To review, click on the hyperlink in the email, or follow previous Step # 8 to Review Transactions.**



Step	Action
10	<p>After the <b>Approval</b>, the Incident will be automatically updated on the Incident page as follows:</p> <ul style="list-style-type: none"> <li> <b>Action = Closing:</b> A <b>Date Closed</b> will be auto updated and removes the Assignment Flag.                     </li> </ul> <p style="text-align: center;"><i>Navigation: Manage Case &gt; Enter Incident # &gt; Search</i></p> <div data-bbox="440 512 1273 961" style="border: 1px solid black; padding: 5px;"> <p>The screenshot shows the 'Claim Details' form. The 'Date Closed' field is highlighted with a red box and contains the value '08/05/2010'. Other fields include Claim Number (00095288), Date Opened (10/18/2002), Status (Approved), Person Filing (James Dixon, EmplID: 1085922), Incident Data (Incident Number: 00015131, Incident Date: 10/18/2002, Type: Family Adv), and Country (USA). Buttons at the bottom include Save, Return to Search, Notify, Add, and Update/Display.</p> </div> <ul style="list-style-type: none"> <li> <b>Action = Transfer:</b> The <b>Reported By Emplid</b> will be populated with the new “case” worker.                     </li> </ul> <p style="text-align: center;"><i>Navigation: Incident Details &gt; Incident # &gt; Search &gt; Notification page</i></p> <div data-bbox="430 1142 1284 1604" style="border: 1px solid black; padding: 5px;"> <p>The screenshot shows the 'Incident Notification' form. The 'Reported By Emplid' field is highlighted with a red box and contains the value '1182540' and the name 'FELICE ROTH'. Other fields include Incident Number (00020057), Date (08/20/2009), Description (Family Advocacy), Date Reported (10/23/2009), and Date Recorded (11/24/2009). Buttons at the bottom include Save, Return to Search, Previous in List, Next in List, Notify, Add, and Update/Display.</p> </div> <p><b>Note: Substance Abuse Program (only):</b> Once the originating CDAR, the initiator, has transferred the incident and it is approved, the initiator will no longer have access to the incident.</p>

Step	Action
11	<p>The following will occur if the approver performs a <b>Push Back</b> on an Action Request:</p>  <ul style="list-style-type: none"> <li>• Click on the hyperlink in the email, or <b>Review Transactions</b> (Refer to Step 8) to review.</li> <li>• Provide additional information by typing in the <b>Comment</b> box.</li> <li>• Click on the <b>Resubmit</b> button.</li> </ul>  <ul style="list-style-type: none"> <li>• After resubmitting, the status is “Pending” – refer to <b>Steps 7 and 10</b>.</li> </ul> 

Step	Action
12	<p>The following will occur if the approver performs a <b>Deny</b> on an Action Request:</p> <ul style="list-style-type: none"> <li>The initiator will receive an auto generated email and in their Review Transactions informing them of them that the Action Request has been denied.</li> </ul> <p style="text-align: center;"><b>Note:</b> The initiator will not be able to Resubmit the request, and instead would be required to initiate a <i>new</i> Action Request.</p>  <ul style="list-style-type: none"> <li>Click on the hyperlink in the email to review the Action, Comments, and Comment History. Refer to <b>Step 8</b> to <b>Review Transactions</b>.</li> </ul> 

**U.S. COAST GUARD  
Work Life Information Management System (WIMS)**

**Approval Workflow Engine (AWE) Approver  
User Guide**

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How to use the Action Request Page with the AWE.....	3
Role: Approver .....	3
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## How to use the Action Request Page with the AWE

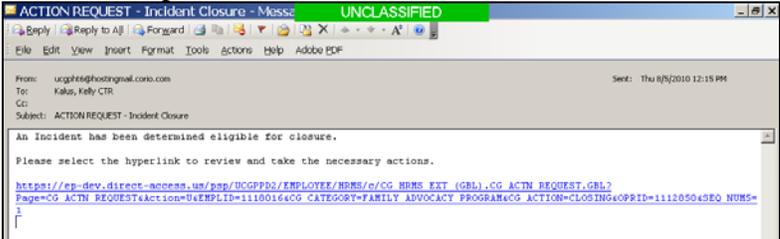
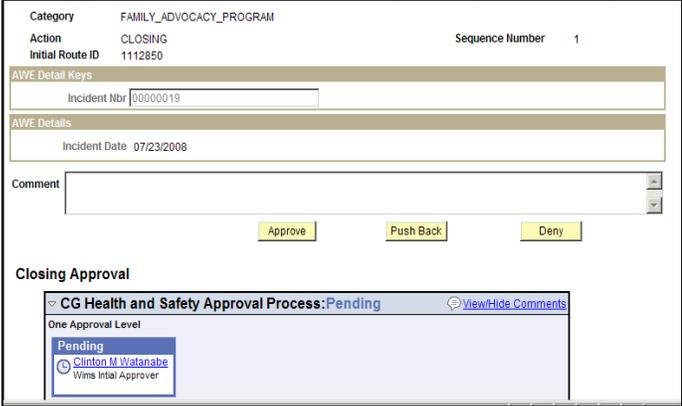
### Role: Approver

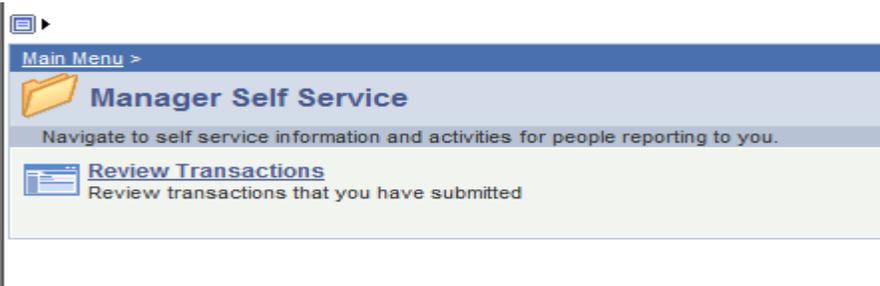
**Use** When there is an incident that requires information to be routed to another user with and without a form, the Action Request Page along with the Approval Workflow Engine (AWE) will be utilized in Direct Access.

The **approver** will take the following actions:

- Pages**
- **Action Request Page**
    - Category – Select the Work Life Program
    - Actions – Specific to each Work Life Program

**NOTE:** See Appendix A for all applicable actions for each Work Life Program

Step	Action
1	<p>The <b>approver</b> will automatically receive an email from the <b>initiator</b> with a link to the page for review and actions.</p> <p>You can take the following steps to access the transaction:</p> <ul style="list-style-type: none"> <li>• From the auto email, click on the hyperlink in the email and/or follow Step 2 to Review Transactions:</li> </ul>  <p><i>You can Approve, Pushback or Deny (see further steps below).</i></p> 

Step	Action
2	<p>The approver can <b>Review Transactions</b> by navigating to “<b>Manager Self Service</b>” from the Enterprise Menu</p>  <p>The screenshot shows a window titled "Enterprise Menu" with a list of options. The option "Manager Self Service" is highlighted with a red rectangular box. Other options include Define Business Rules, Develop Workforce, Administer Workforce, Monitor Workplace, Self Service, Direct Access PeopleTools, Human Resources, Workforce Administration, Global Payroll &amp; Absence Mgmt, Workforce Monitoring, Set Up HRMS, PeopleSoft, My Content, Worklist, Tree Manager, Reporting Tools, PeopleTools, Run a Query, Browse Workspaces, Change My Password, My Personalizations, My System Profile, My Dictionary, and My Feeds.</p> <ul style="list-style-type: none"> <li>Click on the <b>Review Transactions</b> hyperlink</li> </ul>  <p>The screenshot shows a "Main Menu &gt;" dropdown with a folder icon for "Manager Self Service". Below the folder name is the text "Navigate to self service information and activities for people reporting to you." Underneath, there is a link for "Review Transactions" with a subtext "Review transactions that you have submitted".</p>

On the **Review Transaction** page, select the drop down list to review the Transactions. The options are:

- All
- I have approved
- I have denied
- I have submitted

Click the **Refresh** button and the results will appear:

### Review Transactions

Laurel Shuster Jarvis

This page allows you to view the status and relevant information for any transaction you either submitted for approval or have reviewed yourself. For each request you can get detailed information by selecting the hyperlink.

Transactions: Pending my review Refresh

Approval Transaction	Submitted For	Submitted On	Thread Status	
FAP Determination	Ronit Reguer	2/28/2011 - 9:31 AM	Pending <a href="#">Approve/Deny</a>	
<b>Transaction Details</b>				
Action	Category	Initiator	Approver	Sequence Number
DETERMINATION	FAMILY_ADVOCACY_PROGRAM	2067316	2021861	2
<b>Transaction Name</b>				
FAP Transfer	Submitted By: Ronit Reguer	Submitted For: Ronit Reguer	Submitted On: 2/25/2011 - 11:30 AM	Thread Status: Pending <a href="#">Approve/Deny</a>
<b>Transaction Details</b>				
Action	Category	Initiator	Approver	Sequence
TRANSFER	FAMILY_ADVOCACY_PROGRAM	2067316	2021861	2
<b>Transaction Name</b>				
FAP Closing	Submitted By: KELLI BARNES	Submitted For: KELLI BARNES	Submitted On: 12/30/2010 - 8:03 AM	Thread Status: Pending <a href="#">Approve/Deny</a>
<b>Transaction Details</b>				
Action	Category	Initiator	Approver	Sequence Number
CLOSING	FAMILY_ADVOCACY_PROGRAM	1122771	2021861	3

Click on the **Approve/Deny** hyperlink next to a Transaction you wish to take action.

### Action Request Page

Submit Action Request

Empl ID: 2067316  
 Name: Reguer,Ronit D  
 Category: FAMILY\_ADVOCACY\_PROGRAM  
 Action: DETERMINATION  
 Initial Route ID: 2021861  
 Sequence Number: 2

**AWE Detail Keys**  
 Incident Nbr: 10000442

**AWE Details**  
 Incident Date: 02/28/2011

Comment:

**Documents**  
 Description: [View Attachment](#)

[Add Attachment](#) Save Approve Push Back Deny

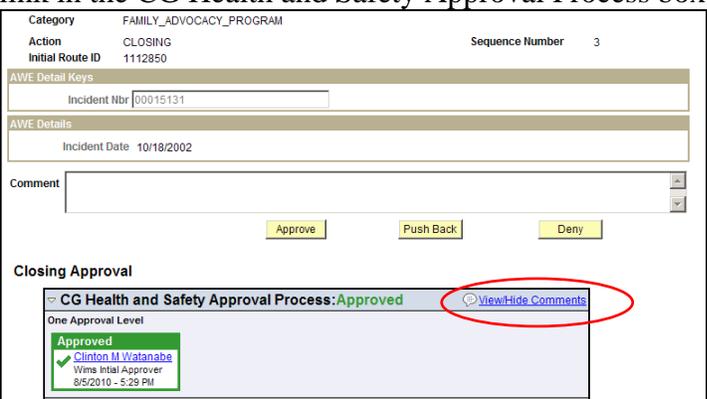
### Submit for Approval

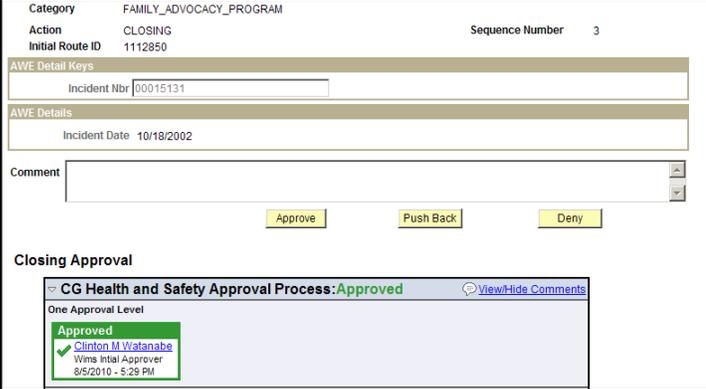
CG Health and Safety Approval Process: **Pending** [View/Hide Comments](#)

Approval Level 1

**Pending**  
 Laurel A Shuster Jarvis  
 Wims Initial Approver

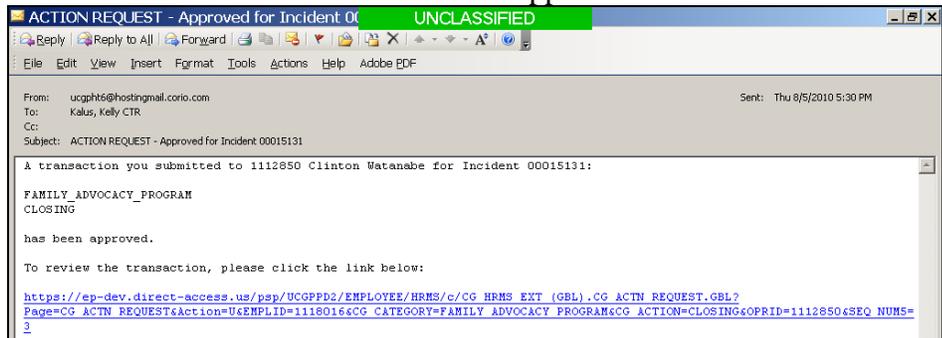
**Comments**

Step	Action
3	<p>To view comments on the transaction, click the View/Hide Comments link in the CG Health and Safety Approval Process box.</p>  <p>The screenshot shows the AWE interface with the following details:</p> <ul style="list-style-type: none"> <li>Category: FAMILY_ADVOCACY_PROGRAM</li> <li>Action: CLOSING</li> <li>Initial Route ID: 1112850</li> <li>Sequence Number: 3</li> <li>Incident Nbr: 00015131</li> <li>Incident Date: 10/18/2002</li> <li>Buttons: Approve, Push Back, Deny</li> <li>CG Health and Safety Approval Process: <b>Approved</b> (with a circled 'View/Hide Comments' link)</li> <li>Approval Level: One Approval Level</li> <li>Approved by: Clinton M. Watanabe (Wms Initial Approver, 8/5/2010 - 5:29 PM)</li> </ul>

4	<p>To Approve a transaction:</p> <ul style="list-style-type: none"> <li>• Enter any notes in the Comments field. You <i>must</i> do this first. You will be unable to add comments after approving the transaction.</li> <li>• Click on the <b>Approve</b> button</li> </ul>  <p>The screenshot shows the AWE interface with the following details:</p> <ul style="list-style-type: none"> <li>Category: FAMILY_ADVOCACY_PROGRAM</li> <li>Action: CLOSING</li> <li>Initial Route ID: 1112850</li> <li>Sequence Number: 3</li> <li>Incident Nbr: 00015131</li> <li>Incident Date: 10/18/2002</li> <li>Buttons: Approve, Push Back, Deny</li> <li>CG Health and Safety Approval Process: <b>Approved</b> (with a 'View/Hide Comments' link)</li> <li>Approval Level: One Approval Level</li> <li>Approved by: Clinton M. Watanabe (Wms Initial Approver, 8/5/2010 - 5:29 PM)</li> </ul>
---	--

Once the system finishes “Processing”, the following items will occur:

- The **CG Health and Safety Approval Process** changes from the Pending status to the *Approved* status.
- The initiator will receive an auto generated email informing them of that the transaction has been Approved.



The screenshot shows an email notification with the following content:

**ACTION REQUEST - Approved for Incident 00015131 UNCLASSIFIED**

From: ucgpt6@hostingmail.corio.com  
 To: Kalus, Kelly CTR  
 Cc:  
 Subject: ACTION REQUEST - Approved for Incident 00015131

Sent: Thu 8/5/2010 5:30 PM

A transaction you submitted to 1112850 Clinton Watanabe for Incident 00015131:

FAMILY\_ADVOCACY\_PROGRAM  
 CLOSING

has been approved.

To review the transaction, please click the link below:

[https://ep-dev.direct-access.us/psp/UCGPPD2/EMPLOYEE/HRMS/c/CG\\_HRMS\\_EXT\\_\(GBL\).CG\\_ACTN\\_REQUEST.GBL?Page=CG\\_ACTN\\_REQUEST&Action=UseEMPLID=1118016&CG\\_CATEGORY=FAMILY\\_ADVOCACY\\_PROGRAM&CG\\_ACTION=CLOSING&OPRID=1112850&SEQ\\_NUMS=3](https://ep-dev.direct-access.us/psp/UCGPPD2/EMPLOYEE/HRMS/c/CG_HRMS_EXT_(GBL).CG_ACTN_REQUEST.GBL?Page=CG_ACTN_REQUEST&Action=UseEMPLID=1118016&CG_CATEGORY=FAMILY_ADVOCACY_PROGRAM&CG_ACTION=CLOSING&OPRID=1112850&SEQ_NUMS=3)

Step	Action
	<p>After the Approval, the Incident will <b>automatically be updated</b> as follows:</p> <ul style="list-style-type: none"> <li> <b>Action = Closing:</b> A <b>Date Closed</b> will be auto updated and removes the Assignment Flag.                     </li> </ul> <p style="text-align: center;"><i>Navigation: Manage Case &gt; Enter Incident # &gt; Search</i></p> <div style="border: 1px solid black; padding: 5px;"> <p><b>Claim Details</b></p> <p>Claim Number: 00095288</p> <p>*Date Opened: 10/18/2002</p> <p>Date Closed: 08/05/2010</p> <p><b>Status</b></p> <p><input type="radio"/> Pending <input checked="" type="radio"/> Approved <input type="radio"/> Denied <input type="radio"/> Withdrawn</p> <p><b>Person Filing</b></p> <p>EmplID: 1085922</p> <p><b>Incident Data</b></p> <p>Incident Number: 00015131 Incident Date: 10/18/2002</p> <p>Type: Family Adv</p> <p>Location:</p> <p>State:</p> <p>Country: USA United States</p> <p><input checked="" type="checkbox"/> Investigated</p> <p><a href="#">Appeal Data</a></p> <p>▶  USA</p> </div> <p style="text-align: center;"> <span>Save</span> <span>Return to Search</span> <span>Notify</span> <span>Add</span> <span>Update/Display</span> </p> <ul style="list-style-type: none"> <li> <b>Action = Transfer:</b> The <b>Reported By Emplid</b> will be populated with the new “case” worker.                     </li> </ul> <p style="text-align: center;"><i>Navigation: Incident Details &gt; Incident # &gt; Search &gt; Notification page</i></p>

**Incident** Notification Description **People**

Incident Number: 00020057    Date: 08/20/2009    Family Advocacy

**Incident Notification**

Date Reported: 10/23/2009 

Time Reported:

Reported To EmpID:  

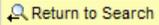
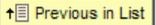
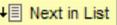
**Reported By EmpID: 1182540** 

Reported By Non-EmpID:  

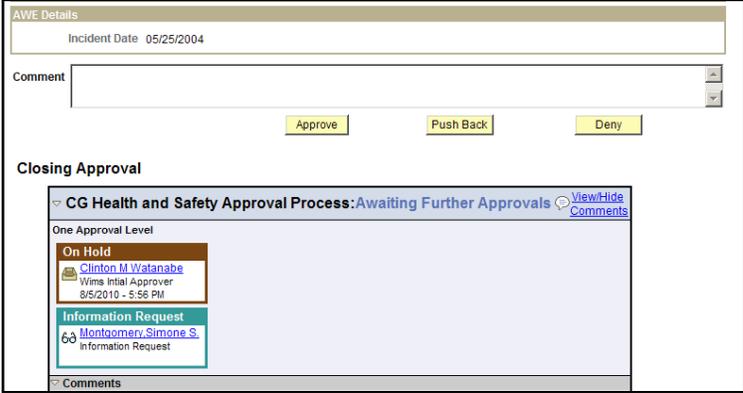
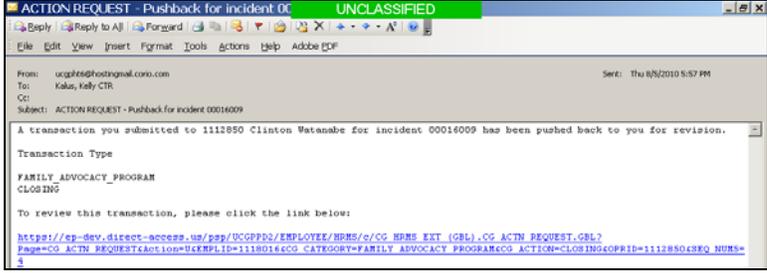
**Incident Tracking**

Date Recorded: 11/24/2009 

Time Recorded:

 Save    Return to Search    Previous in List    Next in List    Notify    Add    Update/Display

**Note: Substance Abuse Program (only):** Once the originating CDAR, the initiator, has transferred the Incident and it is approved, the initiator will no longer have access to the Incident.

Step	Action
5	<p>To <b>Push Back</b> a transaction:</p> <ul style="list-style-type: none"> <li>• Enter any notes in the Comments field. You <i>must</i> do this first. You will be unable to add comments after approving the transaction.</li> <li>• Click on the <b>Push Back</b> button</li> </ul>  <p>The screenshot shows the 'AWE Details' window with the 'Incident Date' set to 05/25/2004. Below the 'Comment' field are three buttons: 'Approve', 'Push Back', and 'Deny'. The 'Closing Approval' section shows a status change from 'Awaiting Further Approvals' to 'On Hold' for Clinton M. Watanabe, with an information request from Montgomery, Simone S.</p> <ul style="list-style-type: none"> <li>• After the system finishes “<i>Processing</i>”, the following items will occur:</li> <li>• The <b>CG Health and Safety Approval Process</b> status changes from “Pending” status to “On Hold” and sends an Information Request to the initiator.</li> <li>• The <i>initiator</i> will receive an auto generated email informing them of them that the Action Request is “On Hold” and requires more information.</li> </ul>  <p>The email screenshot shows a subject line 'ACTION REQUEST - Pushback for incident 0016009'. The body text states: 'A transaction you submitted to 1112850 Clinton Watanabe for incident 00016009 has been pushed back to you for revision. Transaction Type: FAMILY_ADVOCACY_PROGRAM CLOSING. To review this transaction, please click the link below: http://ep-dev.direct-access.us/ppp/UCGPPD2/EMPLOYEE/HRMS/c/CG_HRMS_EXT_(GBL).CG_ACTN_REQUEST.GBL?Page=CG_ACTN_REQUEST&amp;action=8&amp;EMPLID=1118016&amp;CG_CATEGORY=FAMILY_ADVOCACY_PROGRAM&amp;CG_ACTION=CLOSING&amp;OPRID=1112850&amp;REQ_NUMS=3'.</p>

Step	Action
6	<p>To <b>Deny</b> a transaction:</p> <ul style="list-style-type: none"> <li>• Enter any notes in the Comments field. You <i>must</i> do this first. You will be unable to add comments after approving the transaction.</li> <li>• Click on the <b>Deny</b> button</li> <li>• After the system finishes processing, the <b>CG Health and Safety Approval Process</b> changes from “Pending” status to “Denied.”</li> </ul> <div data-bbox="526 569 1185 940" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• The initiator will receive an auto generated email and in their Review Transactions informing them of them that the Action Request has been denied.</li> </ul> <p><b>Note:</b> The initiator will not be able to Resubmit, and instead would be required to initiate a <i>new</i> Action Request.</p> <div data-bbox="435 1272 1276 1577" data-label="Image"> </div>

### **Appendix A – AWE Actions by Program**

	<u><i>AWE File Attachment</i></u>	<u><i>Incident Report</i></u>	<u><i>Transfer Incident</i></u>	<u><i>Determination Report</i></u>	<u><i>Closing</i></u>
<b>Family Advocacy</b>	X		X	X	X
<b>Substance Abuse</b>			X		
<b>Sexual Assault</b>		X	X		
<b>Employee Assistance (EAP)</b>					
<b>Critical Stress Management (CISM)</b>					
<b>Victim Witness</b>					
<b>Workplace Violence</b>	X	X	X		
<b>Special Needs (EFMP)</b>			X		X

## **WIMS User Guides by Program:**

**CRITICAL INCIDENT STRESS MANAGEMENT (CISM)**

**EMPLOYEE ASSISTANCE**

**FAMILY ADVOCACY**

**SEXUAL ASSAULT**

**SPECIAL NEEDS**

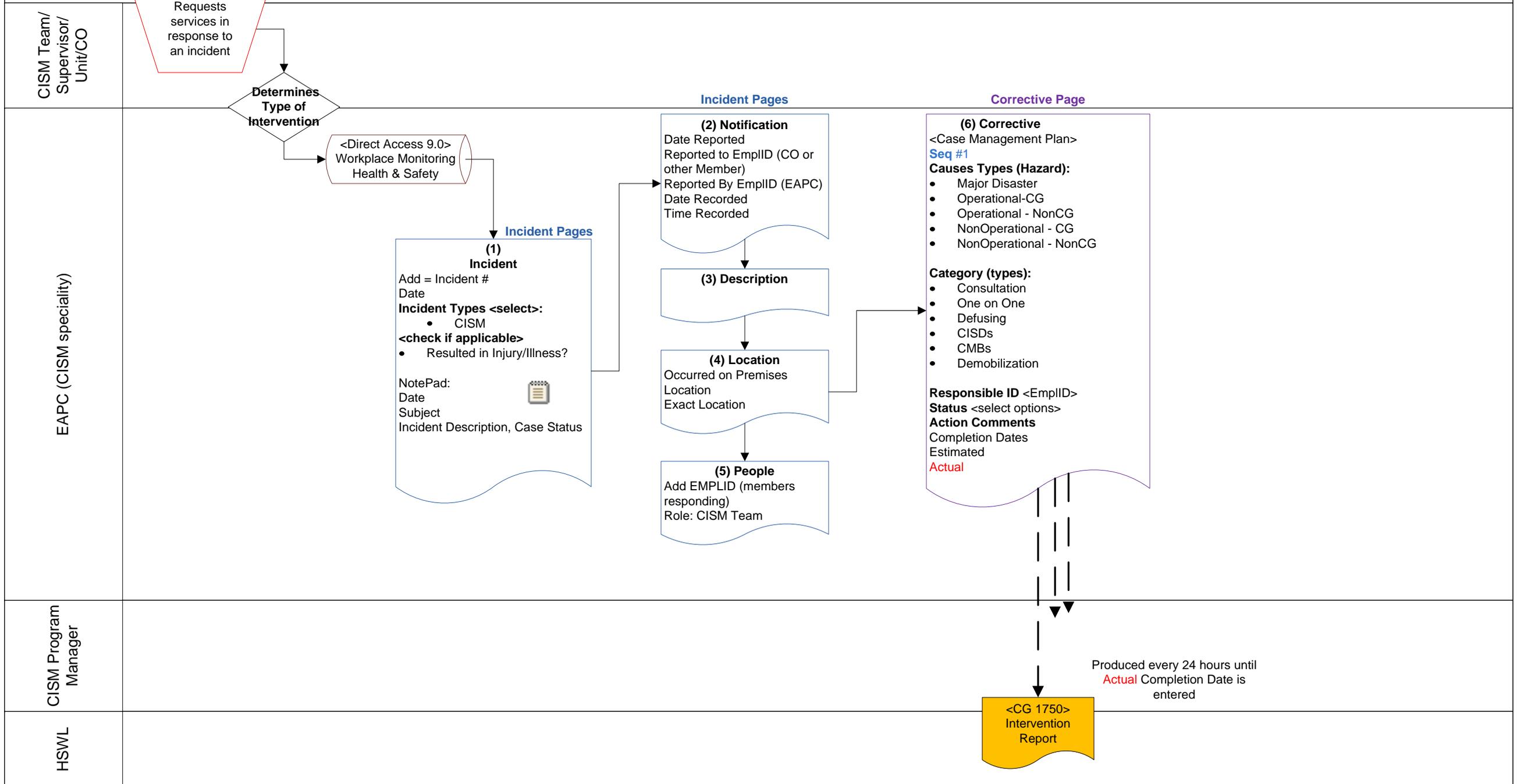
**SUBSTANCE ABUSE**

**WORKPLACE VIOLENCE & THREATENING BEHAVIOR**

**VICTIM WITNESS**

# Critical Incident Stress Management (CISM) New Business Processes \_ Direct Access 9.0

Approved - J. Reibling  
12/7/09



**U.S. COAST GUARD**  
**Work Life Information Management System (WIMS)**

**Critical Incident Stress Management (CISM)**  
**User Guide**

## Table of Contents

How to Enter a CISM Incident .....	3
How to Add and Manage a Corrective Plan .....	8
How to Run a Worklife Report.....	12

## How to Enter a CISM Incident

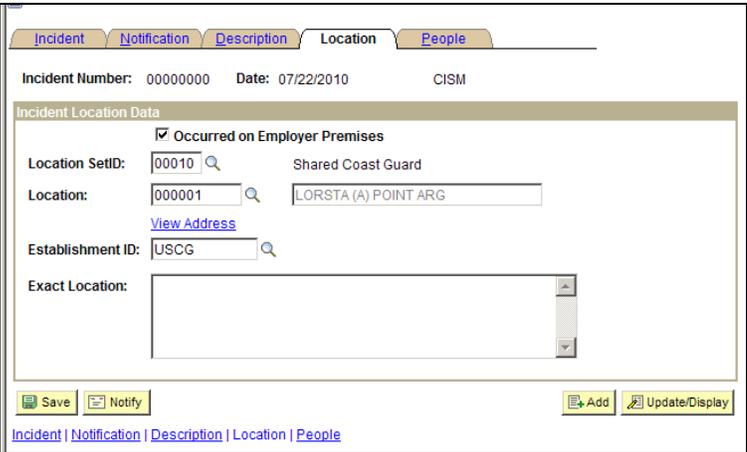
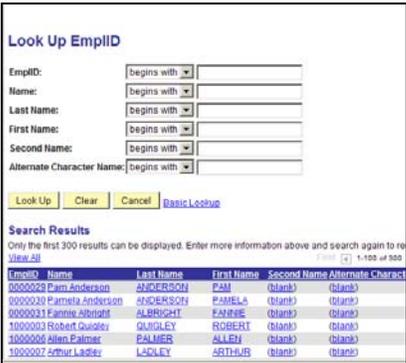
**Use** When there is a Critical Incident Stress Management (CISM) Incident it is entered into the system for tracking. This information is maintained on the **Incident Details** page.

- Pages**
- Incident
  - Notification
  - Description
  - Location
  - People

Step	Action
1	<p>To add a new incident, click on <b>Incident Details</b>:</p> <div data-bbox="560 766 1205 1075" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul> <div data-bbox="609 1203 1115 1528" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
2	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select <b>CISM</b></li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> Leave blank. Please do <i>NOT</i> use this for CISM.</li> <li>• <b>Investigated:</b> Leave blank. Please do <i>NOT</i> use this for CISM.</li> </ul> <div data-bbox="548 1041 1214 1440" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The screenshot shows a web form for creating an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>Incident Date: 07/22/2010 (with a calendar icon)</li> <li>Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] PST (dropdown menu) and <input checked="" type="checkbox"/> Time Undetermined</li> <li>Regulatory Region: USA (dropdown menu) with a search icon and 'United States' text.</li> <li>Is This a Recurrence: <input type="checkbox"/></li> <li>Resulted in Injury or Illness: <input type="checkbox"/></li> <li>Investigated: <input type="checkbox"/></li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. Below the buttons are navigation links: Incident   Notification   Description   Location   People.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on <i>“How to Use the Notepad.”</i></li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
3	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By EmplID:</b> Click on the magnifying glass icon , and choose the EAPC entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank. Please do not use for CISM.</li> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter time as military time and upon save it will be formatted to regular time and AM/PM.</li> </ul> <div data-bbox="646 905 1252 1234" data-label="Form"> </div>
4	<p>Select the <b>Description</b> tab</p> <ul style="list-style-type: none"> <li>• Type in the details of the incident in the large text box.</li> </ul> <div data-bbox="532 1350 1268 1766" data-label="Form"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> </ul>

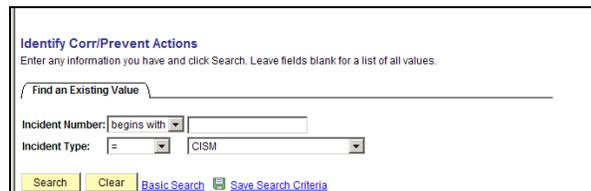
Step	Action																																										
5	<p>Select the <b>Location</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Occurred on Employer Premises:</b> Please check the box.</li> <li>• <b>Location SetID:</b> Enter 00010</li> <li>• <b>Location:</b> Select the magnifying glass icon and select the location of the incident.</li> <li>• <b>Establishment ID:</b> Enter USCG</li> <li>• <b>Exact Location:</b> This is an optional description. Enter if known.</li> </ul> 																																										
6	<p>Select the <b>People</b> tab to add <b>BOTH</b> Alleged Offender(s) and the Victim(s) to an incident.</p> <ul style="list-style-type: none"> <li>• Select the <b>EmplID</b> or <b>Non-EmplID</b> (refer to instruction on “<i>How to Add a Non Employee</i>”) by clicking on the magnifying glass icon  next to the field.</li> </ul>  <table border="1" data-bbox="669 1570 1075 1673"> <thead> <tr> <th>EmplID</th> <th>Name</th> <th>Last Name</th> <th>First Name</th> <th>Second Name</th> <th>Alternate Charact</th> </tr> </thead> <tbody> <tr> <td>0000029</td> <td>Pam Anderson</td> <td>ANDERSON</td> <td>PAM</td> <td>(blank)</td> <td>(blank)</td> </tr> <tr> <td>0000030</td> <td>Pamela Anderson</td> <td>ANDERSON</td> <td>PAMELA</td> <td>(blank)</td> <td>(blank)</td> </tr> <tr> <td>0000031</td> <td>Fannie Albright</td> <td>ALBRIGHT</td> <td>FANNIE</td> <td>(blank)</td> <td>(blank)</td> </tr> <tr> <td>1000003</td> <td>Robert Quigley</td> <td>QUIGLEY</td> <td>ROBERT</td> <td>(blank)</td> <td>(blank)</td> </tr> <tr> <td>1000005</td> <td>Allen Palmer</td> <td>PALMER</td> <td>ALLEN</td> <td>(blank)</td> <td>(blank)</td> </tr> <tr> <td>1000007</td> <td>Arthur Ladley</td> <td>LADLEY</td> <td>ARTHUR</td> <td>(blank)</td> <td>(blank)</td> </tr> </tbody> </table>	EmplID	Name	Last Name	First Name	Second Name	Alternate Charact	0000029	Pam Anderson	ANDERSON	PAM	(blank)	(blank)	0000030	Pamela Anderson	ANDERSON	PAMELA	(blank)	(blank)	0000031	Fannie Albright	ALBRIGHT	FANNIE	(blank)	(blank)	1000003	Robert Quigley	QUIGLEY	ROBERT	(blank)	(blank)	1000005	Allen Palmer	PALMER	ALLEN	(blank)	(blank)	1000007	Arthur Ladley	LADLEY	ARTHUR	(blank)	(blank)
EmplID	Name	Last Name	First Name	Second Name	Alternate Charact																																						
0000029	Pam Anderson	ANDERSON	PAM	(blank)	(blank)																																						
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0000031	Fannie Albright	ALBRIGHT	FANNIE	(blank)	(blank)																																						
1000003	Robert Quigley	QUIGLEY	ROBERT	(blank)	(blank)																																						
1000005	Allen Palmer	PALMER	ALLEN	(blank)	(blank)																																						
1000007	Arthur Ladley	LADLEY	ARTHUR	(blank)	(blank)																																						

Step	Action
	<ul style="list-style-type: none"> <li>• After the EMPLID has been selected, select the <b>Role</b> from the drop down box as <b>CISM Team</b></li> <li>• To add more than one person associated to this incident, click the [+] and the steps to add a person.</li> </ul> <div data-bbox="516 447 1222 793" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button after you have added all people connected to this incident.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Add and Manage a Corrective Plan

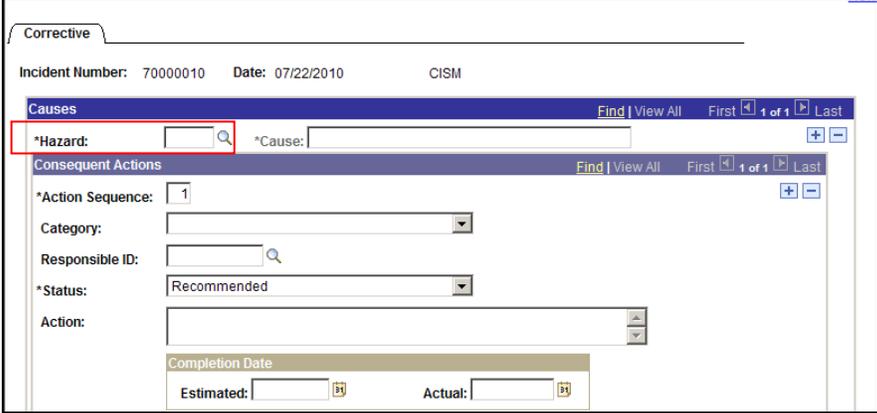
- Use** The primary purpose of the Corrective Plan is to manage a CISM incident through resolution.
- Prerequisites** Incident Details must be completed prior to entering a Corrective Plan.
- Pages** Corrective Plan

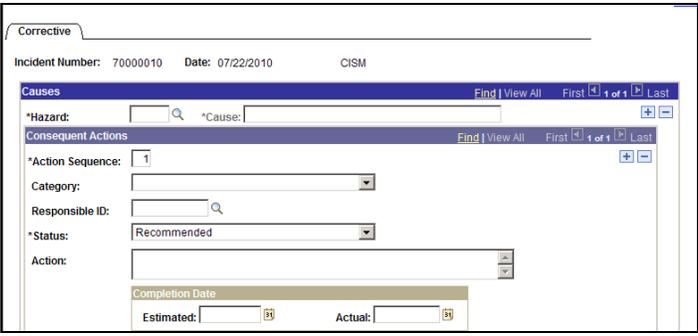
- 1 Create a **Corrective Plan** by first search for the entering the **Incident Number** or **Incident Type** as *CISM*.

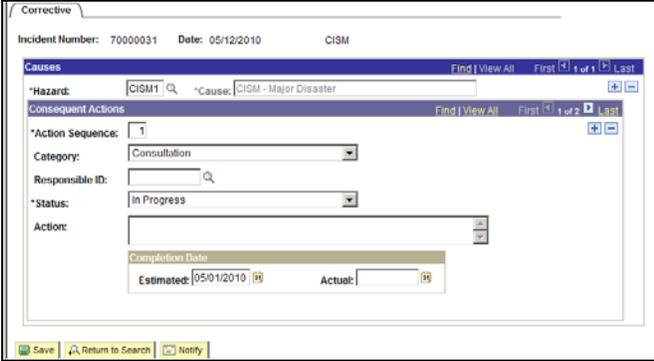


The screenshot shows a web interface titled "Identify Corr/Prevent Actions". Below the title is the instruction: "Enter any information you have and click Search. Leave fields blank for a list of all values." There is a search bar with a "Find an Existing Value" tab. Below the search bar are two rows of input fields. The first row is labeled "Incident Number:" and has a dropdown menu set to "begins with" and an empty text input field. The second row is labeled "Incident Type:" and has a dropdown menu set to "=" and another dropdown menu set to "CISM". At the bottom of the form are four buttons: "Search", "Clear", "Basic Search", and "Save Search Criteria".

- If known, enter the incident number and click the **Search** button.
- If not known, select CISM for the **Incident Type**, leave the **Incident Number** field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.

Step	Action
2	<p data-bbox="399 268 1344 340">On the <b>Corrective Page</b>, click on the magnifying glass icon  to look up the <b>Hazard</b> type from the list presented:</p> <div data-bbox="453 380 1330 793"></div> <p data-bbox="399 835 885 867">Click on one of the following options:</p> <ul data-bbox="594 873 1318 1241" style="list-style-type: none"><li>• <b>CISM1</b><ul style="list-style-type: none"><li>○ Cause: <b>CISM – Major Disaster</b></li></ul></li><li>• <b>CISM2</b><ul style="list-style-type: none"><li>○ Cause: <b>CISM – Operational – CG</b></li></ul></li><li>• <b>CISM3</b><ul style="list-style-type: none"><li>○ Cause: <b>CISM – Operational – Non CG</b></li></ul></li><li>• <b>CISM4</b><ul style="list-style-type: none"><li>○ Cause: <b>CISM – Non Operational – CG</b></li></ul></li><li>• <b>CISM5</b><ul style="list-style-type: none"><li>○ Cause: <b>CISM – Non Operational – Non CG</b></li></ul></li></ul>

Step	Action
2	<p>In the <b>Consequent Actions</b>, create an Action Sequence. The <b>Action Sequence</b> number is system-generated. Please do not change this number.</p> <div data-bbox="544 367 1242 703" data-label="Form"></div> <p>In the <b>Category</b> field, select the drop down and choose from one of the following options:</p> <ul style="list-style-type: none"><li>➤ <b>Consultation</b></li><li>➤ <b>One on One</b></li><li>➤ <b>Defusing</b></li><li>➤ <b>CISDs</b></li><li>➤ <b>CMBs</b></li><li>➤ <b>Demobilization</b></li></ul> <p>In the <b>Status</b> field, select the drop down and choose from one of the following options:</p> <ul style="list-style-type: none"><li>➤ <b>In Progress</b></li><li>➤ <b>Completed</b></li><li>➤ <b>Recommended</b></li><li>➤ <b>Existing</b></li><li>➤ <b>Planned</b></li></ul> <p>In the <b>Action</b> text box, enter the details of the Action to be taken.</p>

Step	Action
2	<p>In the <b>Completion Date</b> box, enter the <b>Estimated</b> date and/or <b>Actual</b> date for each Action Sequence by entering the date (MMDDYYYY), or click on the calendar icon to select a date.</p>  <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button when you are finished adding the <b>Consequent Actions</b>.</li> <li>• To add more Actions, click on the [+] in the right corner of the Consequent Actions area and follow the steps to add <b>Consequent Actions</b>.</li> </ul> <p><i>Note:</i> The incident will remain unresolved and “open” in the system until the <b>Status</b> has been set to “Completed,” and the <b>Actual Completion Date</b> has been entered. Until such time, the CG 1750 Intervention Report will be generated every 24 hours.</p>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink.</p>

### How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.
Critical Incident Stress Management (CISM) Report	This query generates a list of Incidents that
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

Step	Action
------	--------

In the **Worklife Reports** pagelet click on the [CISM Intervention Report](#) hyperlink:



The system will automatically run the report and the report output will pop up in a new window.

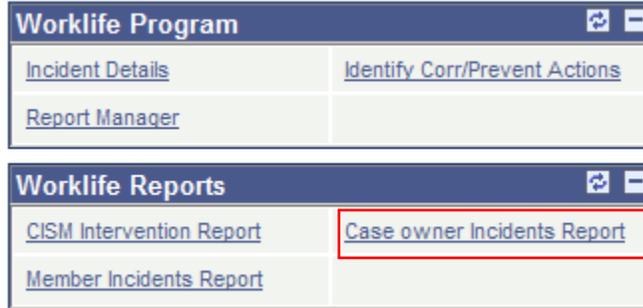
**CG\_CISM\_24HR\_NOTIFY- CISM 24hr Intervention Report**

No matching values were found.

Incident Nbr	IncDnt Dt	Report By Empl	Reported by Name	Date Reptd	Incident People ID	Incident People	Incident Role	Hazard ID	Hazard	Action	Estimated Complete Date
--------------	-----------	----------------	------------------	------------	--------------------	-----------------	---------------	-----------	--------	--------	-------------------------

Step	Action
------	--------

1 In the **Worklife Reports** pagelet click on the [Case Owner Incident Report](#) hyperlink:



A prompt will pop up in a new window.

Reported By EmplID(Case Owner):

Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
------------	---------------	---------------	---------------	-----------	------	---------------

- Enter the Reported By EmplID (Case Owner):
- Click View Results

The report output will display in the following format

Reported By EmplID(Case Owner):

Download results in : [Excel SpreadSheet](#) [CSV Text File](#) (1 kb)

View All First  1-6 of 6  Last

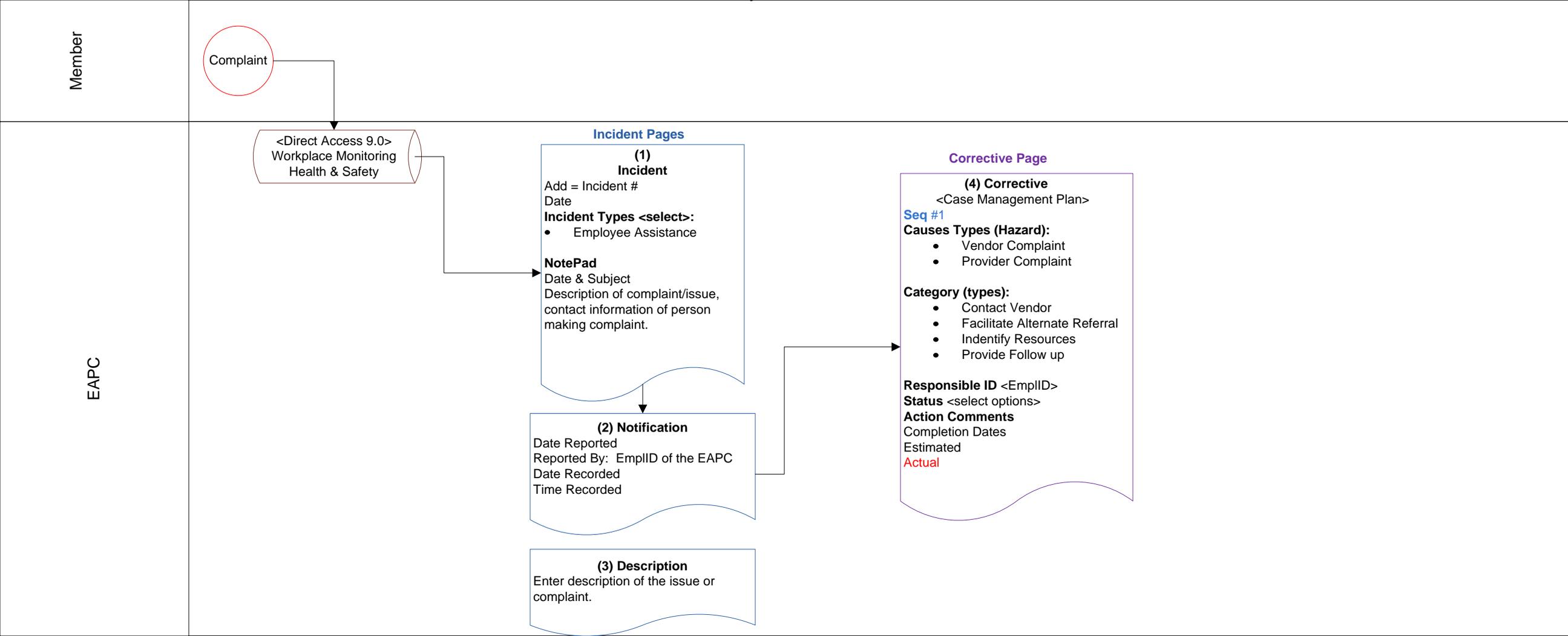
	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD	
5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD	
6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD	

Step	Action
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Member Incident Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Member EmplID:</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> 

# Employee Assistance Program Process

Approved\_J. Reibling  
12/7/09

## Quality Assurance



**U.S. COAST GUARD**  
**Work Life Information Management System (WIMS)**

**Employee Assistance Program**  
**User Guide**

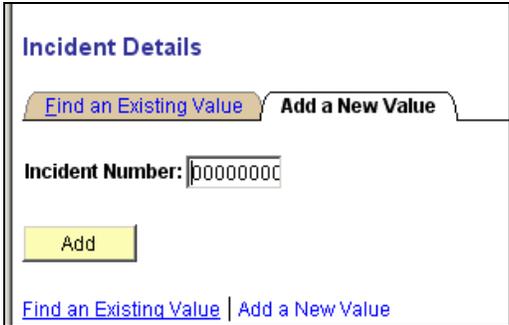
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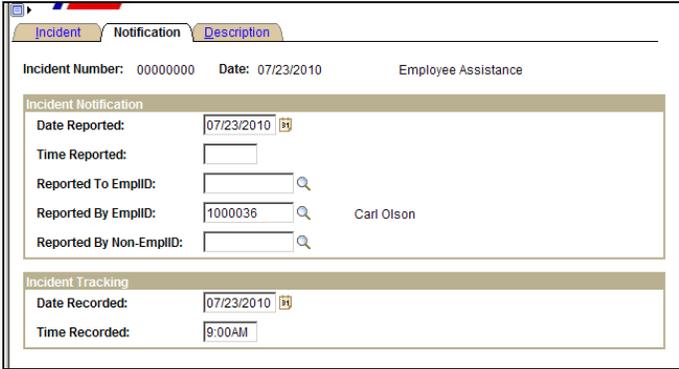
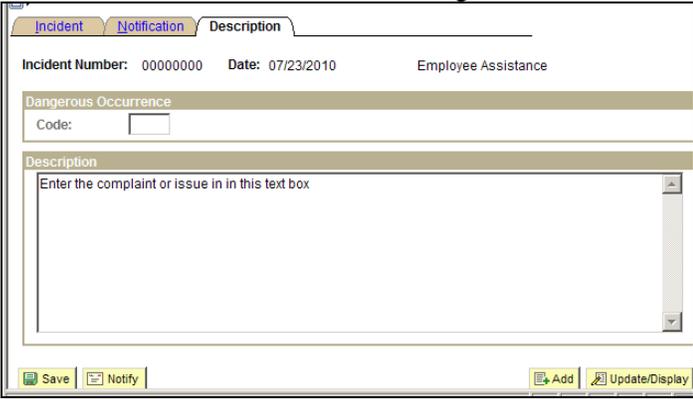
## How to Enter an Employee Assistance Incident

**Use** When a USCG member has a Vendor and/or a Provider complaint from an Employee Assistance referral, it is entered into the system as an incident. The user will take the following actions to add the incident details:

- Pages**
- Incident
  - Notification
  - Description

Step	Action
1	<p>To add a new incident, click on <b>Incident Details</b>:</p> <div data-bbox="573 848 1219 1104"><p>The screenshot shows two navigation menus. The top menu, titled 'Worklife Program', has three tabs: 'Incident Details' (highlighted with a red box), 'Identify Corr/Prevent Actions', and 'Report Manager'. The bottom menu, titled 'Worklife Reports', has two tabs: 'Case owner Incidents Report' and 'Member Incidents Report'.</p></div> <ul style="list-style-type: none"><li>• Select the <b>Add a New Value</b> tab.</li></ul> <div data-bbox="553 1226 1062 1551"><p>The screenshot shows the 'Incident Details' form. It has two tabs: 'Find an Existing Value' and 'Add a New Value'. Below the tabs is a text input field labeled 'Incident Number:' containing '00000000'. Below the input field is a yellow 'Add' button. At the bottom of the form are two links: 'Find an Existing Value' and 'Add a New Value'.</p></div> <ul style="list-style-type: none"><li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li></ul>

Step	Action
2	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select <b>Employee Assistance</b>.</li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> Leave blank. Please do <i>NOT</i> use this for Employee Assistance.</li> <li>• <b>Investigated:</b> Leave blank. Please do <i>NOT</i> use this for Employee Assistance.</li> </ul> <div data-bbox="544 800 1209 1194" data-label="Form"> <p>The screenshot shows a web form for creating an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>*Incident Date: 07/22/2010 (with a calendar icon)</li> <li>*Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] PST (dropdown menu) with a checked box for 'Time Undetermined'</li> <li>Regulatory Region: USA (dropdown menu) with a search icon and 'United States' text.</li> <li>Is This a Recurrence: <input type="checkbox"/></li> <li>Resulted in Injury or Illness: <input type="checkbox"/></li> <li>Investigated: <input type="checkbox"/></li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. A small notepad icon is visible in the top right corner of the form area.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on “<i>How to Use the Notepad.</i>”</li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

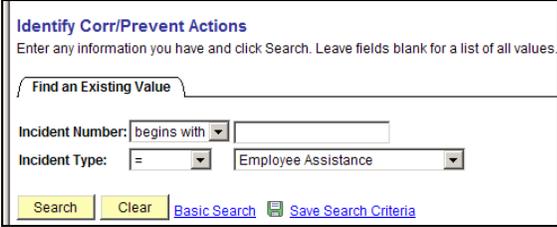
Step	Action
3	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Leave blank. Please do not use for EAP.</li> <li>• <b>Reported By:</b> Choose the EmplID of the EAPC who is entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank. Please do not use for EAP.</li> <li>• <b>Date Recorded:</b> Default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> </ul> 
4	<p>Select the <b>Description</b> tab</p> <ul style="list-style-type: none"> <li>• Type in the details of the incident in the large text box.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

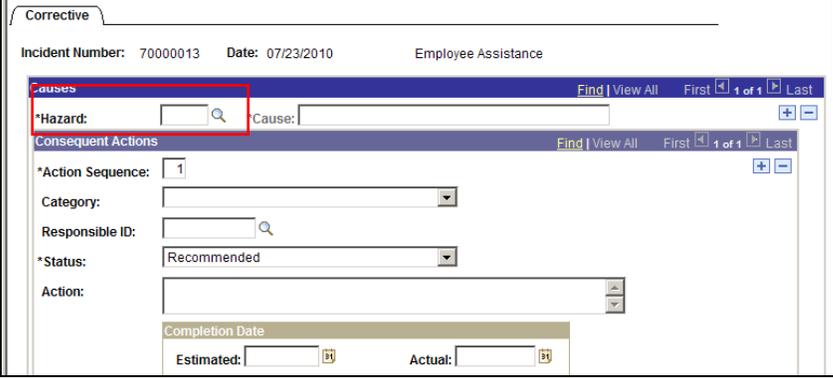
## How to Add and Manage a Corrective Plan

**Use**                    The primary purpose of the **Corrective Plan** is to manage a complaint until it can be resolved and closed in the system.

**Prerequisites**    • Incident

**Pages**                • Corrective

Step	Action
1	<p>In the <b>WorkLife Program</b> pagelet click on the <b>Identify Corr/Prevent Actions</b> hyperlink to create a <b>Corrective Plan</b> associated with the Incident.</p> <div style="text-align: center;">  </div> <p>Find the Incident Number to associate to the <b>Corrective Plan</b>.</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Employee Assistance for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul>

Step	Action
2	<p>On the <b>Corrective</b> page do the following:</p> <ul style="list-style-type: none"> <li>Enter the Cause (<b>Hazard</b>) by clicking the  magnifying glass, and select from the list of applicable options for <b>Employee Assistance</b>.</li> </ul> <p>The options are:</p> <ul style="list-style-type: none"> <li>➤ <b>EAPC</b> – Emp Asst – Provider Complaint</li> <li>➤ <b>EAVN</b> – Emp Asst - Vendor Complaint</li> </ul> 

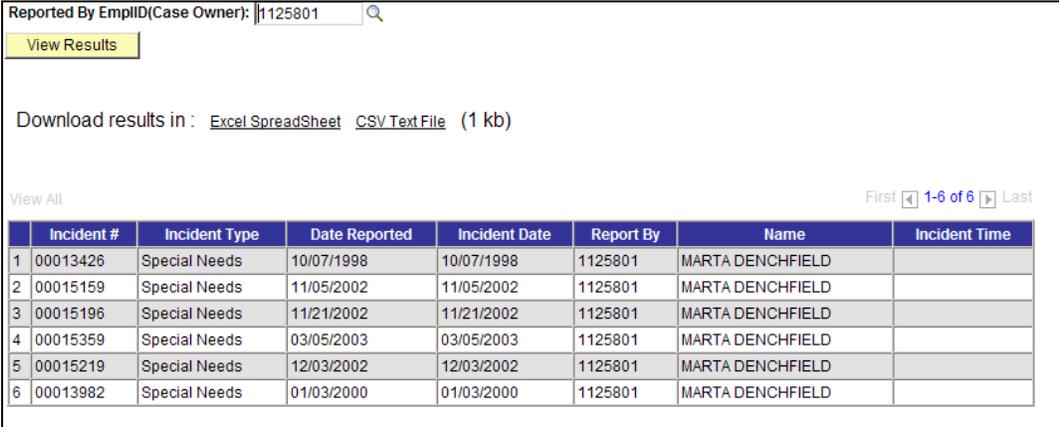
Step	Action
3	<p>On the Corrective page, select a <b>Category</b> by clicking on the down arrow and choose a <b>Cause</b>. The options for the <i>Employee Assistance</i> program are as follow:</p> <ul style="list-style-type: none"> <li>➤ <b>Contact Vendor</b></li> <li>➤ <b>Facilitate Alternate Referral</b></li> <li>➤ <b>Identify Resources</b></li> <li>➤ <b>Provide Follow up</b></li> </ul> <ul style="list-style-type: none"> <li>• Enter the <b>Responsible ID</b> by clicking on the  magnifying glass to select the USCG Member EmplID responsible for the actions entered for each. This is an optional field.</li> </ul> <p><i>Note:</i> If the person is someone other than a USCG member, type in the name and information into the <b>Action</b> text box.</p> <ul style="list-style-type: none"> <li>• Select the <b>Status</b> field to indicate the status of each Action Sequence. The options follow:</li> </ul> <ul style="list-style-type: none"> <li>➤ <b>In Progress</b></li> <li>➤ <b>Completed</b></li> <li>➤ <b>Recommended</b></li> <li>➤ <b>Existing</b></li> <li>➤ <b>Planned</b></li> </ul> <ul style="list-style-type: none"> <li>• In <b>Action</b> text box, type in the details of the plan.</li> <li>• Enter the <b>Completion Date</b> information by entering a date (MMDDYYYY) or selecting the calendar icon next to the <b>Estimated</b> and <b>Actual</b> fields.</li> </ul> <p><i>Note:</i> The EAP incident will remain unresolved and “open” in the system until the <b>Status</b> has been set to <b>Completed</b>, and the <b>Actual Completion Date</b> has been entered.</p> <div data-bbox="548 1346 1195 1665" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Save</b> button when you have finished with the <i>Action Sequence 1</i>.</li> <li>• To add additional Consequent Actions, select the [+] in the right corner and follow the steps to add a Consequent Action.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

Step	Action
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incident Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Reported By EmplID (Case Owner):</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> 

Step	Action
------	--------

1 In the **Worklife Reports** pagelet click on the **Member Incidents Report** hyperlink:



A prompt will pop up in a new window.

The screenshot shows a search form for "Member EmplID" with a search icon. Below the search field is a yellow "View Results" button. Underneath the button is a table header with the following columns: Incident #, Incident Type, Incident Date, Report By, Name, Member ID, Name, DeptID, and Department.

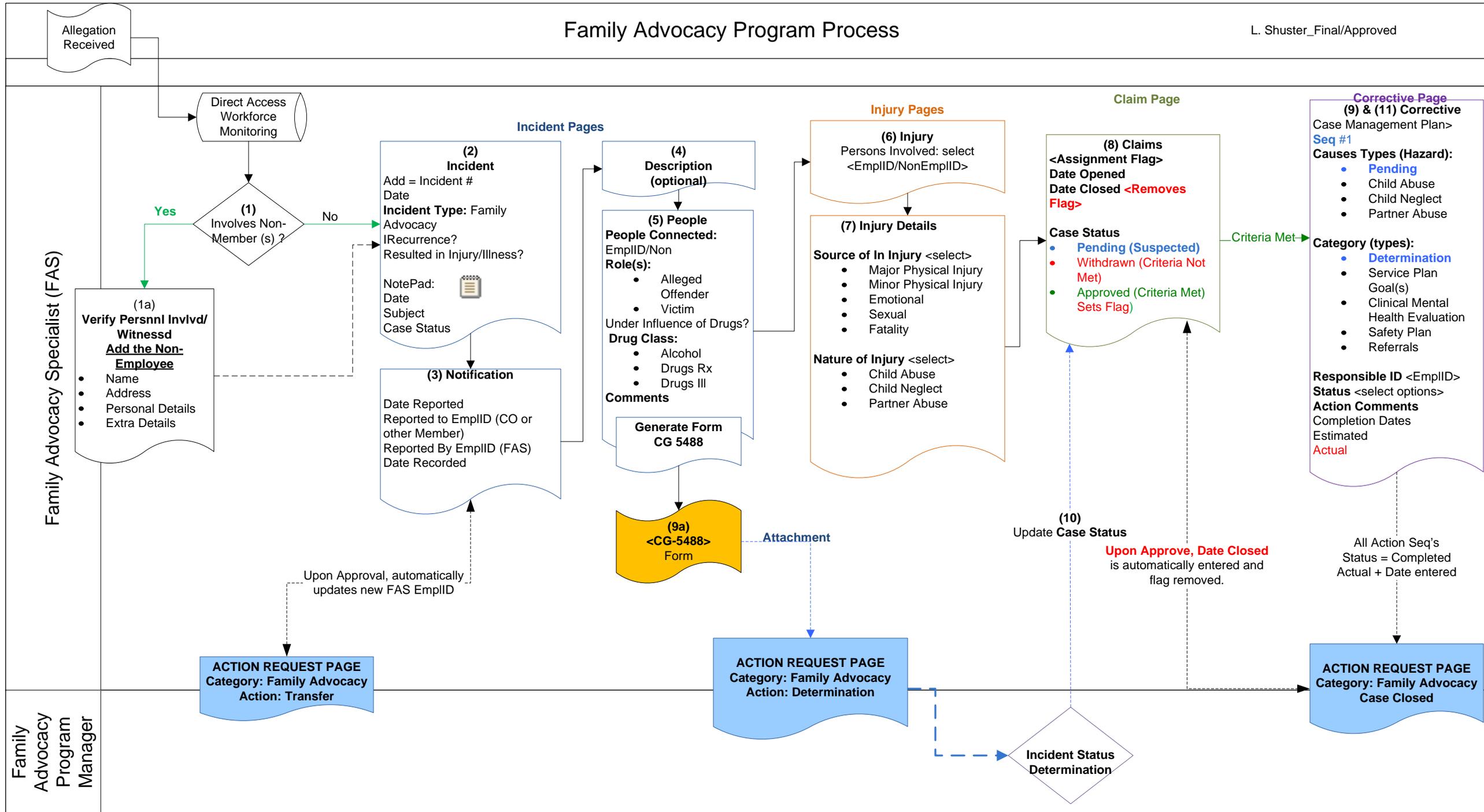
- Enter the Member EmplID:
- Click View Results

The report output will display in the following format

The screenshot shows the same search form as above, but with the "Member EmplID" field containing the value "1125801". Below the "View Results" button, the text "No matching values were found." is displayed. The table header with columns: Incident #, Incident Type, Incident Date, Report By, Name, Member ID, Name, DeptID, and Department is also present.

# Family Advocacy Program Process

L. Shuster\_Final/Approved



**U.S. COAST GUARD**  
**Work Life Information Management System (WIMS)**

**Family Advocacy Program**  
**User Guide**

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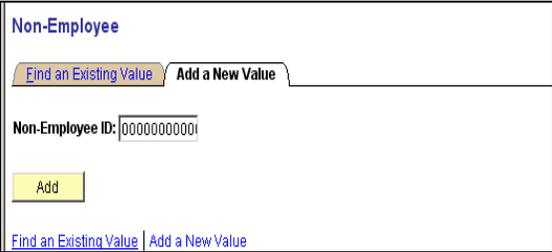
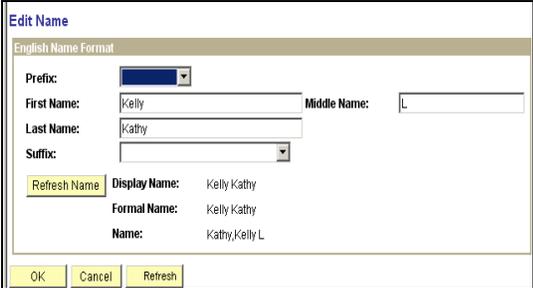
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## How to Add a Non Employee

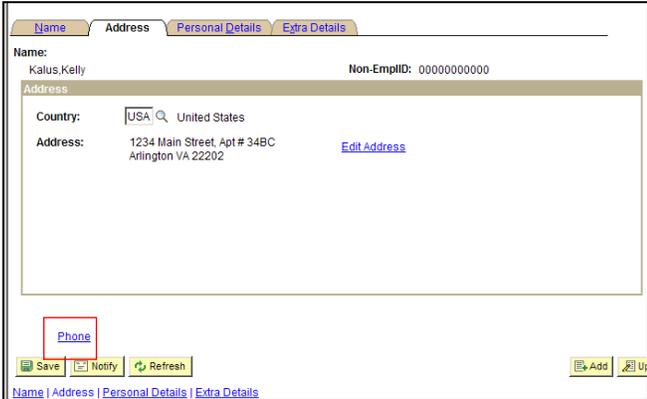
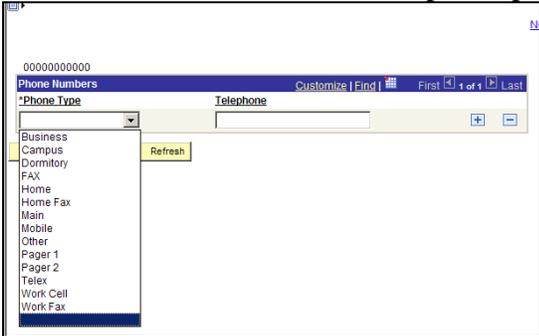
**Use** When there is an incident involving a non-USCG member, they must be added to the system. The user will take the following actions to add a non-employee.

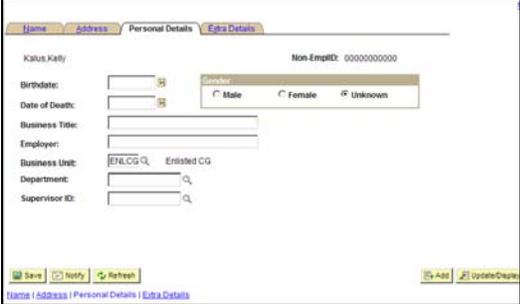
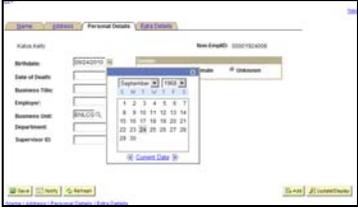
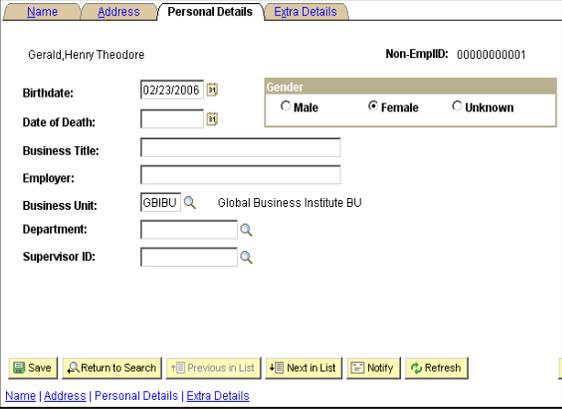
- Pages**
- Name
  - Address
  - Personal Details
  - Extra Details

Step	Action
1	First search to see that the person doesn't already exist in the system by navigating to the <b>Non-Employee</b> .
2	<ul style="list-style-type: none"> <li>• Enter the person's Last Name and click the <b>Search</b> button.</li> <li>• If there are "<b>no matching values found</b>", select the <b>Add a New Value</b> tab (Step 3).</li> <li>• If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.</li> </ul> <div data-bbox="604 919 1110 1318" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Non-Employee</b> Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value   Add a New Value</p> <p>Non-Employee ID: <input type="text" value="begins with"/></p> <p>Name: <input type="text" value="begins with"/></p> <p>Last Name: <input style="border: 2px solid red;" type="text" value="begins with"/> SMITH</p> <p>First Name: <input type="text" value="begins with"/></p> <p>Second Name: <input type="text" value="begins with"/></p> <p>Alternate Character Name: <input type="text" value="begins with"/></p> <p><input type="checkbox"/> Case Sensitive</p> <p><input type="button" value="Search"/> <input type="button" value="Clear"/> <a href="#">Basic Search</a> <input type="button" value="Save Search Criteria"/></p> <p>No matching values were found.</p> <p><a href="#">Find an Existing Value</a>   <a href="#">Add a New Value</a></p> </div> <p><i>Note: If non-employees share the same first and last name, identify based on address or other unique information.</i></p>

Step	Action
3	<p>Select the <b>Add</b> button.</p>  <p>Upon Save, the system will automatically generate the Non-Employee ID number. Please do <b>NOT</b> type one in.</p>
4	<p>Select the <b>Edit Name</b> hyperlink to add the persons name to the system.</p>  <ul style="list-style-type: none"> <li>• Enter the First Name, Middle Name (if known) and the Last Name into each field provided.</li> <li>• Prefix and Suffix are optional fields.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>OK</b> button</li> </ul>

Step	Action
5	<p>Select the <b>Address</b> tab.</p> <ul style="list-style-type: none"> <li>• <b>Country</b> defaults to USA. You can click on the  magnification glass icon to change the <b>Country</b> if it is one other than the USA default.</li> <li>• Click on the <b>Edit Address</b> hyperlink</li> </ul> <div data-bbox="558 426 1162 793" data-label="Image"> </div> <p>On the <b>Edit Address</b> page, enter the following information</p> <ul style="list-style-type: none"> <li>• <b>Address</b> is the street address (and apt if applicable) for the non-employee.</li> <li>• <b>City</b></li> <li>• <b>State:</b> Use the two letter postal abbreviation for the state or click on the  magnification glass icon and choose <b>State</b>.</li> <li>• <b>Postal</b> is the five-digit zip code (if known).</li> </ul> <div data-bbox="558 1131 1162 1390" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>OK</b> button.</li> </ul> <p><i>Note: Do not use Address 2, Address 3 or the County fields.</i></p>

Step	Action
6	<p>Select the <b>Phone</b> hyperlink at the bottom of the <b>Address</b> tab to enter the phone number (if known).</p>  <p>The screenshot shows a web interface with tabs for Name, Address, Personal Details, and Extra Details. The Address tab is active, displaying fields for Country (USA), Address (1234 Main Street, Apt # 34BC, Arlington VA 22202), and a blue link labeled 'Edit Address'. At the bottom of the tab, a 'Phone' link is highlighted with a red rectangular box. Below the tab are buttons for Save, Notify, Refresh, Add, and Update.</p> <ul style="list-style-type: none"> <li>• Select the <b>Phone Type</b>, i.e., Work or Home, by selecting the down arrow and select from one of the options presented.</li> </ul>  <p>The screenshot shows a 'Phone Numbers' dialog box with a 'Telephone' field. The 'Phone Type' dropdown menu is open, showing a list of options: Business, Campus, Dormitory, FAX, Home, Home Fax, Main, Mobile, Other, Pager 1, Pager 2, Telex, Work Cell, and Work Fax. A 'Refresh' button is visible to the right of the dropdown.</p> <ul style="list-style-type: none"> <li>• In the <b>Telephone</b> field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.</li> <li>• Click on the “+” or “-“ buttons to add or delete telephone numbers.</li> </ul>  <p>The screenshot shows the 'Phone Numbers' dialog box with the 'Phone Type' dropdown set to 'Home' and the 'Telephone' field containing the number '802785-1234'. The '+' and '-' buttons are highlighted with a red rectangular box. At the bottom of the dialog are 'OK', 'Cancel', and 'Refresh' buttons.</p> <p>Select the <b>OK</b> button when finished adding or deleting numbers.</p>

Step	Action
7	<p>Click the <b>Personal Details</b> tab. There are only two fields being used on this page for non-employees: <b>Birthdate</b> and <b>Gender</b>.</p> <ul style="list-style-type: none"> <li>In the <b>Birthdate</b> field, enter the birth month, day and year (092468)</li> </ul>  <p>Or, select the calendar icon and select the date from the calendar.</p>  <ul style="list-style-type: none"> <li>Select radio button for <b>Gender</b> (Male, Female or Unknown)</li> </ul> <p><i>(note: do not enter data in the other fields)</i></p>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul>

<b>Step</b>	<b>Action</b>
8	<p>Click the <b>Extra Details</b> tab to enter additional <b>contact</b> information.</p> <div data-bbox="493 275 1149 590"></div> <ul style="list-style-type: none"><li data-bbox="444 632 786 663">• Select the <b>Save</b> button.</li></ul> <p><i>Note: After saving, the Non-EmpID will be assigned and displayed.</i></p>

## How to Enter a Family Advocacy Incident

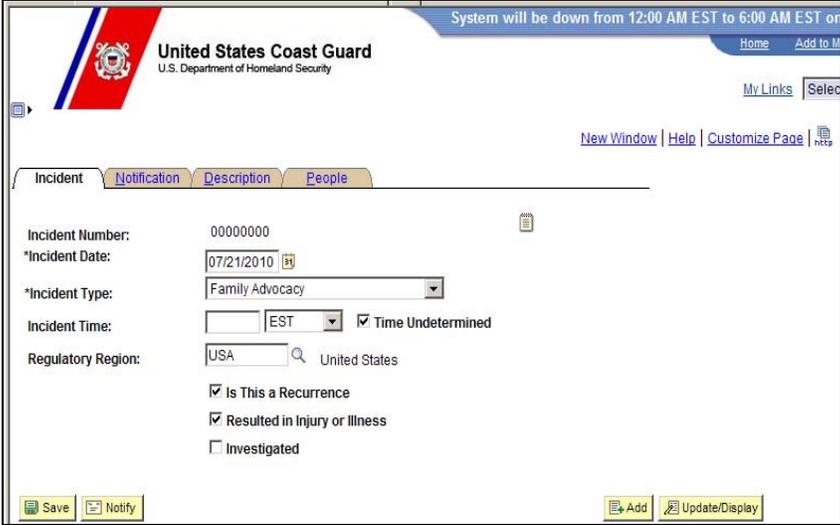
**Use** When there is an allegation of child abuse, child neglect and/or partner abuse, a Family Advocacy Incident is entered into the system. The user will take the following actions to add the Incident Details

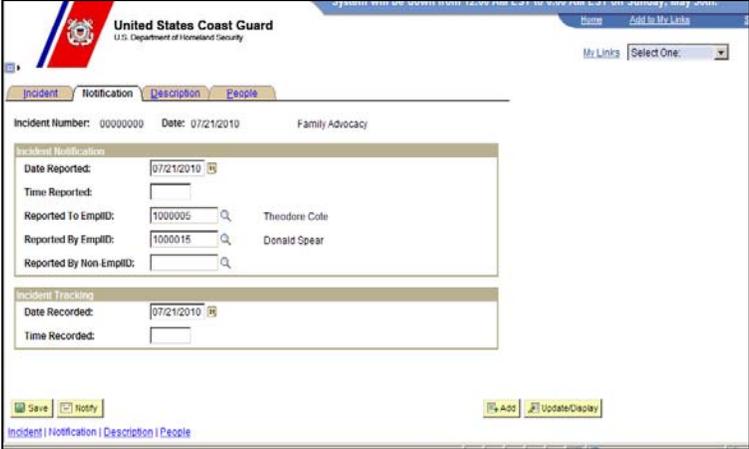
**Prerequisites** Add Non-Employees (if applicable)

- Pages**
- Incident
  - Notification
  - People

Step	Action
1	<p>Check to see if there are any other Family Advocacy Incidents for a USCG Member to determine a recurrence by doing the following from the Portal :</p> <ul style="list-style-type: none"> <li>• Click on the Employee Incident Summary</li> <li>• Enter person's Last Name (or if you have the EMPLID)</li> <li>• Select the <b>Search</b> button.</li> </ul> <div style="text-align: center;">  </div> <p>Note: If there is another Family Advocacy Incident in the system involving the USCG Member (<i>does not search for Non Employees</i>) you will use this information to check the box in <b>Step 3 - Is This a Recurrence</b>).</p> <ul style="list-style-type: none"> <li>• To proceed to the next step, click the Home hyperlink in the top right corner of the page to return to the Portal home page.</li> </ul>

Step	Action
2	<p>To add a new incident, click on <b>Incident Details</b>:</p> <div data-bbox="576 275 1224 674" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul> <div data-bbox="561 795 1066 1121" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
3	<p>On the <b>Incident Page</b>, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select <b>Family Advocacy</b>.</li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <b>AND</b> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is This a Recurrence:</b> If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary.</li> <li>• <b>Investigated:</b> Leave blank. Please do <b>NOT</b> use this for Family Advocacy.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on “<i>How to Use the Notepad.</i>”</li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
4	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By EmplID:</b> Click on the magnifying glass icon , and choose the FAS entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank. Please do not use for Family Advocacy.</li> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter time as military time and upon save it will be formatted to regular time and AM/PM.</li> </ul> 

Step	
5	<p data-bbox="370 170 711 205">Select the <b>Description</b> tab</p> <ul data-bbox="418 212 1166 247" style="list-style-type: none"><li>• Type in the details of the incident in the large text box.</li></ul> <div data-bbox="548 241 1218 766"></div> <ul data-bbox="418 772 755 808" style="list-style-type: none"><li>• Click the <b>Save</b> button.</li></ul> <p data-bbox="370 842 1279 913"><b>Note:</b> Items entered in this text box will be generated in the CG – 5488 Determination Form.</p>

Step	Action
6	<p>Select the <b>People</b> tab to add <b>BOTH</b> Alleged Offender(s) and the Victim(s) to an incident .</p> <ul style="list-style-type: none"> <li>Select the <b>EmplID</b> or <b>Non-EmplID</b> (refer to instruction on “<i>How to Add a Non Employee</i>”) by clicking on the magnifying glass icon  next to the field.</li> </ul>  <ul style="list-style-type: none"> <li>Select the EmplID by clicking on the magnifying glass icon , click on the <b>Name</b> hyperlink from the lists presented.</li> </ul> 

Step	Action
7	<ul style="list-style-type: none"> <li>• Select the <b>Role</b> for the person added to the system by using the drop down list and selecting either:                             <ul style="list-style-type: none"> <li>➤ <b>Alleged Offender</b></li> <li>➤ <b>Victim</b></li> </ul> </li>   <li>• Select the <b>Under the Influence of Drugs</b> (if applicable) - the list of Drug Classes will not be displayed until the box is check.</li>   <li>• Select the <b>Drug Class</b> from the drop down list, the choices are:                             <ul style="list-style-type: none"> <li>➤ <b>Alcohol</b></li> <li>➤ <b>Drugs III</b></li> <li>➤ <b>Drugs Rx</b></li> </ul> </li> </ul> <div data-bbox="446 676 1292 1184" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button</li> <li>• Click the <b>[+]</b> button to another EmplID or Non-EmpID's and following the above steps.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Associate an Injury with an Incident

**Use** *Both* the Victim and Alleged Offender from an Incident must be associated with the Incident/Injury for the purpose of setting the Assignment Flag on an USCG Member, and creating a Corrective Plan for the Victim.

**Prerequisites** Incident  
Non Employee (if applicable)

**Pages**

- Injury
- Details

Step	Action																								
1	<p>From the Portal, Worklife Program pagelet do the following:</p> <ul style="list-style-type: none"> <li>• Click on <b>Incident/Injury – Member Setup</b></li> </ul> <div data-bbox="576 699 1224 1100" data-label="Image"> <p>The screenshot shows the 'Worklife Program' pagelet with several menu items. The 'Incident/Injury - Member Setup' link is highlighted with a red rectangular box. Other visible links include 'Incident Details', 'Manage Case', 'Add/Modify Non-Employee', 'Report Manager', 'Identify Corr/Prevent Actions', 'Employee Incident Summary', and 'Add Action Request'.</p> </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Family Advocacy for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul> <div data-bbox="581 1402 1118 1919" data-label="Image"> <p>The top screenshot shows the 'Injury Details' search form with the following fields: 'Incident Number: begins with' (empty), 'Incident Type: = Family Advocacy'. Below the form are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.</p> <p>The bottom screenshot shows the search results table:</p> <table border="1"> <thead> <tr> <th>Incident Number</th> <th>Incident Type</th> <th>Incident Date</th> <th>Location Name</th> </tr> </thead> <tbody> <tr> <td>70000009</td> <td>Family Adv</td> <td>07/21/2010</td> <td>(blank)</td> </tr> <tr> <td>70000008</td> <td>Family Adv</td> <td>07/08/2010</td> <td>BAV7 CITY</td> </tr> <tr> <td>00020228</td> <td>Family Adv</td> <td>12/16/2009</td> <td>(blank)</td> </tr> <tr> <td>00020203</td> <td>Family Adv</td> <td>02/12/2010</td> <td>(blank)</td> </tr> <tr> <td>00020200</td> <td>Family Adv</td> <td>01/28/2010</td> <td>(blank)</td> </tr> </tbody> </table> </div>	Incident Number	Incident Type	Incident Date	Location Name	70000009	Family Adv	07/21/2010	(blank)	70000008	Family Adv	07/08/2010	BAV7 CITY	00020228	Family Adv	12/16/2009	(blank)	00020203	Family Adv	02/12/2010	(blank)	00020200	Family Adv	01/28/2010	(blank)
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00020203	Family Adv	02/12/2010	(blank)																						
00020200	Family Adv	01/28/2010	(blank)																						

- Click on the incident that you wish to associate the Member.

2 On the **Injury** Page, select an EmplID or NonEmplID (*refer to “How to Add a Non Employee”* if necessary) by doing the following:

- Click on the  magnifying glass next to the EmplID or NonEmplID and select the person from the list presented.
- Enter the **Date Reported** (MMDDYYYY) without any special characters (auto formats upon save), or use the calendar icon to select the date.
- Click on the [+ ] button to add the next person as above.



United States Coast Guard  
U.S. Department of Homeland Security

Injury Details

Incident Number: 70000009 Date: 07/21/2010 Family Advocacy

Person Involved Find | View 1 First 1-2 of 2 Last

EmplID: 1000007 Arthur Ladley Empl Rcd Nbr: 0

Date of Birth: 05/24/1932 Date of Death: Gender: Male

Employee Data at Incident Date	
Business Unit:	OFFCG Officer CG
Department:	002037 UNKNOWN UNIT
Job Code:	000093 Captain
Location:	000246 UNKNOWN UNIT Ret w/Pay

Notification - This Person

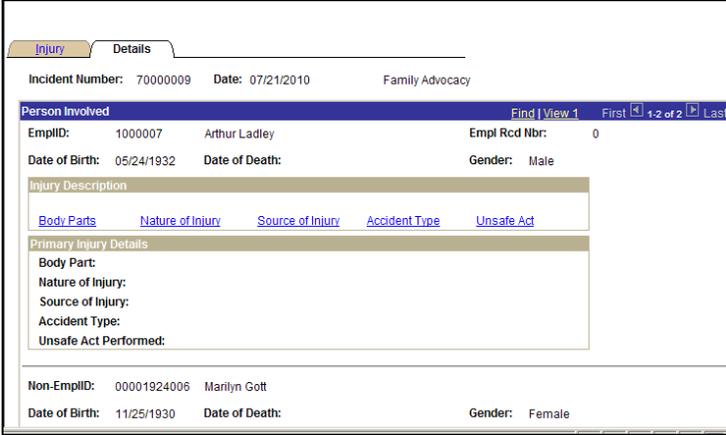
Date Reported: 07/21/2010

Time Reported: PST

Non-EmplID: 00001924006 Marilyn Gott

Date of Birth: 11/25/1930 Date of Death: Gender: Female

- Click the **Save** button.

Step	Action
3	<p>Select the <b>Details</b> tab, and for the <i>Victim</i> add the <b>Nature of Injury</b> and <b>Source of Injury</b>. Do <i>not</i> use the other hyperlinks.</p>
	
	<ul style="list-style-type: none"> <li>Select the <b>Nature of Injury</b> hyperlink</li> </ul>
	
	<ul style="list-style-type: none"> <li>Click on the magnifying glass icon  to select from <b>one</b> of the options: <ul style="list-style-type: none"> <li>➤ <b>Child Abuse</b></li> <li>➤ <b>Child Neglect</b></li> <li>➤ <b>Partner Abuse</b></li> </ul> </li> <li>Check the <b>Primary Injury</b> box.</li> <li>Do not add more than one Nature of Injury (you would need to create a new Family Advocacy Incident).</li> <li>Do <i>not</i> use the <b>Privacy Case</b> box.</li> </ul>
	
	<ul style="list-style-type: none"> <li>Click the <b>OK</b> button when finished</li> </ul>

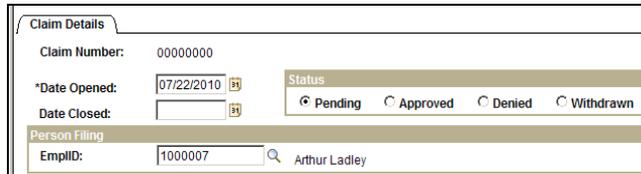
Step	Action
<p><b>4</b></p>	<ul style="list-style-type: none"> <li>• Click the <b>Source of Injury</b> hyperlink.</li> </ul> <div data-bbox="548 268 1159 428" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the magnifying glass icon  to select from one of the options:             <ul style="list-style-type: none"> <li>➤ <b>Emotional</b></li> <li>➤ <b>Fatality</b></li> <li>➤ <b>Major Physical Injury</b></li> <li>➤ <b>Minor Physical Injury</b></li> <li>➤ <b>Sexual</b></li> </ul> </li> <li>• Check off the <b>Primary Injury</b> box (on the CG 5488 Determination form this will be reflected as the type of Maltreatment)</li> <li>• Select the [+ ] to add another <b>Source of Injury</b> and repeat the above steps (will not appear on the CG 5488 Determination form).</li> <li>• Do <i>not</i> use the <b>Privacy Case</b> box.</li> </ul> <div data-bbox="586 982 1118 1262" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>OK</b> button when finished.</li> <li>• Select the <b>Save</b> button.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Add and Manage a Case and set the Assignment Flag

**Use** The main function of the **Manage Claim** page is to manage the Status of an Incident and the Assignment Flag on the USCG member.

### Definitions and Actions:

- Pending = Suspected
- Approved = Criteria Met (*Sets the Assignment Flag*)
- Withdrawn = Criteria Not Met
- Date Closed = Date entered (*Assignment Flag is removed*).



Claim Details

Claim Number: 00000000

\*Date Opened: 07/22/2010

Date Closed:

Status:  Pending  Approved  Denied  Withdrawn

Person Filing

EmplID: 1000007 Arthur Ladley

**Prerequisites**

- Incident Details
- Injury Details

**Pages**

- Claim Details

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the <b>Manage Case</b> hyperlink:</p> 

Step	Action
<p>2</p>	<p>At the <b>Open Claim search</b> page, enter the <b>Incident #</b> (refer to <i>Incident Details</i>).</p> <ul style="list-style-type: none"> <li>Select the <b>Add a New Value</b> tab.</li> </ul>  <ul style="list-style-type: none"> <li>Click on the <b>Add</b> button. The system automatically assigns a claim number. Please do not enter a number for a new claim.</li> </ul> 
<p>3</p>	<p>On the <b>Claims Details</b> page the <b>Date Opened</b> and <b>Status = Pending</b> are the defaults in the system. Take the following steps:</p> <ul style="list-style-type: none"> <li>The <b>Person Filing</b> is the USCG Member EmplID that you will be setting the Assignment Flag on in the system.</li> <li>Enter the <b>EmplID</b> into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the <b>EmplID</b> for the USCG member.</li> </ul> 

- In the **Incident Data**, all incidents for the selected EmplID (USCG member) will be listed (note: if there is none, then refer to the instructions on “*How to Add an Incident*”).
- Select the active incident by clicking on the Incident Number hyperlink.



- Select the **Save** button.

4 If the Incident has a **Criteria Met** decision, do the following to **Set the Assignment Flag** on the USCG Member:

- Change the **Status** from Pending to **Approved** by clicking on the radio button.
- Click on the **Save** button
- After the system completes “processing” a window will be displayed to confirm the Member Flag was set on the Member associated with the incident (Step 3).



- Click on the **OK** button

<p><b>5</b></p>	<p>Do the following to <b>Remove the Assignment Flag</b> on the USCG Member:</p> <ul style="list-style-type: none"> <li>• <b>Do not change</b> Status of Approved (<b>Criteria Met</b>).</li> <li>• Enter a <b>Closed Date</b> (MMDDYYYY) or select the calendar icon and select the date.</li> <li>• Click the <b>Save</b> button</li> <li>• After the system completes “processing” a window will be displayed to confirm that the Member Flag was <b>removed</b> on the Member associated with the incident as selected (Step 3).</li> </ul> <div data-bbox="581 596 1154 789" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>OK</b> button</li> </ul>
<p><b>6</b></p>	<p>If the Incident has a <b>Criteria Not Met</b> decision, do the following to <b>Set the Assignment Flag</b> on the USCG Member:</p> <ul style="list-style-type: none"> <li>• Change the <b>Status</b> from Pending to <b>Withdrawn</b> by clicking on the radio button.</li> <li>• Enter a <b>Closed Date</b> (MMDDYYYY) or select the calendar icon and select the date.</li> <li>• Click the <b>Save</b> button</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

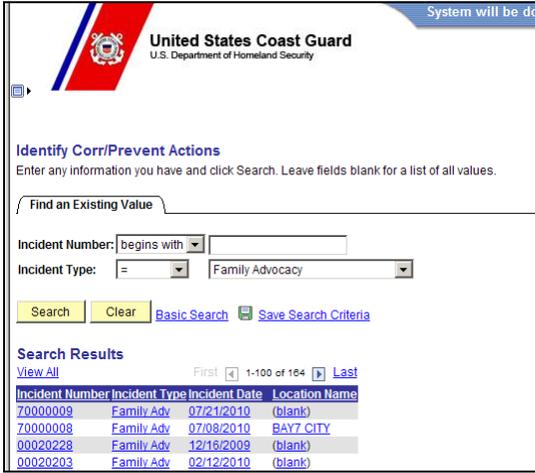
## How to Add and Manage a Corrective Plan

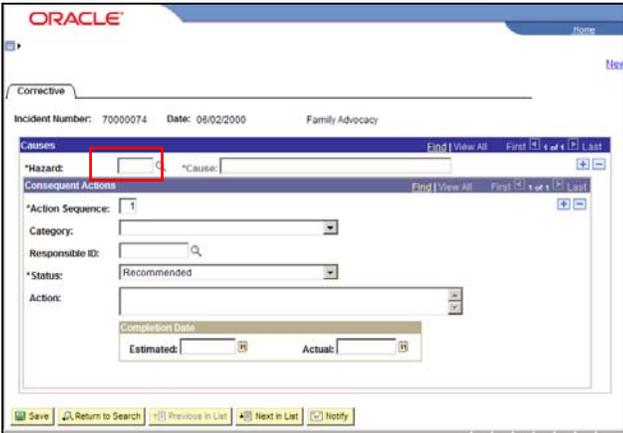
**Use**                    The primary purpose of the Corrective Plan is to create a plan of action for the Victim (s) and/or the Alleged Offender (s) when the Criteria has been Met.

**Prerequisites**    • Determination of Approved = Criteria Met

**Pages**                • Corrective

Step	Action
1	<p>In the <b>WorkLife Program</b> pagelet click on the <b>Identify Corr/Prevent Actions</b> hyperlink to create a Corrective Plan associated with the Incident</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Family Advocacy for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul> <div style="text-align: center;">  </div>

Step	Action																				
	<ul style="list-style-type: none"> <li>Click on the <b>Incident Number</b> hyperlink that you wish to create the <b>Corrective Plan</b> from the list of values presented.</li> </ul>  <p>The screenshot shows the 'Identify Corri/Prevent Actions' page. It includes a search form with 'Incident Number' set to 'begins with' and 'Incident Type' set to 'Family Advocacy'. Below the search form, there is a 'Search Results' section with a table of results:</p> <table border="1"> <thead> <tr> <th>Incident Number</th> <th>Incident Type</th> <th>Incident Date</th> <th>Location Name</th> </tr> </thead> <tbody> <tr> <td>70000009</td> <td>Family Adv</td> <td>07/21/2010</td> <td>(blank)</td> </tr> <tr> <td>70000008</td> <td>Family Adv</td> <td>07/09/2010</td> <td>RAY CITY</td> </tr> <tr> <td>00020228</td> <td>Family Adv</td> <td>12/16/2009</td> <td>(blank)</td> </tr> <tr> <td>00020203</td> <td>Family Adv</td> <td>02/12/2010</td> <td>(blank)</td> </tr> </tbody> </table>	Incident Number	Incident Type	Incident Date	Location Name	70000009	Family Adv	07/21/2010	(blank)	70000008	Family Adv	07/09/2010	RAY CITY	00020228	Family Adv	12/16/2009	(blank)	00020203	Family Adv	02/12/2010	(blank)
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00020203	Family Adv	02/12/2010	(blank)																		

<p>2</p>	<p>On the <b>Corrective</b> page do the following:</p> <ul style="list-style-type: none"> <li>Enter the Cause (<b>Hazard</b>) by selecting the  magnifying glass, and select from the list of applicable options for <b>Family Advocacy</b>: <ul style="list-style-type: none"> <li>➤ <b>CHLDA - Child Abuse</b></li> <li>➤ <b>CHLDN - Child Neglect</b></li> <li>➤ <b>PARTA - Partner Abuse</b></li> </ul> </li> </ul>  <p>The screenshot shows the 'Corrective' page in Oracle. It displays incident information: Incident Number: 70000074, Date: 06/02/2000, Family Advocacy. The 'Causes' section is highlighted with a red box, and the 'Consequent Actions' section is visible below it.</p>
----------	--

Step	Action
3	<p>Select from the <b>Category</b> by clicking on the down arrow and choose an option associated to the Cause (Step 2). For the <i>Family Advocacy Program</i> the options follow:</p> <ul style="list-style-type: none"> <li>➤ <b>Service Plan Goal(s)</b></li> <li>➤ <b>Clinical Mental Health Evaluation</b></li> <li>➤ <b>Safety Plan</b></li> <li>➤ <b>Referrals</b></li> </ul> <div data-bbox="550 525 1159 949" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Enter the <b>Responsible ID</b> by clicking on the  magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional). <ul style="list-style-type: none"> <li><i>Note:</i> If the person is someone other than a USCG member, type in the name and information into the <b>Action</b> text box.</li> </ul> </li> <li>• Select the <b>Status</b> field to indicate the status of each Action Sequence. The system options follow: <ul style="list-style-type: none"> <li>➤ <b>In Progress</b></li> <li>➤ <b>Completed</b></li> <li>➤ <b>Recommended</b></li> <li>➤ <b>Existing</b></li> <li>➤ <b>Planned</b></li> </ul> </li> <li>• Type in the details of the plan in the <b>Action</b> text box.</li> <li>• Enter the <b>Completion Date</b> information by entering a date or selecting the calendar icon next to the <b>Estimated</b> and <b>Actual</b> fields.</li> </ul>

Step	Action
3	<div data-bbox="505 231 1203 716" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Save</b> button when you have finished with the <b>Action Sequence 1</b>.</li> <li>• To add additional Consequent Actions, select the [+] in the right corner and follow the steps above.</li> </ul> <p><i>Note:</i> You can have one hazard with multiple Consequent Actions.</p>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Generate a Family Advocacy CG 5488 Determination Form

**Use** The CG 5488 FA-Determination Incident Form is used to provide the IDC and the Command with information and data to determine if an Allegation of Child Abuse, Child Neglect, and/or Partner Abuse have met the criteria or not for further case management and corrective actions.

- Prerequisites**
- Incident Details
  - Injury
  - Manage Case
  - Correct Plan

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the <a href="#">Incident Details</a> hyperlink:</p> <div data-bbox="597 737 1200 970" style="border: 1px solid black; padding: 5px;"> <p><b>Worklife Program</b></p> <p><a href="#">Incident Details</a>      <a href="#">Incident/Injury - Member Setup</a></p> <p><a href="#">Manage Case</a>      <a href="#">Add/Modify Non-Employee</a></p> <p><a href="#">Employee Incident Summary</a>      <a href="#">Add Action Request</a></p> <p><a href="#">Report Manager</a></p> </div> <div data-bbox="597 1010 1200 1146" style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p><b>Worklife Reports</b></p> <p><a href="#">Incidents Without Close Dates</a>      <a href="#">Case owner Incidents Report</a></p> <p><a href="#">Member Incidents Report</a></p> </div> <ul style="list-style-type: none"> <li>• Enter the Incident number you need to run the CG 5488 Determination Form for.</li> </ul> <div data-bbox="589 1341 1208 1808" style="border: 1px solid black; padding: 10px; margin-top: 20px;"> <p><b>Incident Details</b></p> <p>Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value    Add a New Value</p> <p>Incident Number: begins with <input type="text"/></p> <p>Incident Type: = <input type="text"/></p> <p>Search    Clear    Basic Search    Save Search Criteria</p> <p><a href="#">Find an Existing Value</a>   <a href="#">Add a New Value</a></p> </div>

The screenshot shows the 'Incident' tab selected. The form contains the following fields and options:

- Incident Number: 10000041
- \*Incident Date: 01/26/2011
- \*Incident Type: Family Advocacy
- Incident Time: PST, with a checked box for 'Time Undetermined'
- Regulatory Region: USA, with a search icon and 'United States' text.
- Checkboxes: 'Is This a Recurrence', 'Resulted in Injury or Illness', and 'Investigated' (all unchecked).

- Select the People Page tab
- Use the dropdown to select Form FA – Determination

The screenshot shows the 'People' tab selected. The incident details are: Incident Number: 10000041, Date: 01/26/2011, Incident Type: Family Advocacy. The 'People Connected to this Incident' section shows:

- EmpID: 1000031, Name: Gerald Parr
- Role: Alleged Offender, with a checked box for 'Under The Influence Of Drugs'
- Drug Class: Alcohol
- Causes: Substance Abuse Causes
- Form: FA - Determination (highlighted with a red box)
- Buttons: 'Generate Form' and 'Edit Address'

- Select Generate Form

The form will populate in a new window as a PDF

**Note:** The Generate Form will NOT work for a Non Employee. You can only generate this form for a US Coast Guard Member.

**Note:** See Appendix A for an example of the CG 5488 Determination Form.

### How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Injury
  - Manage Case
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	<p>This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.</p> <p>Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.</p>
Case Owner Incidents Report	<p>This query generates a list of Incidents for any given case owner you designate in the parameters. The system will prompt you for an EmplID of the case owner. The case owner is designated by the EmplID that is in the Reported By EmplID field in the Incident Details component on the Notifications page.</p> <p>Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.</p>
Member Incidents Report	<p>This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.</p> <p>Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.</p>

Step	Action																								
	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Incidents Without Close Dates</a> hyperlink:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Worklife Program</b></p> <table border="0"> <tr> <td><a href="#">Incident Details</a></td> <td><a href="#">Incident/Injury - Member Setup</a></td> </tr> <tr> <td><a href="#">Manage Case</a></td> <td><a href="#">Add/Modify Non-Employee</a></td> </tr> <tr> <td><a href="#">Employee Incident Summary</a></td> <td><a href="#">Add Action Request</a></td> </tr> <tr> <td><a href="#">Report Manager</a></td> <td></td> </tr> </table> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Worklife Reports</b></p> <table border="0"> <tr> <td><a href="#">Incidents Without Close Dates</a></td> <td><a href="#">Case owner Incidents Report</a></td> </tr> <tr> <td><a href="#">Member Incidents Report</a></td> <td></td> </tr> </table> </div> <p>The system will automatically run the report and the report output will pop up in a new window.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>CG_INCIDENTS_NEED_CLOSING- Incidents need closing dates</b></p> <hr/> <p>No matching values were found.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Incident #</th> <th style="width: 20%;">Incident Type</th> <th style="width: 15%;">Claim Nbr</th> <th style="width: 15%;">Claim Status</th> <th style="width: 15%;">Open Date</th> <th style="width: 20%;">Close Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> </div>	<a href="#">Incident Details</a>	<a href="#">Incident/Injury - Member Setup</a>	<a href="#">Manage Case</a>	<a href="#">Add/Modify Non-Employee</a>	<a href="#">Employee Incident Summary</a>	<a href="#">Add Action Request</a>	<a href="#">Report Manager</a>		<a href="#">Incidents Without Close Dates</a>	<a href="#">Case owner Incidents Report</a>	<a href="#">Member Incidents Report</a>		Incident #	Incident Type	Claim Nbr	Claim Status	Open Date	Close Date						
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1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incidents Report</a> hyperlink:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Worklife Program</b></p> <table border="0"> <tr> <td><a href="#">Incident Details</a></td> <td><a href="#">Incident/Injury - Member Setup</a></td> </tr> <tr> <td><a href="#">Manage Case</a></td> <td><a href="#">Add/Modify Non-Employee</a></td> </tr> <tr> <td><a href="#">Employee Incident Summary</a></td> <td><a href="#">Add Action Request</a></td> </tr> <tr> <td><a href="#">Report Manager</a></td> <td></td> </tr> </table> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>Worklife Reports</b></p> <table border="0"> <tr> <td><a href="#">Incidents Without Close Dates</a></td> <td><a href="#">Case owner Incidents Report</a></td> </tr> <tr> <td><a href="#">Member Incidents Report</a></td> <td></td> </tr> </table> </div> <p>A prompt will pop up in a new window.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Reported By EmplID(Case Owner): <input type="text"/></p> <p><a href="#">View Results</a></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Incident #</th> <th>Incident Type</th> <th>Date Reported</th> <th>Incident Date</th> <th>Report By</th> <th>Name</th> <th>Incident Time</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>• Enter the Reported By EmplID (Case Owner):</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> <div style="border: 1px solid black; padding: 5px;"> <p>Reported By EmplID(Case Owner): <input type="text" value="1125801"/></p> <p><a href="#">View Results</a></p> <p>Download results in : <a href="#">Excel SpreadSheet</a> <a href="#">CSV Text File</a> (1 kb)</p> <p style="text-align: right;">View All <span style="float: right;">First 1-6 of 6 Last</span></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Incident #</th> <th>Incident Type</th> <th>Date Reported</th> <th>Incident Date</th> <th>Report By</th> <th>Name</th> <th>Incident Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>00013426</td> <td>Special Needs</td> <td>10/07/1998</td> <td>10/07/1998</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> <tr> <td>2</td> <td>00015159</td> <td>Special Needs</td> <td>11/05/2002</td> <td>11/05/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> <tr> <td>3</td> <td>00015196</td> <td>Special Needs</td> <td>11/21/2002</td> <td>11/21/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> <tr> <td>4</td> <td>00015359</td> <td>Special Needs</td> <td>03/05/2003</td> <td>03/05/2003</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> <tr> <td>5</td> <td>00015219</td> <td>Special Needs</td> <td>12/03/2002</td> <td>12/03/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> <tr> <td>6</td> <td>00013982</td> <td>Special Needs</td> <td>01/03/2000</td> <td>01/03/2000</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> </tr> </tbody> </table> </div>	<a href="#">Incident Details</a>	<a href="#">Incident/Injury - Member Setup</a>	<a href="#">Manage Case</a>	<a href="#">Add/Modify Non-Employee</a>	<a href="#">Employee Incident Summary</a>	<a href="#">Add Action Request</a>	<a href="#">Report Manager</a>		<a href="#">Incidents Without Close Dates</a>	<a href="#">Case owner Incidents Report</a>	<a href="#">Member Incidents Report</a>		Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time																																											Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time	1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD	5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD	6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD
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## Appendix A

 DEPARTMENT OF HOMELAND SECURITY U.S. COAST GUARD CG-5488		<b>FAMILY ADVOCACY INCIDENT REPORT</b>	
Incident Number 10000041	Reporting FAS: Dwaine Simpson	Unit: CGRETDEPT - Retired USCG Department	
8 Week Determination Date: 2011-02-03	FAP Background check: N	Date of Alleged Incident: 2011-01-26	
SOURCE OF INITIAL REFERRAL TO FAMILY ADVOCACY SERVICES			
Notified:			
Type of Allegation:		Notification Forwarded to Child Protective Services? No	
Case Status: Criteria Met			
SPONSOR DATA			
Name: Parr, Gerald A.		Military Status: Retired With Pay	
Pay Grade/Rate/Rank: O3E/OFE/LT			
Type of Maltreatment:			
VICTIM DATA			
Name:		Gender:	
Date of Birth:	Substance Involvement:	Incident Occurred: CG-MSO GUAM	
ALLEGED OFFENDER			
Name:	Date of Birth:	Gender:	
Status:	Pay Grade:	Rate/Rank:	
Marital Status:		Substance Involvement:	
ACTIONS INVOLVED IN CASE TO DATE			
CASE MANAGEMENT PLAN			

Family Advocacy Users Guide

<b>FAMILY ADVOCACY SPECIALIST</b>		
Name: Dwane Simpson		Signature:
Date: 2011-02-21		
<b>COMMAND SIGNATURE</b>		
Name:		Signature:
Name of Unit:	Telephone Number:	Date Signed:
Command Concurrs with Case Management Plan:	Command Does Not Concur with Case Management Plan:	
Reason if Command does NOT Concur with Case Management Plan:		

# Sexual Assault Program Business Process

EAPC/HCP/FASNA

SA Prevention  
Response Prog. Mgr

Direct Access V9  
Workforce Monitoring  
Health & Safety

Involved Non-Members?

**(1a) Verify Persnnl Invlvd/Witnesd - Add Non-Empl**

- Name
- Address
- Personal Details
- Extra Details

**(1b) Incident**

Add = Incident #  
Date

**Incident Type <select>:**

- SA - Restricted
- SA - Unrestricted

**Check if applicable:**

- Recurrence?
- Investigated?

**NotePad:**  
Date & Subject  
Case Notes

**(2) Notification**

Date Reported  
Reported to EmplID (CO/ other)  
Reported By EmplID (EAPC)  
Date Recorded

**(3) Description**

Description of Incident

- Forensic Information
- Medical Information

**(4) People**

EmplID/NonEmplID

**Roles <select>**

- Victim
- Alleged Offender

**Under Inf. Of Drugs?**

**Drug Class**

- Alcohol
- Drugs Rx
- Drugs Ill

**Comments**

**Generate Form <select>**

- SA - Restricted
- SA - Unrestricted

**(5) Preventative**

Seq #1

**Types (Hazard tbl):**

- Restricted SA
- Unrestricted SA

**Category <select>**

- Referral
- Services

**Resp ID <EmplID/NonEmpld>**

**Status <select options>**

**Action Comments**

**Completion Dates**

Estimated  
Actual

(6) Generate Form

Save to desktop or network

CG 1754 Form

Attachment

**(7) ACTION REQUEST PAGE**

Category: Sexual Assault  
Action: Incident Report  
Comments

*Auto Purged*  
3 yrs from:  
**Actual Date and Status = Completed.**

Completed

Date Closed

Completed

Completed

**U.S. COAST GUARD  
Work Life Information Management System (WIMS)**

**Sexual Assault Program  
User Guide**

## Table of Contents

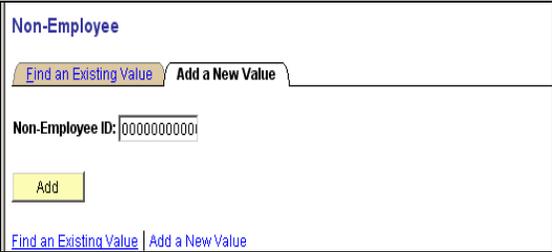
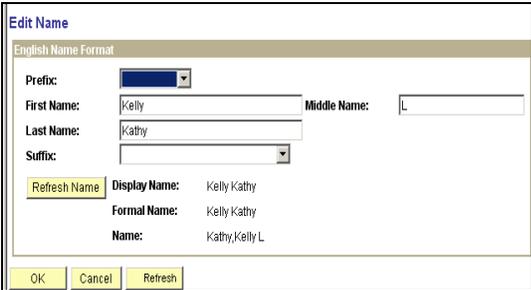
How to Add a Non Employee.....	3
How to Enter a Sexual Assault Incident .....	9
How to Add and Manage a Preventative Plan .....	14
How to Run a Worklife Report.....	17

## How to Add a Non Employee

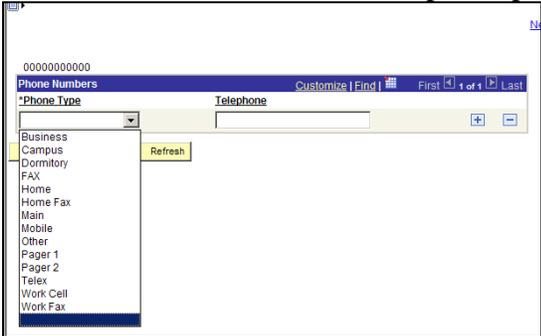
**Use** When there is an incident involving a non-USCG member, they must be added to the system. The user will take the following actions to add a non-employee.

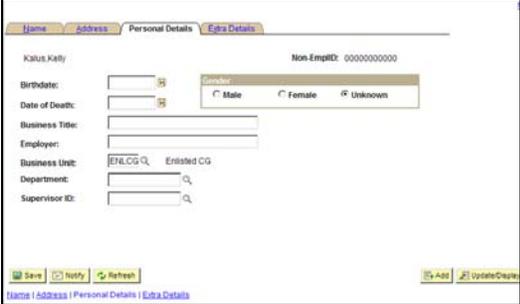
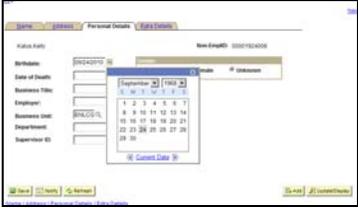
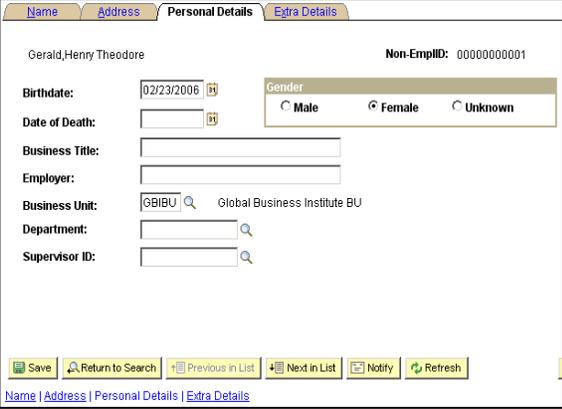
- Pages**
- Name
  - Address
  - Personal Details
  - Extra Details

Step	Action
1	First search to see that the person doesn't already exist in the system by navigating to the <b>Non-Employee</b> .
2	<ul style="list-style-type: none"> <li>• Enter the person's Last Name and click the <b>Search</b> button.</li> <li>• If there are "<b>no matching values found</b>", select the <b>Add a New Value</b> tab (Step 3).</li> <li>• If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.</li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <p><i>Note: If non-employees share the same first and last name, identify based on address or other unique information.</i></p>

Step	Action
3	<p>Select the <b>Add</b> button.</p>  <p>Upon Save, the system will automatically generate the Non-Employee ID number. Please do <b>NOT</b> type one in.</p>
4	<p>Select the <b>Edit Name</b> hyperlink to add the persons name to the system.</p>  <ul style="list-style-type: none"> <li>• Enter the First Name, Middle Name (if known) and the Last Name into each field provided.</li> <li>• Prefix and Suffix are optional fields.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>OK</b> button</li> </ul>

Step	Action
5	<p>Select the <b>Address</b> tab.</p> <ul style="list-style-type: none"> <li>• <b>Country</b> defaults to USA. You can click on the  magnification glass icon to change the <b>Country</b> if it is one other than the USA default.</li> <li>• Click on the <b>Edit Address</b> hyperlink</li> </ul> <div data-bbox="558 426 1162 793" data-label="Image"> </div> <p>On the <b>Edit Address</b> page, enter the following information</p> <ul style="list-style-type: none"> <li>• <b>Address</b> is the street address (and apt if applicable) for the non-employee.</li> <li>• <b>City</b></li> <li>• <b>State:</b> Use the two letter postal abbreviation for the state or click on the  magnification glass icon and choose <b>State</b>.</li> <li>• <b>Postal</b> is the five-digit zip code (if known).</li> </ul> <div data-bbox="558 1131 1162 1390" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>OK</b> button.</li> </ul> <p><i>Note: Do not use Address 2, Address 3 or the County fields.</i></p>

Step	Action
6	<p>Select the <b>Phone</b> hyperlink at the bottom of the <b>Address</b> tab to enter the phone number (if known).</p>  <ul style="list-style-type: none"> <li>Select the <b>Phone Type</b>, i.e., Work or Home, by selecting the down arrow and select from one of the options presented.</li> </ul>  <ul style="list-style-type: none"> <li>In the <b>Telephone</b> field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.</li> <li>Click on the “+” or “-“ buttons to add or delete telephone numbers.</li> </ul>  <p>Select the <b>OK</b> button when finished adding or deleting numbers.</p>

Step	Action
7	<p>Click the <b>Personal Details</b> tab. There are only two fields being used on this page for non-employees: <b>Birthdate</b> and <b>Gender</b>.</p> <ul style="list-style-type: none"> <li>In the <b>Birthdate</b> field, enter the birth month, day and year (092468)</li> </ul>  <p>Or, select the calendar icon and select the date from the calendar.</p>  <ul style="list-style-type: none"> <li>Select radio button for <b>Gender</b> (Male, Female or Unknown)</li> </ul> <p><i>(note: do not enter data in the other fields)</i></p>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul>

<b>Step</b>	<b>Action</b>
8	<p>Click the <b>Extra Details</b> tab to enter additional <b>contact</b> information.</p> <div data-bbox="493 275 1149 590"></div> <ul style="list-style-type: none"><li data-bbox="444 632 786 663">• Select the <b>Save</b> button.</li></ul> <p><i>Note: After saving, the Non-EmpID will be assigned and displayed.</i></p>

## How to Enter a Sexual Assault Incident

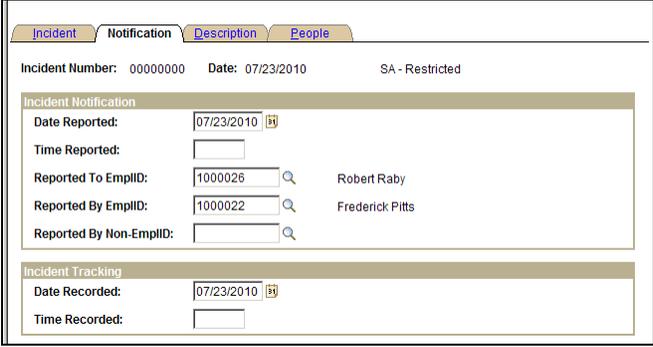
**Use** When there is an allegation of Sexual Assault the incident is entered into the system. All people involved are associated with the incident, services provided and action plans recorded. The user will add the Incident Details following the steps outlined below.

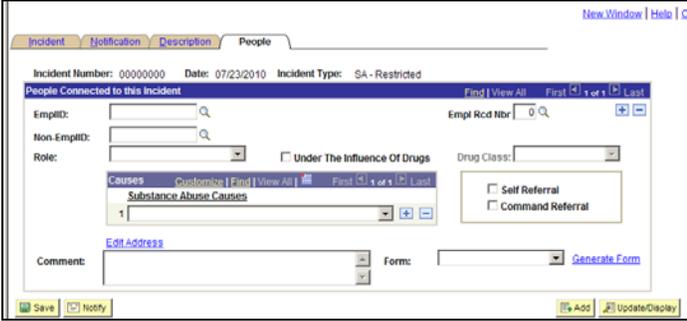
**Prerequisites** Non-Employees (if applicable)

- Pages**
- Incident
  - Notification
  - Description
  - People

Step	Action
1	<p>To add a new incident, click on <b>Incident Details</b>:</p>  <p>The screenshot shows a menu titled "Worklife Program" with several options. The "Incident Details" option is highlighted with a red box. Other options include "Identify Corr/Prevent Actions", "Add/Modify Non-Employee", "Employee Incident Summary", "Add Action Request", and "Report Manager". Below this is another menu titled "Worklife Reports" with options "Case Owner Incidents Report" and "Member Incidents Report".</p> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>  <p>The screenshot shows the "Incident Details" form. The "Add a New Value" tab is selected. There is a text input field for "Incident Number" containing "00000000". Below the field is a yellow "Add" button. At the bottom, there are two links: "Find an Existing Value" and "Add a New Value".</p> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
3	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, the options are: <ul style="list-style-type: none"> <li>➤ SA – Restricted</li> <li>➤ SA - Unrestricted</li> </ul> </li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> If applicable, check the box.</li> <li>• <b>Investigated:</b> If applicable, check the box.</li> </ul> <div data-bbox="537 867 1206 1264" data-label="Form"> <p>The screenshot shows a web form for an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>*Incident Date: 07/22/2010 (with a calendar icon)</li> <li>*Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] PST (dropdown menu) and <input checked="" type="checkbox"/> Time Undetermined</li> <li>Regulatory Region: USA (dropdown menu) and United States</li> <li><input type="checkbox"/> Is This a Recurrence</li> <li><input type="checkbox"/> Resulted in Injury or Illness</li> <li><input type="checkbox"/> Investigated</li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. Below the buttons, there are links for 'Incident   Notification   Description   Location   People'.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on “<i>How to Use the Notepad.</i>”</li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
4	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By EmplID:</b> Click on the magnifying glass icon , and choose the EAPC entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank. Please do not use for Sexual Assault cases.</li> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter time as military time and upon save it will be formatted to regular time and AM/PM.</li> </ul> <div data-bbox="594 768 1247 1115" data-label="Form">  <p>The screenshot shows a web interface with tabs for Incident, Notification, Description, and People. The Notification tab is active. It displays the Incident Number (00000000), Date (07/23/2010), and SA - Restricted. Below this are two sections: Incident Notification and Incident Tracking. The Incident Notification section contains fields for Date Reported (07/23/2010), Time Reported (blank), Reported To EmplID (1000026, Robert Raby), Reported By EmplID (1000022, Frederick Pitts), and Reported By Non-EmplID (blank). The Incident Tracking section contains fields for Date Recorded (07/23/2010) and Time Recorded (blank).</p> </div>

Step	Action
	<p>Select the <b>Description</b> tab, and type in the <i>Medical and Forensic Information</i> in the large text box.</p>  <ul style="list-style-type: none"> <li>Click the <b>Save</b> button.</li> </ul> <p><b>Note:</b> Any data entered in this test box will appear in the Incident Report.</p>
<p>6</p>	<p>Select the <b>People</b> tab to add <b>BOTH</b> the Alleged Offender(s) and the Victim(s) to an incident.</p> <ul style="list-style-type: none"> <li>Select the <b>EmplID</b> or <b>Non-EmplID</b> (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon  next to the field.</li> </ul>  <ul style="list-style-type: none"> <li>click on the <b>Name</b> hyperlink from the lists presented.</li> </ul> 

Step	Action
	<ul style="list-style-type: none"> <li>• Select the <b>Role</b> for the person added to the system by using the drop down list and selecting either:                             <ul style="list-style-type: none"> <li>➤ <b>Alleged Offender</b></li> <li>➤ <b>Victim</b></li> </ul> </li>   <li>• Select the <b>Under the Influence of Drugs</b> (if applicable) - the list of Drug Classes will not be displayed until the box is check.</li>   <li>• Select the <b>Drug Class</b> from the drop down list, the choices are:                             <ul style="list-style-type: none"> <li>➤ <b>Alcohol</b></li> <li>➤ <b>Drugs III</b></li> <li>➤ <b>Drugs Rx</b></li> </ul> </li> </ul> <div data-bbox="548 737 1344 1089" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button</li>   <li>• Click the <b>[+]</b> button to another EmplID or Non-EmplID's and following the above steps.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number and type.</p>

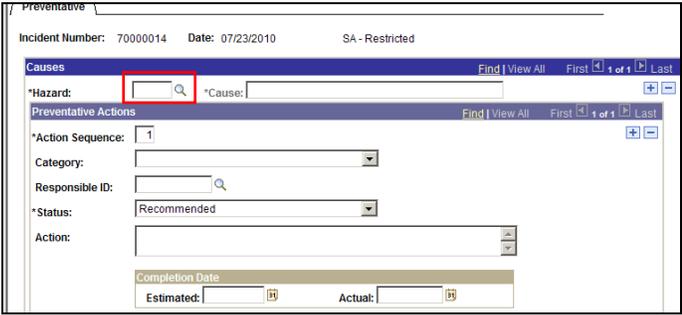
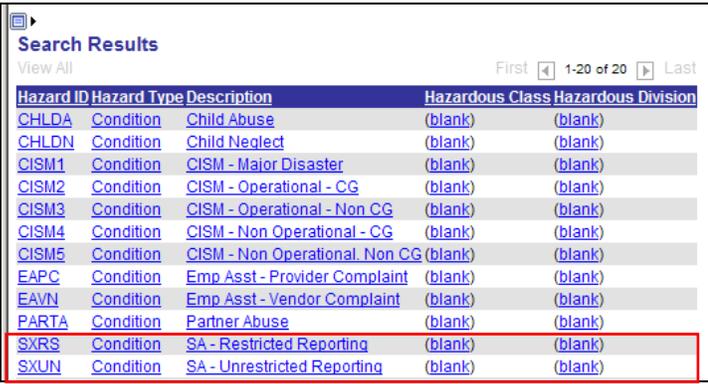
## How to Add and Manage a Preventative Plan

**Use** The primary purpose of the **Preventative Plan** is to create and manage an Action Plan in response to a Sexual Assault Incident for a Victim(s) and/or the Alleged Offender(s).

**Prerequisites** • Incident Details

**Pages** • Preventative

Step	Action
1	<p>In the <b>WorkLife Program</b> pagelet click on the <b>Identify Corr/Prevent Actions</b> hyperlink to create a Preventative Plan associated with the Incident</p> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select SA-Restricted or SA-Unrestricted for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul> <div style="text-align: center;">  </div> <ul style="list-style-type: none"> <li>• Click on the <b>Search</b> button.</li> <li>• Select the correct incident from the list.</li> </ul>

Step	Action																																																																	
2	<ul style="list-style-type: none"> <li>On the <b>Preventative Page</b>, click on the magnifying glass icon  to choose the Hazard type.</li> </ul> <div data-bbox="532 310 1214 625" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <p>The options for the Sexual Assault Program must be the <b>SAME</b> as the Incident Type (Step 1):</p> <ul style="list-style-type: none"> <li><b>SXRS</b> <ul style="list-style-type: none"> <li>Cause: SA – Restricted Reporting (defaults from Hazard Code entered)</li> </ul> </li> <li><b>SXUN</b> <ul style="list-style-type: none"> <li>Cause: SA - Unrestricted Reporting (defaults from Hazard Code entered)</li> </ul> </li> </ul> <div data-bbox="506 955 1214 1339" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Hazard ID</th> <th>Hazard Type</th> <th>Description</th> <th>Hazardous Class</th> <th>Hazardous Division</th> </tr> </thead> <tbody> <tr><td>CHLDA</td><td>Condition</td><td>Child Abuse</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CHLDN</td><td>Condition</td><td>Child Neglect</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CISM1</td><td>Condition</td><td>CISM - Major Disaster</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CISM2</td><td>Condition</td><td>CISM - Operational - CG</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CISM3</td><td>Condition</td><td>CISM - Operational - Non CG</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CISM4</td><td>Condition</td><td>CISM - Non Operational - CG</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>CISM5</td><td>Condition</td><td>CISM - Non Operational - Non CG</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>EAPC</td><td>Condition</td><td>Emp Asst - Provider Complaint</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>EAVN</td><td>Condition</td><td>Emp Asst - Vendor Complaint</td><td>(blank)</td><td>(blank)</td></tr> <tr><td>PARTA</td><td>Condition</td><td>Partner Abuse</td><td>(blank)</td><td>(blank)</td></tr> <tr style="border: 2px solid red;"><td>SXRS</td><td>Condition</td><td>SA - Restricted Reporting</td><td>(blank)</td><td>(blank)</td></tr> <tr style="border: 2px solid red;"><td>SXUN</td><td>Condition</td><td>SA - Unrestricted Reporting</td><td>(blank)</td><td>(blank)</td></tr> </tbody> </table> </div>	Hazard ID	Hazard Type	Description	Hazardous Class	Hazardous Division	CHLDA	Condition	Child Abuse	(blank)	(blank)	CHLDN	Condition	Child Neglect	(blank)	(blank)	CISM1	Condition	CISM - Major Disaster	(blank)	(blank)	CISM2	Condition	CISM - Operational - CG	(blank)	(blank)	CISM3	Condition	CISM - Operational - Non CG	(blank)	(blank)	CISM4	Condition	CISM - Non Operational - CG	(blank)	(blank)	CISM5	Condition	CISM - Non Operational - Non CG	(blank)	(blank)	EAPC	Condition	Emp Asst - Provider Complaint	(blank)	(blank)	EAVN	Condition	Emp Asst - Vendor Complaint	(blank)	(blank)	PARTA	Condition	Partner Abuse	(blank)	(blank)	SXRS	Condition	SA - Restricted Reporting	(blank)	(blank)	SXUN	Condition	SA - Unrestricted Reporting	(blank)	(blank)
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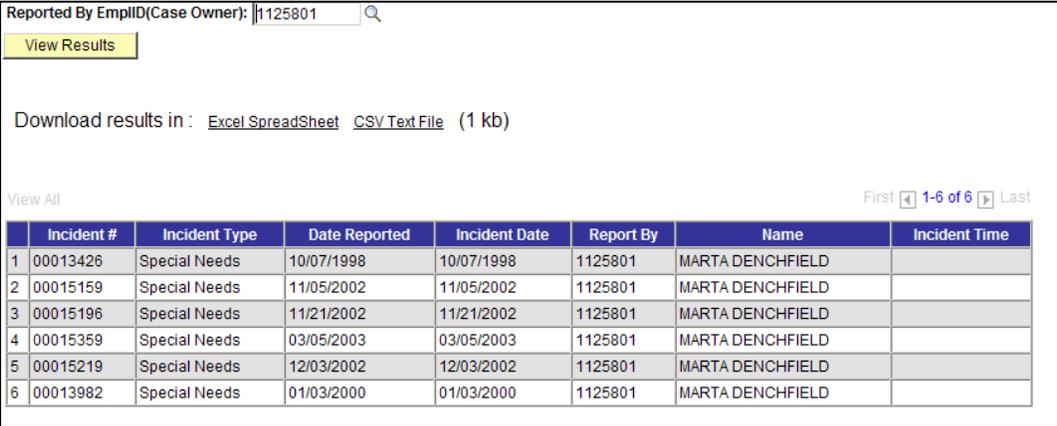
Step	Action
3	<p>Select from the <b>Category</b> by clicking on the down arrow and choose an option associated to the Cause (Step 2). For the <i>Sexual Assault Program</i> the options are:</p> <ul style="list-style-type: none"> <li>➤ <b>Referrals</b></li> <li>➤ <b>Other Support Services</b></li> </ul> <ul style="list-style-type: none"> <li>• Enter the <b>Responsible ID</b> by clicking on the  to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).</li> </ul> <p style="text-align: center;"><i>Note:</i> If the person is someone other than a USCG member, type in the name and information into the <b>Action</b> text box.</p> <ul style="list-style-type: none"> <li>• Select the <b>Status</b> field to indicate the status of each <i>Action Sequence</i>. The system options are: <ul style="list-style-type: none"> <li>➤ <b>In Progress</b></li> <li>➤ <b>Completed</b></li> <li>➤ <b>Recommended</b></li> <li>➤ <b>Existing</b></li> <li>➤ <b>Planned</b></li> </ul> </li> <li>• Type in the details of the plan in the <b>Action</b> text box.</li> <li>• Enter the <b>Completion Date</b> information by entering a date or selecting the calendar icon next to the <b>Estimated</b> and <b>Actual</b> fields.</li> </ul> <p><i>Note:</i> Until the Status of all Preventative Action(s) has been closed and the date entered, the incident remains open. A closed incident is purged from the system 3 years from the closed date.</p> <div data-bbox="576 1119 1263 1461" data-label="Image"> <p>The screenshot shows a web application interface for 'Preventative' actions. At the top, it displays 'Incident Number: 70000014', 'Date: 07/23/2010', and 'SA - Restricted'. Below this are two tabs: 'Causes' and 'Preventative Actions'. The 'Preventative Actions' tab is active, showing a form with the following fields: '*Action Sequence:' with a dropdown set to '1'; 'Category:' with a dropdown set to 'Referrals'; 'Responsible ID:' with a text box containing '1000031' and a magnifying glass icon, followed by the name 'Gerald Parr'; '*Status:' with a dropdown set to 'In Progress'; 'Action:' with a text area containing 'Indicate the specific actions here...'; and 'Completion Date' with 'Estimated:' set to '07/30/2010' and 'Actual:' as an empty field. There are also 'Find', 'View All', 'First', and 'Last' buttons for both tabs.</p> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Save</b> button when you have finished with the <i>Action Sequence 1</i>.</li> <li>• To add additional <b>Preventative Actions</b>, select the [+ ] in the right corner and follow the steps above.</li> </ul> <p><i>Note:</i> You can have one hazard with multiple Preventative Actions.</p>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Run a Worklife Report

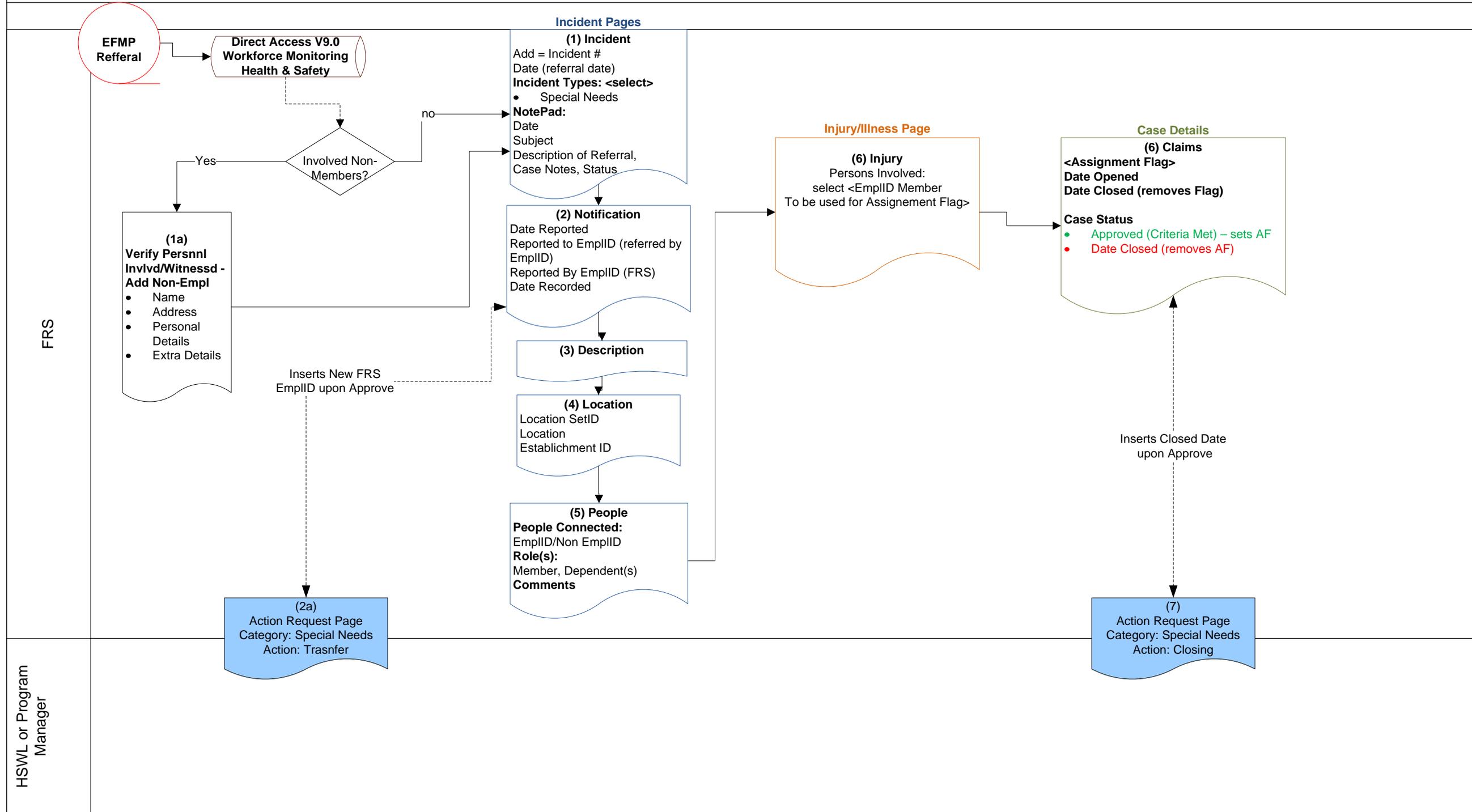
**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

Step	Action																																																								
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incident Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Reported By EmplID (Case Owner):</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p>  <p>Reported By EmplID(Case Owner): 1125801</p> <p>Download results in : <a href="#">Excel Spreadsheet</a> <a href="#">CSV Text File</a> (1 kb)</p> <p>View All <span style="float: right;">First 1-6 of 6 Last</span></p> <table border="1"> <thead> <tr> <th></th> <th>Incident #</th> <th>Incident Type</th> <th>Date Reported</th> <th>Incident Date</th> <th>Report By</th> <th>Name</th> <th>Incident Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>00013426</td> <td>Special Needs</td> <td>10/07/1998</td> <td>10/07/1998</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> <tr> <td>2</td> <td>00015159</td> <td>Special Needs</td> <td>11/05/2002</td> <td>11/05/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> <tr> <td>3</td> <td>00015196</td> <td>Special Needs</td> <td>11/21/2002</td> <td>11/21/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> <tr> <td>4</td> <td>00015359</td> <td>Special Needs</td> <td>03/05/2003</td> <td>03/05/2003</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> <tr> <td>5</td> <td>00015219</td> <td>Special Needs</td> <td>12/03/2002</td> <td>12/03/2002</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> <tr> <td>6</td> <td>00013982</td> <td>Special Needs</td> <td>01/03/2000</td> <td>01/03/2000</td> <td>1125801</td> <td>MARTA DENCHFIELD</td> <td></td> </tr> </tbody> </table>		Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time	1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD		2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD		3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD		4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD		5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD		6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD	
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6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD																																																			

Step	Action
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Member Incidents Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Member EmplID:</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> 



**U.S. COAST GUARD  
Work Life Information Management System (WIMS)**

**Special Needs Program  
User Guide**

## Table of Contents

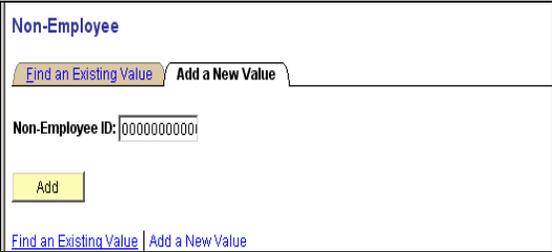
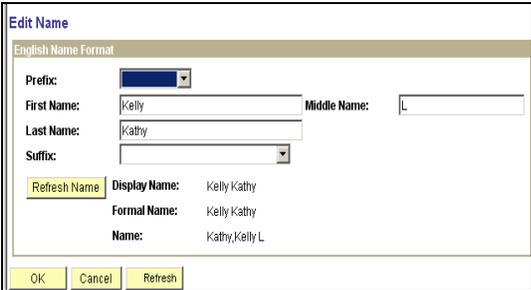
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## How to Add a Non Employee

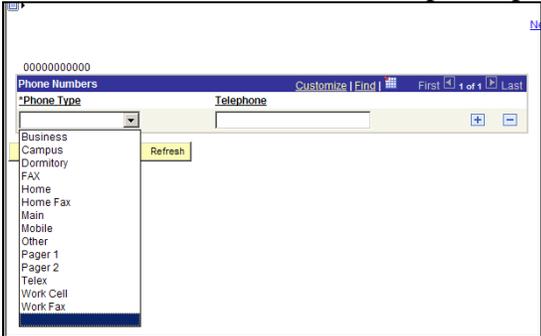
**Use** When there is an incident involving a non-USCG member, they must be added to the system. The user will take the following actions to add a non-employee.

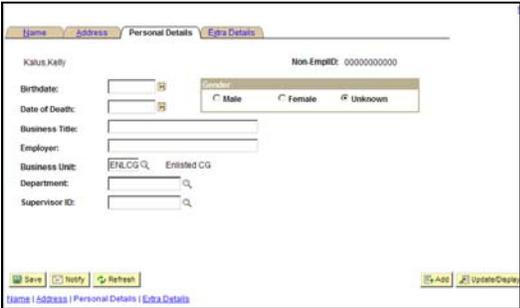
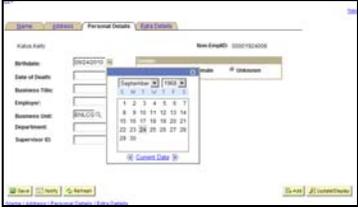
- Pages**
- Name
  - Address
  - Personal Details
  - Extra Details

Step	Action
1	First search to see that the person doesn't already exist in the system by navigating to the <b>Non-Employee</b> .
2	<ul style="list-style-type: none"> <li>• Enter the person's Last Name and click the <b>Search</b> button.</li> <li>• If there are "<b>no matching values found</b>", select the <b>Add a New Value</b> tab (Step 3).</li> <li>• If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.</li> </ul> <div data-bbox="604 953 1110 1354" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Non-Employee</b> Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p>Find an Existing Value   <b>Add a New Value</b></p> <p>Non-Employee ID: begins with [ ]</p> <p>Name: begins with [ ]</p> <p>Last Name: begins with [ SMITH ]</p> <p>First Name: begins with [ ]</p> <p>Second Name: begins with [ ]</p> <p>Alternate Character Name: begins with [ ]</p> <p><input type="checkbox"/> Case Sensitive</p> <p>Search Clear Basic Search Save Search Criteria</p> <p>No matching values were found.</p> <p><a href="#">Find an Existing Value</a>   <a href="#">Add a New Value</a></p> </div> <p><i>Note: If non-employees share the same first and last name, identify based on address or other unique information.</i></p>

Step	Action
3	<p>Select the <b>Add</b> button.</p>  <p>Upon Save, the system will automatically generate the Non-Employee ID number. Please do <b>NOT</b> type one in.</p>
4	<p>Select the <b>Edit Name</b> hyperlink to add the persons name to the system.</p>  <ul style="list-style-type: none"> <li>• Enter the First Name, Middle Name (if known) and the Last Name into each field provided.</li> <li>• Prefix and Suffix are optional fields.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>OK</b> button</li> </ul>

Step	Action
5	<p>Select the <b>Address</b> tab.</p> <ul style="list-style-type: none"> <li>• <b>Country</b> defaults to USA. You can click on the  magnification glass icon to change the <b>Country</b> if it is one other than the USA default.</li> <li>• Click on the <b>Edit Address</b> hyperlink</li> </ul> <div data-bbox="558 426 1162 793" data-label="Image"> </div> <p>On the <b>Edit Address</b> page, enter the following information</p> <ul style="list-style-type: none"> <li>• <b>Address</b> is the street address (and apt if applicable) for the non-employee.</li> <li>• <b>City</b></li> <li>• <b>State</b>: Use the two letter postal abbreviation for the state or click on the  magnification glass icon and choose <b>State</b>.</li> <li>• <b>Postal</b> is the five-digit zip code (if known).</li> </ul> <div data-bbox="558 1131 1162 1390" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Select the <b>OK</b> button.</li> </ul> <p><i>Note: Do not use Address 2, Address 3 or the County fields.</i></p>

Step	Action
6	<p>Select the <b>Phone</b> hyperlink at the bottom of the <b>Address</b> tab to enter the phone number (if known).</p>  <ul style="list-style-type: none"> <li>Select the <b>Phone Type</b>, i.e., Work or Home, by selecting the down arrow and select from one of the options presented.</li> </ul>  <ul style="list-style-type: none"> <li>In the <b>Telephone</b> field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.</li> <li>Click on the “+” or “-“ buttons to add or delete telephone numbers.</li> </ul>  <p>Select the <b>OK</b> button when finished adding or deleting numbers.</p>

Step	Action
7	<p>Click the <b>Personal Details</b> tab. There are only two fields being used on this page for non-employees: <b>Birthdate</b> and <b>Gender</b>.</p> <ul style="list-style-type: none"> <li>In the <b>Birthdate</b> field, enter the birth month, day and year (092468)</li> </ul>  <p>Or, select the calendar icon and select the date from the calendar.</p>  <ul style="list-style-type: none"> <li>Select radio button for <b>Gender</b> (Male, Female or Unknown)</li> </ul> <p><i>(note: do not enter data in the other fields)</i></p>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul>

<b>Step</b>	<b>Action</b>
8	<p>Click the <b>Extra Details</b> tab to enter additional <b>contact</b> information.</p> <div data-bbox="493 275 1149 590" data-label="Image"></div> <ul style="list-style-type: none"><li data-bbox="444 632 786 663">• Select the <b>Save</b> button.</li></ul> <p><i>Note: After saving, the Non-EmplID will be assigned and displayed.</i></p>

## How to Enter a Special Needs Incident

**Use** When there is Special Needs referral for a dependent of a member, it must be entered into the system as an Incident. The user will take the following actions to add the Incident Details

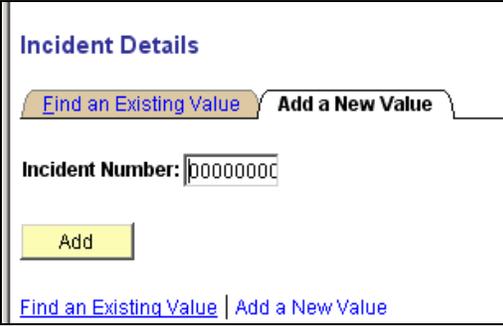
**Prerequisite**

- Add the Dependent as a Non Employee

**Pages**

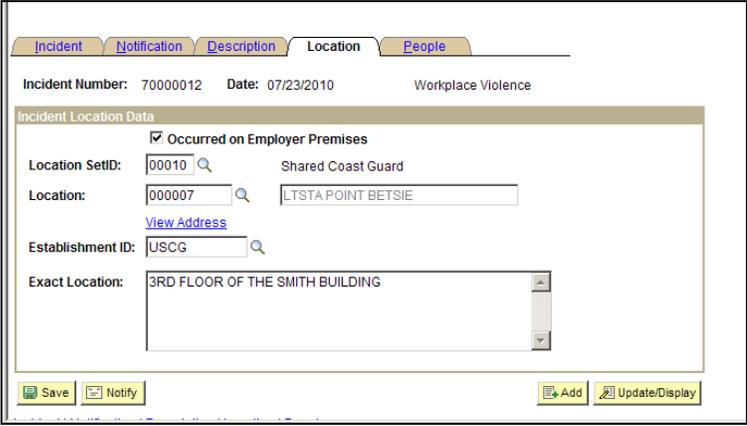
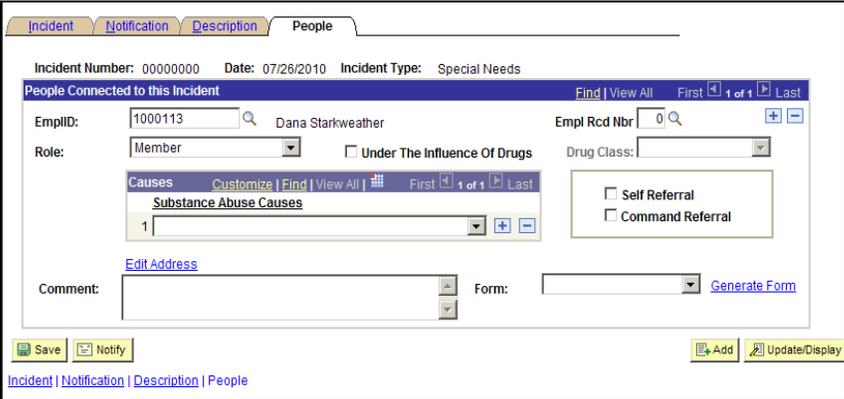
- Incident
- Notification
- Description
- People
- Location

Step	Action
1	<p>Check to see if there are any other Special Needs incident/referral for a USCG Member to determine a recurrence (Step 3) by doing the following from the Portal :</p> <ul style="list-style-type: none"> <li>• Click on the <b>Employee Incident Summary</b></li> </ul>  <ul style="list-style-type: none"> <li>• Enter person's Last Name (or if you have the EMPLID)</li> <li>• Select the <b>Search</b> button.</li> </ul>  <p>Note: If there is another Special Needs incident in the system involving the USCG Member (<i>does not search for Non Employees</i>) you will use this information to check the box in <b>Step 3 - Is This a Recurrence</b>.</p> <ul style="list-style-type: none"> <li>• To proceed to the next step, click the <b>Home</b> hyperlink in the top right corner of the page to return to the Portal page.</li> </ul>

Step	Action
2	<p>To add a new incident, click on <b>Incident Details</b>:</p>  <p>The screenshot shows a 'Worklife Program' menu with several options. 'Incident Details' is highlighted with a red box. Other options include 'Incident/Injury - Member Setup', 'Manage Case', 'Add/Modify Non-Employee', 'Employee Incident Summary', 'Add Action Request', and 'Report Manager'.</p>  <p>The screenshot shows a 'Worklife Reports' menu with options: 'Incidents Without Close Dates', 'Case owner Incidents Report', and 'Member Incidents Report'.</p> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>  <p>The screenshot shows the 'Incident Details' form. The 'Add a New Value' tab is selected. There is a text input field for 'Incident Number' containing '00000000'. Below the field is an 'Add' button. At the bottom, there are links for 'Find an Existing Value' and 'Add a New Value'.</p> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
3	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li> <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.         </li> <li> <b>Incident Type:</b> From the drop down option, select <b>Special Needs</b> </li> <li> <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <b>AND</b> enter a time. Use only one or the other.         </li> <li> <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.         </li> <li> <b>Is this a Recurrence:</b> If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary.         </li> <li> <b>Investigated:</b> Leave blank. Please do <b>NOT</b> use this for Special Needs.         </li> </ul> <div data-bbox="548 905 1214 1297" data-label="Form"> <p>The screenshot shows a web form for creating an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>*Incident Date: 07/22/2010 (with a calendar icon)</li> <li>*Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] [PST] (dropdown menu) [checked] Time Undetermined</li> <li>Regulatory Region: USA (dropdown menu) United States</li> <li>Is This a Recurrence: [ ]</li> <li>Resulted in Injury or Illness: [ ]</li> <li>Investigated: [ ]</li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. Below the buttons are navigation links: Incident   Notification   Description   Location   People.</p> </div> <ul style="list-style-type: none"> <li>Click the <b>Save</b> button.</li> <li>  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on <i>“How to Use the Notepad.”</i> </li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
4	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By EmplID:</b> Click on the magnifying glass icon , and choose the FAR entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank. Please do not use for Special Needs.</li> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter time as military time and upon save it will be formatted to regular time and AM/PM.</li> </ul> <div data-bbox="646 835 1214 1144" data-label="Form"> </div>
5	<p>Select the <b>Description</b> tab, and type in the details of the incident in the large text box. (optional)</p> <div data-bbox="613 1291 1247 1680" data-label="Form"> </div>

Step	Action
6	<p>Select the <b>Location</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Occurred on Employer Premises:</b> Check the box.</li> <li>• <b>Location SetID:</b> Enter 00010.</li> <li>• <b>Location:</b> Select the magnifying glass icon and select the <i>Location</i> of the incident.</li> <li>• <b>Establishment ID:</b> Enter USCG</li> <li>• <b>Exact Location:</b> This is an optional description. Enter if known.</li> </ul> 
7	<p>Select the <b>People</b> tab to add the USCG Member by EmplID by clicking on the magnify glass icon next to the field.</p> <ul style="list-style-type: none"> <li>• Select the <b>Role</b> from the drop down list and choose <b>Member</b>.</li> </ul>  <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button.</li> <li>• Add the USCG Member's Dependent (s) by clicking on the [+], and selected the Non EmplID using the magnify glass icon next to the field.</li> <li>• Select the <b>Role</b> from the drop down list and choose <b>Dependent</b></li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Associate an Injury with an Incident

**Use** The Member must be associated with the Injury Details as a prerequisite to set the Assignment Flag of a USCG member. The user will take the following actions to associate the Member to the Injury Details:

**Prerequisites**

- Incident Number

**Pages**

- Injury

Step	Action
1	<p>From the Portal, <b>Worklife Program</b> pagelet do the following:</p> <ul style="list-style-type: none"> <li>• Click on <b>Incident/Injury – Member Setup</b></li> </ul>   <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Special Needs for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>Search</b> button</li> </ul>

- Select the Incident from the search, by clicking on the Incident Number hyperlink.

**Injury Details**  
Enter any information you have and click Search. Leave fields blank for a list of all values.

**Find an Existing Value**

Incident Number:  begins with

Incident Type:  =  Special Needs

[Search](#) [Clear](#) [Basic Search](#) [Save Search Criteria](#)

**Search Results**  
Only the first 300 results can be displayed. Enter more information above and search again  
[View All](#) [First](#) [1-100 of 300](#) [Last](#)

<a href="#">Incident Number</a>	<a href="#">Incident Type</a>	<a href="#">Incident Date</a>	<a href="#">Location Name</a>
<a href="#">70000016</a>	Spcl Needs	07/23/2010	(blank)
<a href="#">02007990</a>	Spcl Needs	07/10/2009	(blank)
<a href="#">01091051</a>	Spcl Needs	07/10/2009	(blank)
<a href="#">00020238</a>	Spcl Needs	02/28/2010	(blank)
<a href="#">00020237</a>	Spcl Needs	02/28/2010	(blank)
<a href="#">00020236</a>	Spcl Needs	02/25/2010	(blank)

Step	Action
2	<p>On the <b>Injury</b> Page, select the EmplID by doing the following:</p> <ul style="list-style-type: none"> <li>• Click on the  magnify glass next to the EmplID select the member.</li> <li>• <b>Date Reported:</b> Enter the date in MMDDYYYY format without any special characters (auto formats upon save), or use the calendar icon to select the date. This cannot be a date earlier than the Incident Date.</li> </ul> <div data-bbox="521 529 1183 884" data-label="Image"> <p>The screenshot shows the 'Injury' page with the following details:</p> <ul style="list-style-type: none"> <li>Incident Number: 70000016</li> <li>Date: 07/26/2010</li> <li>Special Needs</li> <li>Person Involved: Dana Starkweather (Empl Rcd Nbr: 0)</li> <li>Date of Birth: 11/28/1940</li> <li>Date of Death:</li> <li>Gender: Male</li> <li>Employee Data at Incident Date:             <ul style="list-style-type: none"> <li>Business Unit: OFFCG Officer CG</li> <li>Department: 003333 PSC AT HOME SEP MBRS</li> <li>Job Code: 000093 Captain</li> <li>Location: KS0001 CG PPC Active</li> </ul> </li> <li>Notification - This Person:             <ul style="list-style-type: none"> <li>Date Reported: 07/26/2010</li> <li>Time Reported: PST</li> </ul> </li> </ul> <p>Buttons at the bottom: Save, Return to Search, Previous in List, Next in List, Notify.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

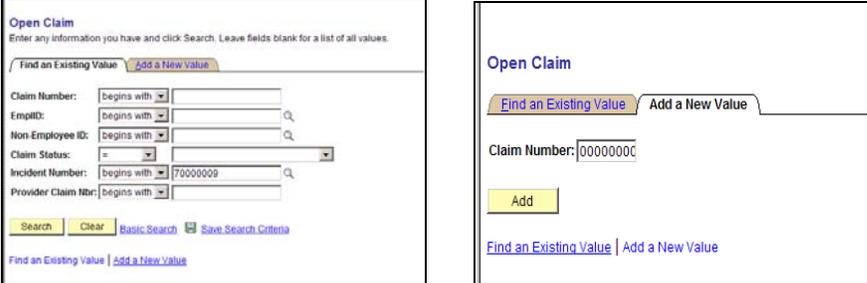
## How to Add and Manage the Case Status and set an Assignment Flag

- Use**
- The primary purpose of the Open Claim functionality is to:
    - Set Assignment Flag with a Claim Status = **Approved** (Criteria Met).
    - Remove Assignment Flag = **Closed Date** (no change to status)

When a USCG member and has an *open* Special Needs Incident, the Assignment Officer is alerted to contact Work Life.

- Prerequisites**
- Incident Details
  - Injury

- Pages**
- Claim Details

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the <a href="#">Manage Case</a> hyperlink:</p>  <p>At the <b>Open Claim</b> search page, enter the <b>Incident #</b> (refer to <i>Incident Details</i>). Select the <b>Add a New Value</b> tab.</p>  <ul style="list-style-type: none"> <li>Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
2	<p>On the <b>Claims Details</b> page the <b>Date Opened</b> and <b>Status = Pending</b> are the defaults in the system. Take the following steps:</p> <ul style="list-style-type: none"> <li>• The <b>Person Filing</b> is the USCG Member EmplID that you will be setting the Assignment Flag on in the system.</li> <li>• Enter the <b>EmplID</b> into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the EmplID for the USCG member.</li> <li>• In the <b>Incident Data</b>, all incidents for the selected EmplID (USCG member) will be listed (note: if there are none, then refer to the instructions on “<i>How to Add an Incident</i>”).</li> <li>• Select the active incident by clicking on the incident number hyperlink of the list presented.</li> </ul> <div data-bbox="522 716 1218 1104" data-label="Form"> <p>The screenshot shows the 'Claim Details' interface. At the top, the 'Claim Number' is 00000000. Below it, 'Date Opened' is set to 07/26/2010 and 'Date Closed' is empty. The 'Status' is set to 'Pending'. In the 'Person Filing' section, the 'EmplID' is 10001113 and the name is Dana Starkweather. The 'Incident Data' section shows 'Incident Number' as 70000016 and 'Incident Date' as 07/26/2010. The incident type is 'Spcl Needs'. At the bottom, there are buttons for 'Save', 'Notify', 'Add', and 'Update/Display'.</p> </div>

Step	Action
3	<p>To set the <b>Assignment Flag</b> on the member selected, click on the <b>Approved</b> radio button.</p> <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul> <p>The following message will be displayed to indicate the Member Flag was set:</p>  <ul style="list-style-type: none"> <li>Select the <b>OK</b> button.</li> </ul>
	<p>To remove the <b>Assignment Flag</b> do the following:</p> <ul style="list-style-type: none"> <li>Enter the <b>Date Closed</b> by entering the date or use the calendar to select a date. Do <b>NOT</b> change the claim status. It must remain <b>Approved</b>.</li> </ul>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button.</li> </ul> <p>The following message will be displayed to indicate the Member Flag was <b>removed</b>:</p>  <ul style="list-style-type: none"> <li>Select the <b>OK</b> button.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Injury
  - Manage Case
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	<p>This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.</p> <p>Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.</p>
Case Owner Incidents Report	<p>This query generates a list of Incidents for any given case owner you designate in the parameters. The system will prompt you for an EmplID of the case owner. The case owner is designated by the EmplID that is in the Reported By EmplID field in the Incident Details component on the Notifications page.</p> <p>Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.</p>
Member Incidents Report	<p>This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.</p> <p>Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.</p>

Step	Action												
	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Incident Without Close Dates</a> hyperlink:</p> <div style="text-align: center;">  </div> <p>The system will automatically run the report and the report output will pop up in a new window.</p> <div style="border: 1px solid black; padding: 10px; margin-top: 10px;"> <p><a href="#">CG_INCIDENTS_NEED_CLOSING- Incidents need closing dates</a></p> <hr/> <p>No matching values were found.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Incident #</th> <th style="width: 20%;">Incident Type</th> <th style="width: 15%;">Claim Nbr</th> <th style="width: 15%;">Claim Status</th> <th style="width: 15%;">Open Date</th> <th style="width: 20%;">Close Date</th> </tr> </thead> <tbody> <tr> <td colspan="6" style="text-align: center;"> </td> </tr> </tbody> </table> </div>	Incident #	Incident Type	Claim Nbr	Claim Status	Open Date	Close Date						
Incident #	Incident Type	Claim Nbr	Claim Status	Open Date	Close Date								

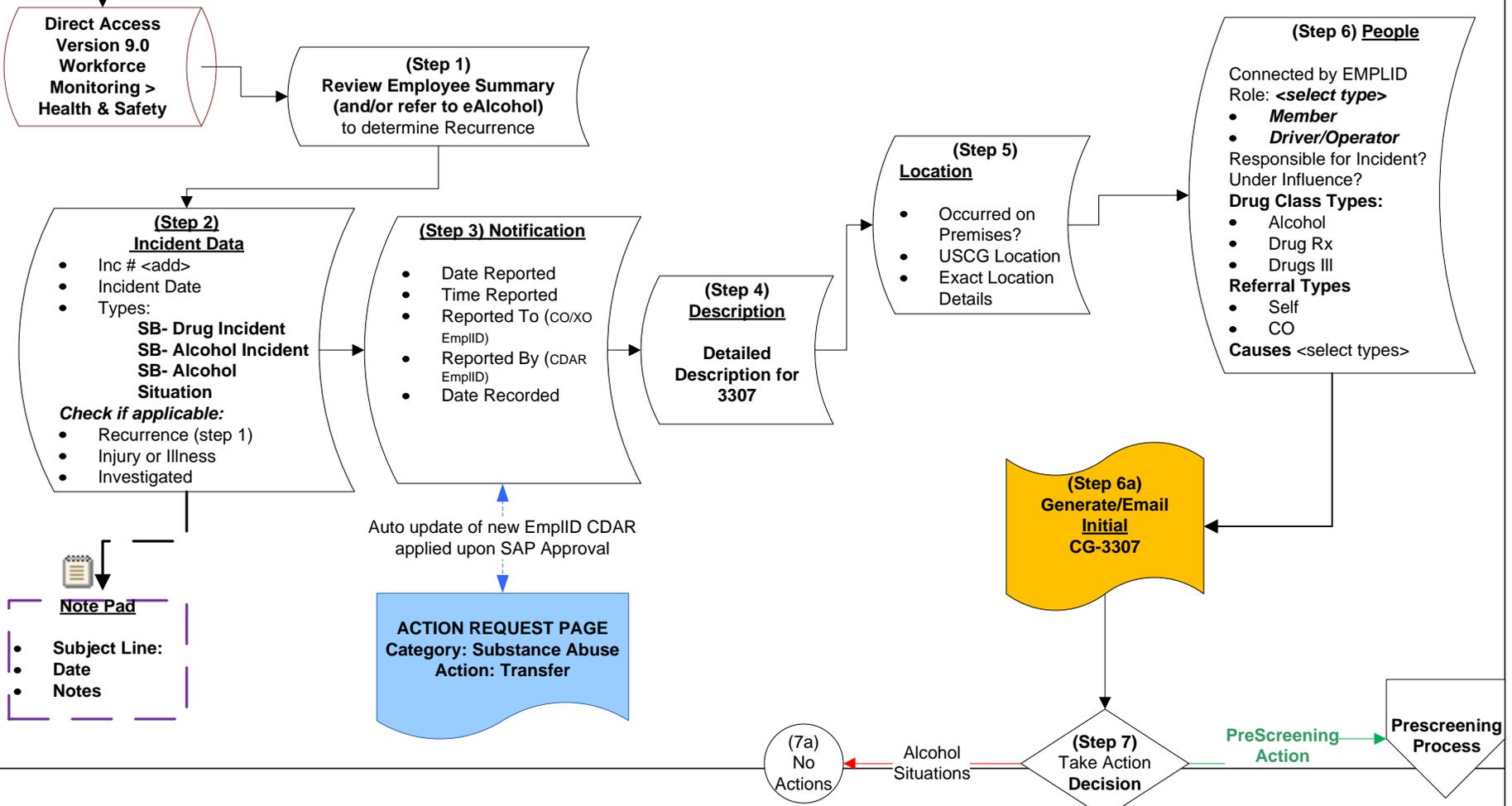
Step	Action																																																	
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incident Report</a> hyperlink:</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Worklife Program</b></p> <p><a href="#">Incident Details</a>      <a href="#">Incident/Injury - Member Setup</a></p> <p><a href="#">Manage Case</a>      <a href="#">Add/Modify Non-Employee</a></p> <p><a href="#">Employee Incident Summary</a>      <a href="#">Add Action Request</a></p> <p><a href="#">Report Manager</a></p> </div> <div style="border: 1px solid black; padding: 5px;"> <p><b>Worklife Reports</b></p> <p><a href="#">Incidents Without Close Dates</a>      <span style="border: 2px solid red; padding: 2px;"><a href="#">Case owner Incidents Report</a></span></p> <p><a href="#">Member Incidents Report</a></p> </div>																																																	
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1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incident Report</a> hyperlink:</p> <div data-bbox="597 243 1198 653" style="border: 1px solid black; padding: 5px;"> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;"> <p><b>Worklife Program</b></p> <p><a href="#">Incident Details</a>      <a href="#">Incident/Injury - Member Setup</a></p> <p><a href="#">Manage Case</a>      <a href="#">Add/Modify Non-Employee</a></p> <p><a href="#">Employee Incident Summary</a>      <a href="#">Add Action Request</a></p> <p><a href="#">Report Manager</a></p> </div> <div style="border: 1px solid black; padding: 2px;"> <p><b>Worklife Reports</b></p> <p><a href="#">Incidents Without Close Dates</a>      <a href="#">Case owner Incidents Report</a></p> <p><a href="#">Member Incidents Report</a></p> </div> </div> <p>A prompt will pop up in a new window.</p> <div data-bbox="370 810 1430 993" style="border: 1px solid black; padding: 5px;"> <p>Member EmplID: <input type="text"/> <input type="button" value="View Results"/></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Incident #</th> <th>Incident Type</th> <th>Incident Date</th> <th>Report By</th> <th>Name</th> <th>Member ID</th> <th>Name</th> <th>DeptID</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;"> </td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>• Enter the Member EmplID:</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> <div data-bbox="370 1329 1430 1512" style="border: 1px solid black; padding: 5px;"> <p>Member EmplID: <input type="text" value="1125801"/> <input type="button" value="View Results"/></p> <p>No matching values were found.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Incident #</th> <th>Incident Type</th> <th>Incident Date</th> <th>Report By</th> <th>Name</th> <th>Member ID</th> <th>Name</th> <th>DeptID</th> <th>Department</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;"> </td> </tr> </tbody> </table> </div>	Incident #	Incident Type	Incident Date	Report By	Name	Member ID	Name	DeptID	Department										Incident #	Incident Type	Incident Date	Report By	Name	Member ID	Name	DeptID	Department									
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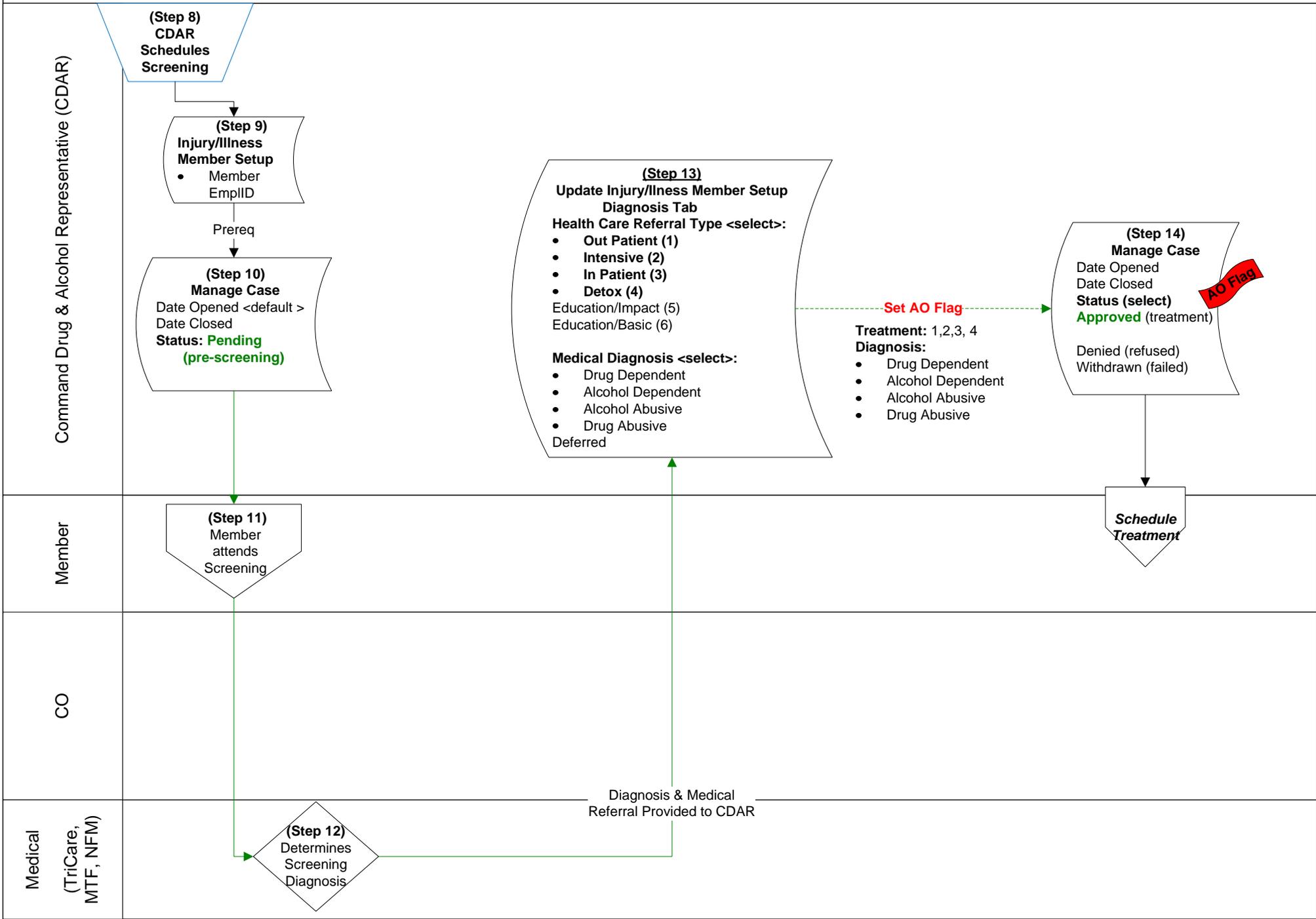
Member

Substance Abuse Incident

CDAR (access to only those entered)  
SAP (access to all incidents)



CO/XO



CDAR

**(Step 15)**  
**Action: PreTreatment**  
 (Seq 1,2,...)  
**Type:** PreTreatment  
**Responsible ID:** < CDAR EmplID >  
**Provider** < CDAR >  
**Diagnosis** < NONE >  
**Action Status** <select>  
**Estimated Completion** <date>  
**Actual Completion** <date>  
**Corrective Action:** enter details of plan for 3307s.

**(Step 16)**  
**Action: Medical Care**  
**Types** <select>:  
 • Out Patient (1)  
 • Intensive (2)  
 • In Patient (3)  
 • Detox (4)  
**Responsible ID:** <Member EmplID>  
**Provider** <Facility name>  
**Diagnosis** <select>  
**Action Status** <select>  
**Estimated Completion** <date>  
**Actual Completion** <date>  
**Corrective Action:** enter details of plan for 3307s.

**(Step 17)**  
**Action: After Care**  
**Types** <select >:  
 • Aftercare - 90 day  
 • Aftercare - 1 year  
**Responsible ID:** <CDAR EmplID>  
**Provider** <CDAR>  
**Diagnosis** <select>  
**Action Status** <select>  
**Estimated Completion** <date >  
**Actual Completion** <date>  
**Corrective Action:** enter details of plan for 3307s.

**Incident: People**  
 Generate/Email Form (s)

**Incident: People**  
 Generate/Email Form (s)

**15a**  
**PreTreatment**  
 CG-3307

**15b**  
**PreTreatment Results**  
 3307

**16a**  
**Medical Care**  
 CG-3307

**16b**  
**Medical Care Results**  
 3307

**17a**  
**After Care Plan**  
 CG-3307

**17b**  
**After Care Plan Results**  
 CG-3307

**Incident Data**  
 Add New Incident (Step 1)

YES  
(no discharge)

Failed/Refused

Self Referred ?

NO

**Discharge Process**

Update Status:  
 Denied or Withdrawn  
 Date Closed

Success  
 Date Closed

**(Step 18)**  
**Manage Case**  
 Date Opened  
 Date Closed (**removes AO Flag**)  
**Update Status:**  
 Approved (treatment: do not change)  
 • Denied (refused)  
 • Withdrawn (failed)

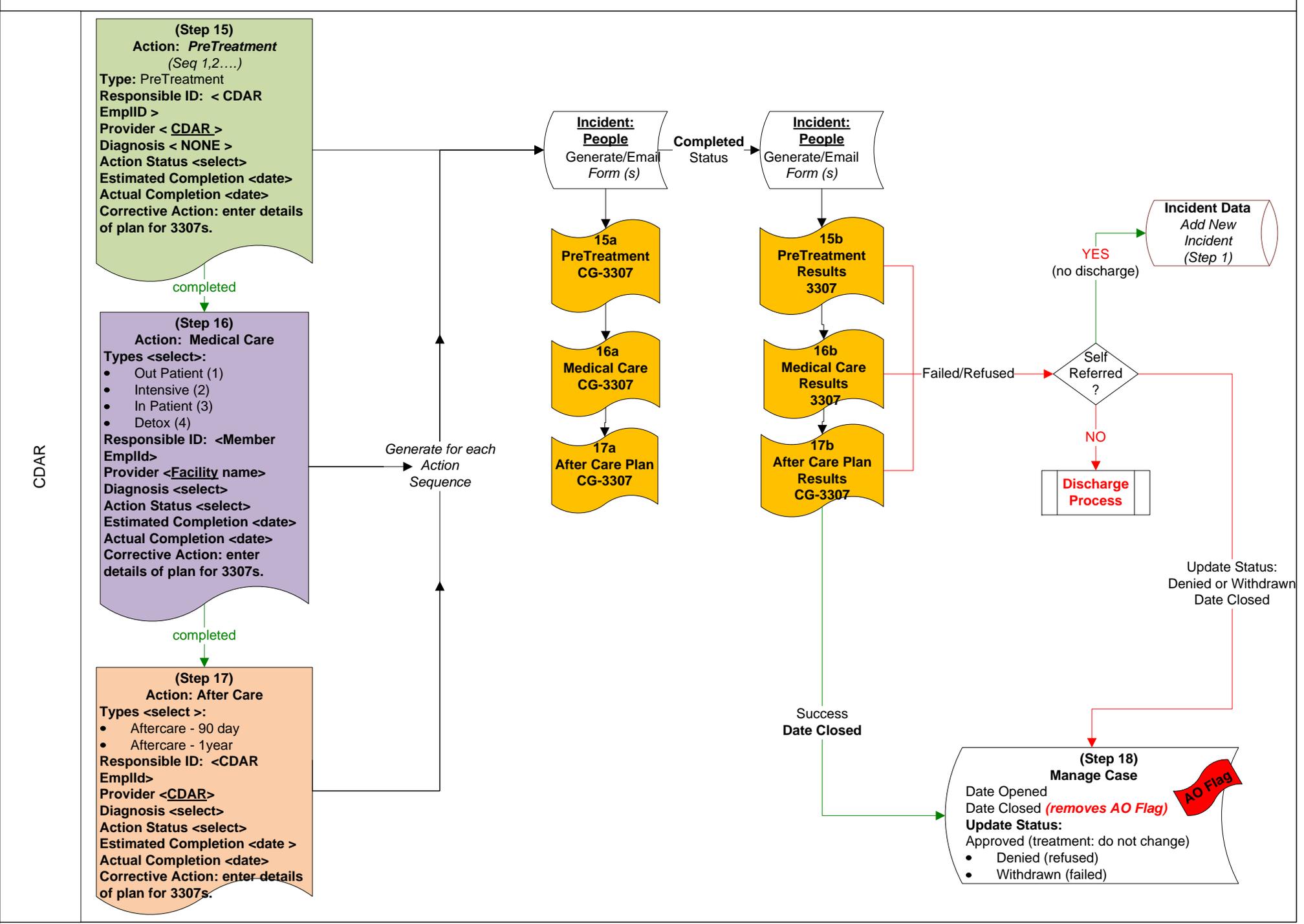


Generate for each  
 Action Sequence

completed

completed

Completed Status



**U.S. COAST GUARD  
Work Life Information Management System (WIMS)**

**Substance Abuse Program  
User Guide**

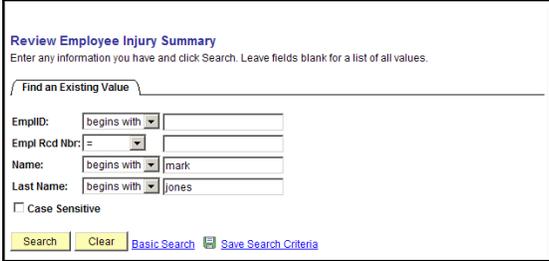
## Table of Contents

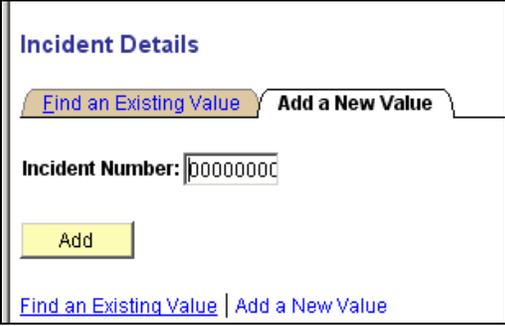
How to Enter a Substance Abuse Incident.....	3
How to Associate an Injury with an Incident.....	10
How to Add and Manage the Case Status and set an Assignment Flag.....	14
How to Add and Manage a Rehab Plan.....	18
How to Generate a Substance Abuse CG 3307 Form.....	22
How to Run a Worklife Report.....	24

## How to Enter a Substance Abuse Incident

**Use** When there is a Substance Abuse incident, the information is entered into the system. The user will take the following actions to add the Incident Details.

- Pages**
- Incident
  - Notification
  - Description
  - Location
  - People

Step	Action
1	<p>Check to see if there are other Substance Abuse Incidents for a USCG Member to determine a recurrence (<b>Step 3</b>) by doing the following from the Portal :</p> <ul style="list-style-type: none"> <li>• Click on the Employee Incident Summary in the <b>Worklife Program</b> pagelet:</li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• Enter person's Last Name (or if you have the EMPLID)</li> <li>• Select the <b>Search</b> button.</li> </ul> <div style="text-align: center; margin: 10px 0;">  </div> <p>Note: If there is another Substance Abuse Incident in the system involving the USCG Member you will use this information to check the box in <b>Step 3 - Is This a Recurrence</b>).</p> <ul style="list-style-type: none"> <li>• To proceed to the next step, click the Home hyperlink in the top right corner of the page to return to the Portal page.</li> </ul>

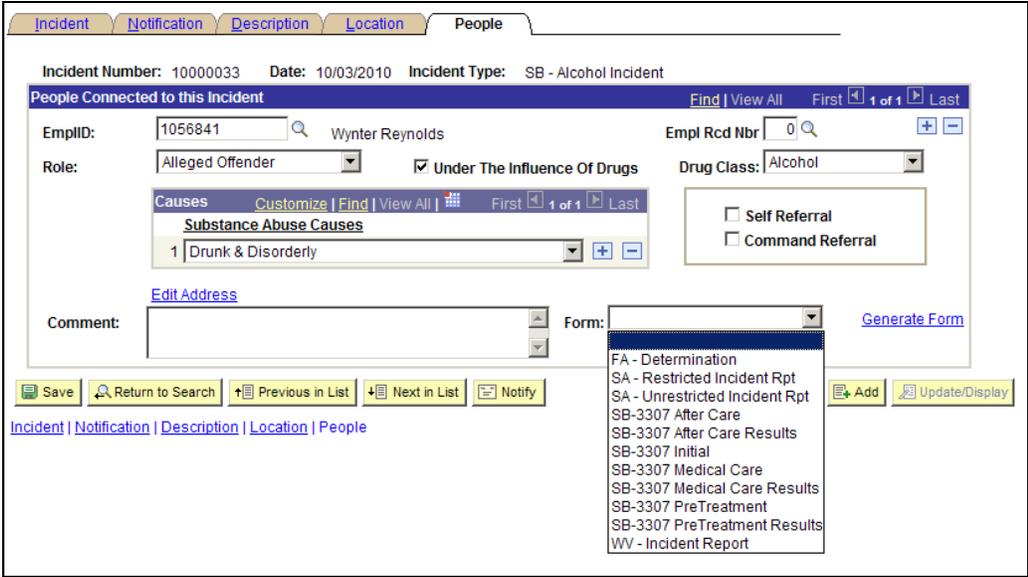
Step	Action
2	<p>To add a new incident, click on <b>Incident Details</b>:</p>  <p>The screenshot shows two menu sections. The first section, titled 'Worklife Program', contains several links: 'Incident Details' (highlighted with a red box), 'Incident/Injury - Member Setup', 'Manage Case', 'Create Employee Rehab Plan', 'Employee Incident Summary', 'Add Action Request', and 'Report Manager'. The second section, titled 'Worklife Reports', contains three links: 'Incidents Without Close Dates', 'Case owner Incidents Report', and 'Member Incidents Report'.</p> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>  <p>The screenshot shows the 'Incident Details' form. At the top, there are two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is selected. Below the tabs, there is a label 'Incident Number:' followed by a text input field containing '00000000'. Below the input field is a yellow 'Add' button. At the bottom of the form, there are two links: 'Find an Existing Value' and 'Add a New Value'.</p> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
3	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select one of these options: <ul style="list-style-type: none"> <li>➤ <b>SB – Alcohol Incident</b></li> <li>➤ <b>SB – Alcohol Situation</b></li> <li>➤ <b>SB – Drug Incident</b></li> </ul> </li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary.</li> <li>• <b>Investigated:</b> If applicable, check the box.</li> </ul> <div data-bbox="404 1010 1357 1528" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>The screenshot shows a web-based form for incident reporting. At the top, there are five tabs: Incident (selected), Notification, Description, Location, and People. The form fields are as follows:</p> <ul style="list-style-type: none"> <li><b>Incident Number:</b> 10000033</li> <li><b>*Incident Date:</b> 10/03/2010 (with a calendar icon)</li> <li><b>*Incident Type:</b> SB - Alcohol Incident (dropdown menu)</li> <li><b>Incident Time:</b> [empty] PST (dropdown menu) <input checked="" type="checkbox"/> Time Undetermined</li> <li><b>Regulatory Region:</b> USA (dropdown menu) United States</li> <li><input type="checkbox"/> Is This a Recurrence</li> <li><input checked="" type="checkbox"/> Resulted in Injury or Illness</li> <li><input type="checkbox"/> Investigated</li> </ul> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on “<i>How to Use the Notepad.</i>”</li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
4	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By:</b> Click on the magnifying glass icon , and choose the CDAR entering and managing the incident.  <i>Note:</i> The CDAR entered into the <b>Reported By</b> field is the <b>ONLY</b> person other than the SAP and Program Manager who can access and view the incident.</li> </ul> <p><b>Reported By Non-EmplID:</b> Leave blank. Please do not use for Substance Abuse.</p> <ul style="list-style-type: none"> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter time as military time and upon save it will be formatted to regular time and AM/PM.</li> </ul> <div data-bbox="370 978 1468 1524" style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;"> <span style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">Incident</span> <span style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">Notification</span> <span style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">Description</span> <span style="border: 1px solid black; padding: 2px 5px; margin-right: 5px;">Location</span> <span style="border: 1px solid black; padding: 2px 5px;">People</span> </p> <p>Incident Number: 10000033      Date: 10/03/2010      SB - Alcohol Incident</p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p><b>Incident Notification</b></p> <p>Date Reported: <input type="text" value="11/01/2010"/> </p> <p>Time Reported: <input type="text" value="12:00PM"/></p> <p>Reported To EmplID: <input type="text" value="1042766"/>  Sean Sullivan</p> <p>Reported By EmplID: <input type="text" value="1056841"/>  Wynter Reynolds</p> <p>Reported By Non-EmplID: <input type="text"/></p> </div> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p><b>Incident Tracking</b></p> <p>Date Recorded: <input type="text" value="11/15/2010"/> </p> <p>Time Recorded: <input type="text"/></p> </div> </div>

Step	Action
5	<p>Select the <b>Description</b> tab and type in the details of the incident in the large text box.</p> <div data-bbox="440 300 1382 705" style="border: 1px solid black; padding: 5px;"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button when finished.</li> </ul> <p><b>Note:</b> Data typed into the Description box will appear on the <b>Initial 3307</b>, and should contain all the relevant information for an <b>Initial 3307</b>.</p>

Step	Action
6	<p>Select the <b>Location</b> tab and enter the following.</p> <ul style="list-style-type: none"> <li>• <b>Occurred on Premises:</b> Leave blank. Please do not use this for Substance Abuse.</li> <li>• <b>Location SetID:</b> Enter <b>00010</b></li> <li>• <b>Location:</b> Select the magnifying glass icon and select the location of the incident.</li> <li>• <b>Establishment ID:</b> Enter <b>USCG</b></li> <li>• <b>Exact Location:</b> This is an optional description. Enter if known.</li> </ul> <div data-bbox="472 573 1154 1003" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div>

Step	Action
7	<p>Select the <b>People</b> tab and add the USCG Member(s) to the system:</p> <ul style="list-style-type: none"> <li>• Select the <b>EmplID</b> by clicking on the magnifying glass icon  next to the field and select the member from the list presented.</li> <li>• Select the associated <b>Role</b> from the drop down list: <ul style="list-style-type: none"> <li>➤ <b>Member</b> <i>or</i></li> <li>➤ <b>Driver/Operator</b></li> </ul> </li> <li>• If it is known that the Member was <b>Under the Influence of Drugs</b>, check the box.</li> <li>• Select the <b>Drug Class</b> (<i>won't be available unless above was checked off</i>) from the drop down list: <ul style="list-style-type: none"> <li>➤ <b>Alcohol</b></li> <li>➤ <b>Drug ILL</b></li> <li>➤ <b>Drugs RX</b></li> </ul> </li> <li>• Select the checkbox if <b>“Self Referral”</b> <i>or</i> a <b>“Command Referral”</b></li> <li>• Select the <b>Cause</b> from the drop down list of options. To add more than one, click on the [+] for another row.</li> </ul> <div data-bbox="370 1050 1398 1627" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• Click on the <b>Save</b> button</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Associate an Injury with an Incident

**Use** The Member must be associated with the **Injury Details** to set the *Assignment Flag* and to create the *Rehab (Treatment) Plans*.

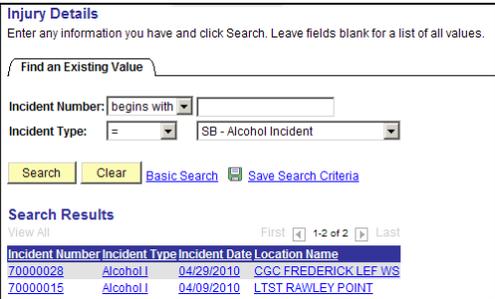
The user will take the following actions to associate the Member to the Injury Details:

**Prerequisites**

- Incident Number

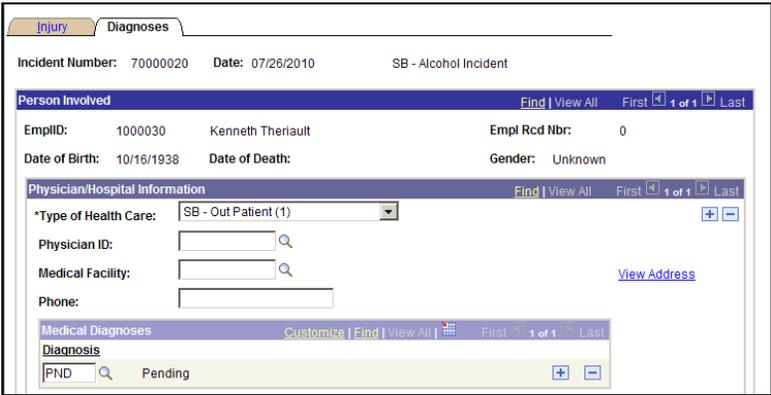
**Pages**

- Injury
- Details

Step	Action
1	<p>From the Portal, Worklife Program pagelet do the following:</p> <ul style="list-style-type: none"> <li>• Click on <b>Incident/Injury – Member Setup</b></li> </ul> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• Enter the Incident Number and/or select the Incident Type as one of the following for the Substance Abuse Program: <ul style="list-style-type: none"> <li>➤ <b>SB – Alcohol Incident</b></li> <li>➤ <b>SB – Alcohol Situation</b></li> <li>➤ <b>SB – Drug Incident</b></li> </ul> </li> </ul> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Substance Abuse for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul>

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Step	Action
2	<p>On the <b>Injury</b> Page, select the EmplID by doing the following:</p> <ul style="list-style-type: none"> <li>• <b>EmplID:</b> Click on the  magnifying glass and select the person from the list presented.</li> <li>• <b>Date Reported:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> </ul> <div data-bbox="526 598 1222 1003" style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>The screenshot shows the 'Injury' page with the 'Diagnoses' tab selected. At the top, it displays 'Incident Number: 70000020', 'Date: 07/26/2010', and 'SB - Alcohol Incident'. Below this is the 'Person Involved' section, which includes a search bar with '1000030' and 'Kenneth Theriault'. It also shows 'Date of Birth: 10/16/1938', 'Date of Death', and 'Gender: Unknown'. The 'Employee Data at Incident Date' section lists 'Business Unit: WARGC', 'Department: 002037', 'Job Code: 202597', and 'Location: 000246'. The 'Notification - This Person' section shows 'Date Reported: 07/26/2010' and 'Time Reported: PST'. At the bottom, there are buttons for 'Save', 'Return to Search', and 'Notify'.</p> </div>

Step	Action
3	<p>Click on the <b>Diagnosis</b> tab and select the <b>Type of Health Care (providers)</b>:</p> <p><b>Type of Health Care</b> options are:</p> <ul style="list-style-type: none"> <li>• SB – Outpatient (1)</li> <li>• SB – Intensive (2)</li> <li>• SB – In Patient (3)</li> <li>• SB – Detox (4)</li> <li>• SB – Education/Basic (5)</li> <li>• SB – Education/Impact (6)</li> </ul> <p><b>Note:</b> Physician ID, Medical Facility and Phone field are <b>not</b> used in the system.</p> <p>Select the associated <b>Diagnosis</b> by clicking on the magnifying glass from the list of options:</p> <p><b>Diagnosis options:</b></p> <ul style="list-style-type: none"> <li>• Pending (Select this when they are in the “Prescreening” Phase.)</li> <li>• Drug Dependent</li> <li>• Alcohol Dependent</li> <li>• Alcohol Abusive</li> <li>• Drug Abusive</li> <li>• Deferred</li> </ul>  <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button when finished entering the data.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Add and Manage the Case Status and set an Assignment Flag

**Use** The primary purpose of **Manage Case** is to:

- Set and remove an **Assignment Flag** on a USCG Member.
- Manage the **Status** of an incident:
  - Pending (Pre-Screening)
  - Approved (Treatment)
  - Denied (Refused)
  - Withdrawn (Failed)

*Note:* When a Member is a USCG member and has an approved Substance Abuse Case, the Assignment Officer is alerted to contact the Substance Abuse Program office.

- Prerequisites**
- Incident
  - Injury
- Pages**
- Claim Details

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the Manage Case hyperlink:</p>  <p>At the <b>Open Claim search</b> page, enter the <b>Incident #</b> (<i>refer to Incident Details</i>).</p>  <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>

Step	Action
2	<p>On the <b>Open Claim</b> page,</p> <div data-bbox="581 300 1154 590" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>
3	<p>On the <b>Claims Details</b> page the <b>Date Opened</b> and <b>Status = Pending</b> are defaults in the system. Take the following steps to associate the incident with the member:</p> <ul style="list-style-type: none"> <li>• The <b>Person Filing</b> is the <i>USCG Member EmplID</i> that you will be setting the Assignment Flag on in the system.</li> <li>• Enter the <b>EmplID</b> into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the <b>EmplID</b> for the USCG member.</li> </ul> <div data-bbox="483 1142 1252 1556" data-label="Image"> </div> <p><b>Note: Pending (Pre-Screening)</b> – The system initially default to this status the first time. This status <i>does not</i> set the Assignment Flag.</p> <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button</li> </ul>

Step	Action
3	<p><b><u>Set the Assignment Flag</u></b> on the USCG Member:</p> <ul style="list-style-type: none"> <li>• Change the <b>Status</b> from Pending to <b>Approved</b> by clicking on the radio button.</li> <li>• Click on the <b>Save</b> button</li> <li>• After the system completes “processing” a window will be displayed to confirm the Member Flag was set on the Member associated with the incident.</li> </ul> <div data-bbox="594 533 1149 737" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>OK</b> button</li> </ul> <p><b><u>Remove the Assignment Flag</u></b> on the USCG Member:</p> <ul style="list-style-type: none"> <li>• <i>Do not change</i> Status of Approved</li> <li>• Enter a <b>Closed Date</b> in MMDDYYYY format or select the calendar icon and select the date.</li> </ul> <div data-bbox="521 1073 1219 1493" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> </ul>

Step	Action
4	<p>After the system completes “processing” a window will be displayed to confirm that the Member Flag was <i>removed</i> on the Member associated with the incident as selected (Step 3).</p> <div data-bbox="620 342 1118 512" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• Click on the <b>OK</b> button</li> </ul> <p>Take the following steps for the other applicable incident actions:</p> <p><u>Member has <b>Refused</b> Treatment:</u></p> <ul style="list-style-type: none"> <li>• Change the <b>Status</b> to <b>Denied</b> (<i>Refused</i>) by clicking on the radio button.</li> <li>• Click on the <b>Save</b> button</li> </ul> <p><u>Member has <b>Failed</b> Treatment:</u></p> <ul style="list-style-type: none"> <li>• Change the <b>Status</b> to <b>Withdrawn</b> (<i>Failed</i>) by clicking on the radio button.</li> <li>• Click on the <b>Save</b> button</li> </ul> <p><b>Note:</b> Do not enter a Closed Date (this will keep the Assignment Flag set in the system) or Remove the Assignment Flag (if applicable) by entering a Closed Date as above.</p>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

### How to Add and Manage a Rehab Plan

**Use** The purpose of the Rehab Plan is to manage the treatment plans that are set forth for the member involved in the Substance Abuse Incident. There are three phases of treatment: Pre-Treatment, Treatment, and After Care.

- Prerequisites**
- Incident Details
  - Injury Details

- Pages**
- Actions

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the <b>Create Employee Rehab Plan</b> hyperlink:</p> <div data-bbox="631 753 1062 1031" data-label="Image"> <p>The screenshot shows a 'Worklife Program' pagelet with a grid of links. The link 'Create Employee Rehab Plan' is highlighted with a red rectangular box. Other visible links include 'Incident Details', 'Incident/Injury - Member Setup', 'Manage Case', 'Employee Incident Summary', 'Member Flag Details', 'Work-Life User Guides', 'Office of Work-Life', and 'Report Manager'. Below this is a 'Worklife Reports' pagelet with links for 'Incidents Without Close Dates' and 'Case owner Incidents Report'.</p> </div> <p>Enter the <b>EmplID</b> and/or the <b>Last Name</b> of the USCG Member associated with the Incident.</p> <div data-bbox="591 1129 1118 1480" data-label="Form"> <p>The screenshot shows the 'Create Employee Rehab Plan' search form. It includes a search bar with the text 'Find an Existing Value'. Below the search bar are four input fields: 'EmplID:' with a dropdown menu set to 'begins with' and a text box containing '1000030'; 'Empl Rcd Nbr:' with a dropdown menu set to '=' and an empty text box; 'Last Name:' with a dropdown menu set to 'begins with' and an empty text box; and 'First Name:' with a dropdown menu set to 'begins with' and an empty text box. At the bottom of the form are buttons for 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria'.</p> </div> <ul style="list-style-type: none"> <li>• Click on the <b>Search</b> button.</li> </ul>

Step	Action
	<p>On the <b>Action</b> page Create the Rehabilitation Plan for the USCG Member by doing the following:</p> <p><i>Note:</i> Do not edit the <b>Action Sequence</b> field. It will update automatically in the order that the plans are entered. For additional plans, simply select the [+] and continue to add others.</p> <p style="text-align: center;"><b><u>Pre-Treatment Plan(s)</u></b></p> <ul style="list-style-type: none"> <li>• <b>Type:</b> Select the <b>SB – Pretreatment</b></li> <li>• <b>Responsible ID:</b> Select the <b>CDAR EmplID</b></li> <li>• <b>Provider Description:</b> Type in <b>CDAR</b></li> <li>• <b>Diagnosis:</b> Select <b>Pending</b></li> <li>• <b>Action Status:</b> Select appropriate one from list of options ( In Progress, Recommended, Completed, Planned or Existing)</li> <li>• <b>Estimated Completion Date:</b> Enter Date</li> <li>• <b>Actual Completion Date:</b> Enter date once the Action has been completed (be sure to update the Action Status to Completed too.)</li> <li>• <b>Corrective Action:</b> Type in the specific Pretreatment plan. <i>This will appear on the PreTreatment 3307 Form</i></li> </ul> <div data-bbox="464 993 1247 1528" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;">Actions</p> <p>EmplID: 1000030    Kenneth Theriault    Empl Rcd Nbr: 0</p> <p>Incident Number: 70000020    Incident Date: 07/26/2010    Incident Type: Alcohol I</p> <p style="background-color: #4F81BD; color: white; padding: 2px;">Rehabilitation Plan    Find   View All    First 1 of 1 Last</p> <p>*Action Sequence: <input type="text" value="1"/>    Type: <input type="text" value="SB - Pretreatment"/>    [+]</p> <p>Responsible ID: <input type="text" value="1074051"/>    Dwane Simpson</p> <p>Physician: <input type="text"/></p> <p>Provider Description: <input type="text" value="CDAR"/></p> <p>Diagnosis: <input type="text" value="PND"/>    Pending</p> <p>*Action Status: <input type="text" value="In Progress"/>    Estimated Completion Date: <input type="text" value="07/30/2010"/>    [B]</p> <p style="text-align: right;">Actual Completion Date: <input type="text"/></p> <p>Corrective Action: <input type="text" value="Member will not use Alcohol, Attend 1 time per week and meet with the CDAR 2 times a week."/></p> <p style="font-size: small; text-align: left;">[ Save ]    [ Return to Search ]    [ Notify ]</p> </div> <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button</li> </ul>

Step	Action
3	<p>On the <b>Action</b> page add the <b>Treatment Plan</b> by selecting the [+] in right corner of the <b>Rehabilitation Plan</b> and do the following:</p> <ul style="list-style-type: none"> <li>• <b>Select the Type as AB - Medical Care</b></li> <li><b>Responsible ID:</b> Select Member's <b>EmplID</b></li> <li><b>Provider Description:</b> Type the Facility name (<i>if known</i>)</li> <li><b>Diagnosis &lt;select one&gt;:</b> <ul style="list-style-type: none"> <li>• <b>Alcohol Abusive</b></li> <li>• <b>Alcohol Dependent</b></li> <li>• <b>Drug Abusive</b></li> <li>• <b>Drug Dependent</b></li> <li>• <b>Deferred Diagnosis</b></li> </ul> </li> <li>• <b>Action Status:</b> Select appropriate one from list of options (In Progress, Recommended, Completed, Planned or Existing).</li> <li>• <b>Estimated Completion Date:</b> Enter Date.</li> <li>• <b>Actual Completion Date:</b> Enter date once the Action has been completed (be sure to update the Action Status to Completed too).</li> <li>• <b>Corrective Action:</b> <i>This will appear on the Medical Care 3307 Form</i></li> </ul> <div data-bbox="558 936 1153 1352" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button when finished entering the data.</li> </ul>

Step	Action
4	<p>On the <b>Action</b> page add the <b>After Care Plan</b> by selecting the [+] in right corner of the <b>Rehabilitation Plan</b> and do the following.</p> <p style="text-align: center;"><b><u>After Care Plan(s)</u></b></p> <p><b>Select the Type as: SB – After Care</b></p> <ul style="list-style-type: none"> <li>• <b>Responsible ID: CDAR EmplID</b></li> <li>• <b>Provider Description: CDAR</b></li> <li>• <b>Diagnosis &lt;select one&gt;:</b> This <i>must</i> be the same diagnosis as in the Treatment Plan.</li> <li>• <b>Action Status:</b> Select appropriate one from list of options (In Progress, Recommended, Completed, Planned or Existing).</li> <li>• <b>Estimated Completion Date:</b> Enter Date.</li> <li>• <b>Actual Completion Date:</b> Enter date once the Action has been completed (be sure to update the Action Status to Completed too).</li> <li>• <b>Corrective Action:</b> Enter details of After Care instructions. <i>This will appear on the After Care 3307 Form</i></li> </ul> <div data-bbox="483 873 1224 1390" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> </div> <ul style="list-style-type: none"> <li>• Select the <b>Save</b> button when finished entering the data.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>Work Life Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

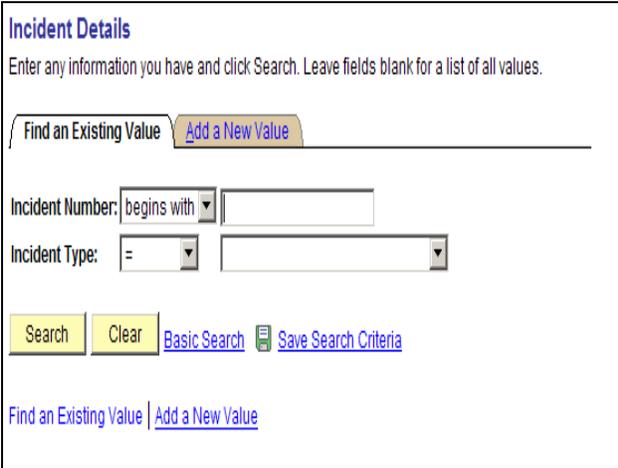
## How to Generate a Substance Abuse CG 3307 Form

### Use

The CG 3307 is the Performance and Discipline document (aka as the Page 7) that details the violation and section of the policy, rules & regulation violated, and terms of a correction plan. The CG 3307 is generated each time there is a new correction plan or action, and provided to the Command and member to review, and acknowledge by way of a signature. CG 3307 is permanently retained as part of the members personnel file. The CG 3307 is produced numerous times throughout the lifecycle of an incident, and captures all new data entered.

### Prerequisites

- Incident Details
- Injury
- Manage Case
- Correct Plan

Step	Action
1	<p>In the <b>Worklife Program</b> pagelet click on the <a href="#">Incident Details</a> hyperlink:</p>  <p>The screenshot shows two pagelets. The top one is titled 'Worklife Program' and contains several links: 'Incident Details' (highlighted with a red box), 'Incident/Injury - Member Setup', 'Manage Case', 'Create Employee Rehab Plan', 'Employee Incident Summary', 'Add Action Request', and 'Report Manager'. The bottom pagelet is titled 'Worklife Reports' and contains links for 'Incidents Without Close Dates', 'Case owner Incidents Report', and 'Member Incidents Report'.</p> <ul style="list-style-type: none"> <li>• Enter the Incident number you need to run the CG 3307 Form for.</li> </ul>  <p>The screenshot shows the 'Incident Details' search form. It includes a search bar with 'Find an Existing Value' and 'Add a New Value' buttons. Below the search bar are two dropdown menus: 'Incident Number: begins with' and 'Incident Type: ='. At the bottom, there are 'Search' and 'Clear' buttons, along with links for 'Basic Search' and 'Save Search Criteria'.</p>

Incident Number: 10000028

\*Incident Date: 10/21/2010

\*Incident Type: SB - Alcohol Situation

Incident Time: 11:45PM PST  Time Undetermined

Regulatory Region: USA United States

Is This a Recurrence

Resulted in Injury or Illness

Investigated

- Select the People Page tab
- Use the dropdown to select Form SB – 3307 XXX

Incident Number: 10000028 Date: 10/21/2010 Incident Type: SB - Alcohol Situation

People Connected to this Incident

EmpID: 1260418 Eric Harrison Empl Rcd Nbr: 0

Role: Driver/Operator Of Vehicle  Under The Influence Of Drugs Drug Class: Alcohol

Causes: Substance Abuse Causes

1 | DUI/DWI

Self Referral  Command Referral

Comment:  Form:  [Generate Form](#)

Save Return to Search Notify

Incident | Notification | Description | Location | People

Form dropdown menu items:

- FA - Determination
- SA - Restricted Incident Rpt
- SA - Unrestricted Incident Rpt
- SB-3307 After Care
- SB-3307 After Care Results
- SB-3307 Initial
- SB-3307 Medical Care
- SB-3307 Medical Care Results
- SB-3307 PreTreatment
- SB-3307 PreTreatment Results
- WV - Incident Report

- Select Generate Form

The form will populate in a new window as a PDF

Note: See Appendix A for an example of the CG 3307 Form

## How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Injury
  - Manage Case
  - Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	<p>This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.</p> <p>Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.</p>
Case Owner Incidents Report	<p>This query generates a list of Incidents for any given case owner you designate in the parameters. The system will prompt you for an EmplID of the case owner. The case owner is designated by the EmplID that is in the Reported By EmplID field in the Incident Details component on the Notifications page.</p> <p>Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.</p>
Member Incidents Report	<p>This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.</p> <p>Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.</p>

Step	Action												
	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Incident Without Close Dates</a> hyperlink:</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Worklife Program</b></p> <p><a href="#">Incident Details</a>                      <a href="#">Incident/Injury - Member Setup</a></p> <p><a href="#">Manage Case</a>                              <a href="#">Add/Modify Non-Employee</a></p> <p><a href="#">Employee Incident Summary</a>              <a href="#">Add Action Request</a></p> <p><a href="#">Report Manager</a></p> </div> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p><b>Worklife Reports</b></p> <p><a href="#">Incidents Without Close Dates</a>              <a href="#">Case owner Incidents Report</a></p> <p><a href="#">Member Incidents Report</a></p> </div> <p>The system will automatically run the report and the report output will pop up in a new window.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>CG_INCIDENTS_NEED_CLOSING- Incidents need closing dates</b></p> <hr/> <p>No matching values were found.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;">Incident #</th> <th style="width: 20%;">Incident Type</th> <th style="width: 15%;">Claim Nbr</th> <th style="width: 15%;">Claim Status</th> <th style="width: 15%;">Open Date</th> <th style="width: 20%;">Close Date</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> </div>	Incident #	Incident Type	Claim Nbr	Claim Status	Open Date	Close Date						
Incident #	Incident Type	Claim Nbr	Claim Status	Open Date	Close Date								

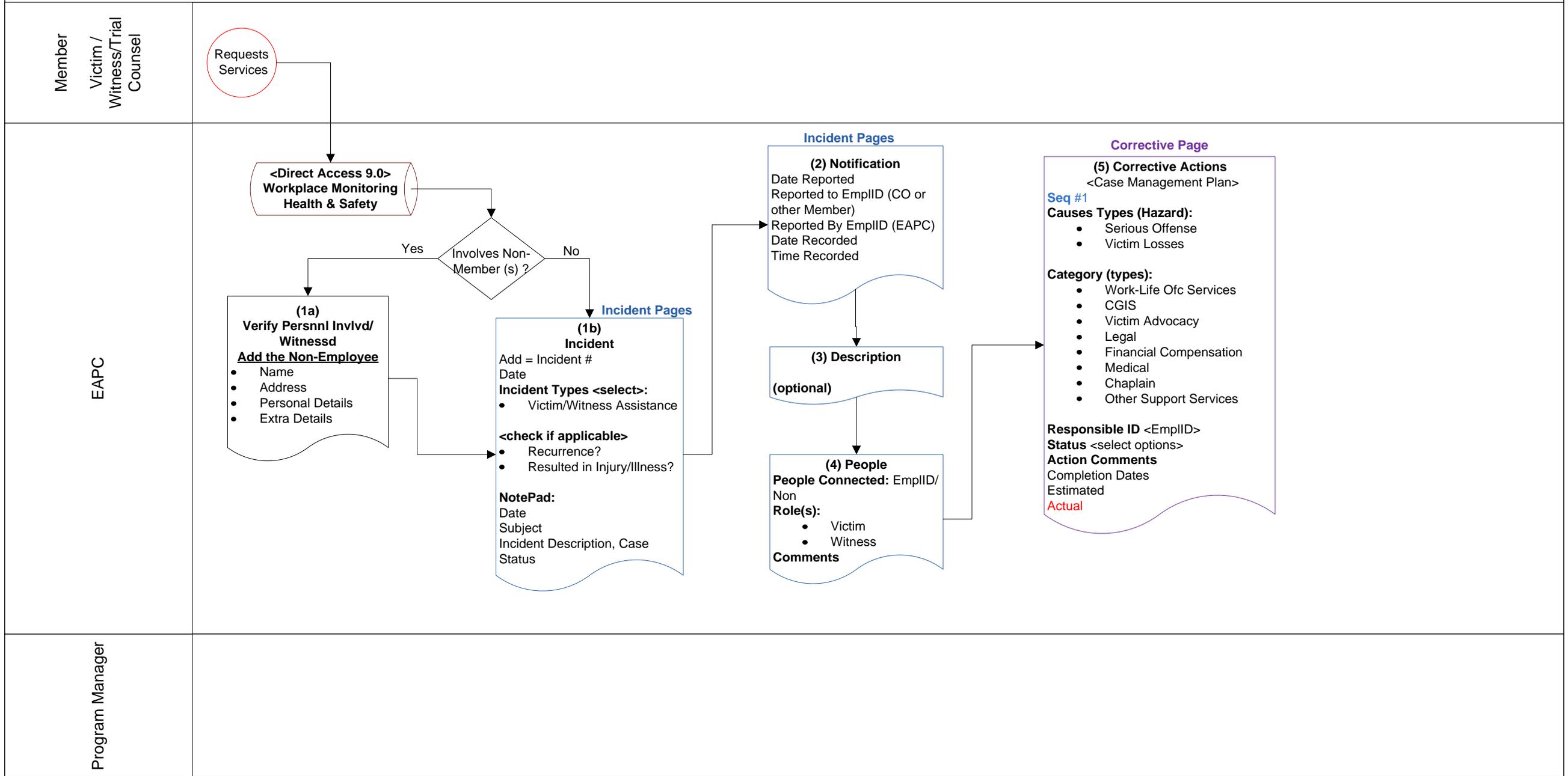
Step	Action																																																																													
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# Victim Witness Program Business Processes

Approved\_J.Reibling  
12/7/09

(non sexual assault incidents – refer to Sexual Assault Program)



**U.S. COAST GUARD**  
**Work Life Information Management System (WIMS)**

**Victim Witness Program**  
**User Guide**

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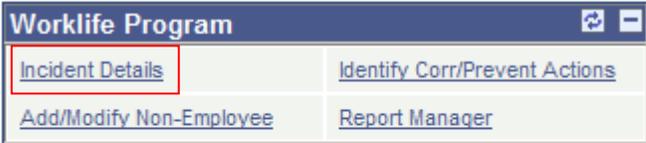
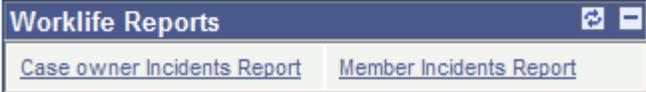
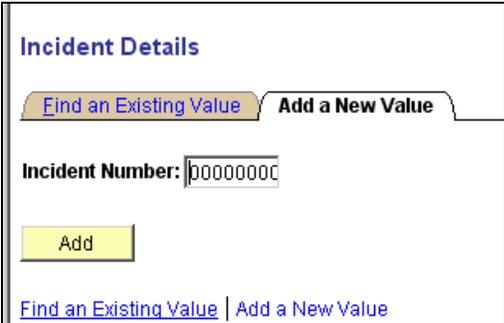
How to Enter a Victim Witness Incident .....	3
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## How to Enter a Victim Witness Incident

**Use** When there is a Victim Witness referral, an incident is entered into the system. The user will add the Incident Details following the steps outlined below.

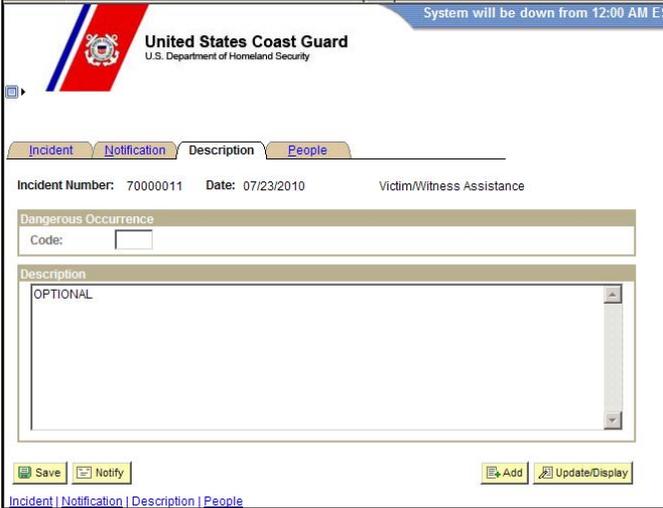
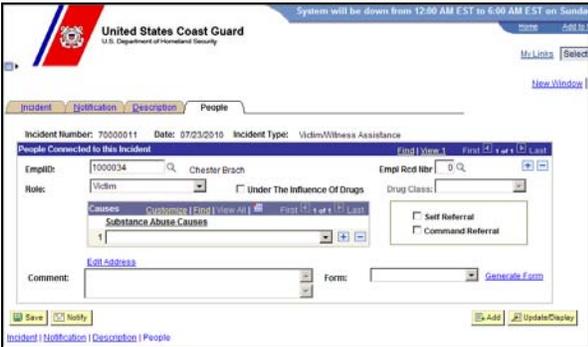
**Prerequisites** Non-Employees (if applicable)

- Pages**
- Incident
  - Notification
  - Description
  - People

Step	Action
1	<p>To add a new incident, click on <b>Incident Details</b>:</p>   <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>  <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
2	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select <b>Victim/Witness Assistance</b>.</li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> Leave blank. Please do <i>NOT</i> use this for Victim/Witness Assistance.</li> <li>• <b>Investigated:</b> Leave blank. Please do <i>NOT</i> use this for Victim/Witness Assistance.</li> </ul> <div data-bbox="532 1014 1198 1409" data-label="Form"> <p>The screenshot shows a web form for an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>*Incident Date: 07/22/2010 (with a calendar icon)</li> <li>*Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] PST (dropdown menu) and <input checked="" type="checkbox"/> Time Undetermined</li> <li>Regulatory Region: USA (dropdown menu) and United States</li> <li><input type="checkbox"/> Is This a Recurrence</li> <li><input type="checkbox"/> Resulted in Injury or Illness</li> <li><input type="checkbox"/> Investigated</li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. A small notepad icon is visible next to the 'Incident Date' field.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on “<i>How to Use the Notepad.</i>”</li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
3	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> click on the magnifying glass icon , and choose the person that the incident was reported to initially (<i>if known, if not leave blank</i>).</li> <li>• <b>Reported By EmplID:</b> click on the magnifying glass icon , and choose the person entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID:</b> Leave blank.</li> <li>• <b>Date Recorded:</b> Keep the default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> </ul> <div data-bbox="483 655 1263 1201" data-label="Form">  <p>The screenshot shows the United States Coast Guard WIMS interface. At the top, it says "United States Coast Guard U.S. Department of Homeland Security". Below that are tabs for "Incident", "Notification", "Description", and "People". The "Notification" tab is selected. The incident details are: Incident Number: 70000011, Date: 07/23/2010, and Victim/Witness Assistance. The "Incident Notification" section contains the following fields: Date Reported: 07/23/2010 (with a calendar icon), Time Reported: (empty), Reported To EmplID: 1000021 (with a magnifying glass icon and the name James Noseworthy), Reported By EmplID: 1000026 (with a magnifying glass icon and the name Robert Raby), and Reported By Non-EmplID: (empty). The "Incident Tracking" section contains: Date Recorded: 07/23/2010 (with a calendar icon) and Time Recorded: 8:00AM.</p> </div>

Step	Action
4	<p>Select the <b>Description</b> tab</p> <ul style="list-style-type: none"> <li>Type in the details of the incident in the large text box. This is optional.</li> </ul>  <ul style="list-style-type: none"> <li>Click <b>Save</b> if you entered a <b>Description</b>.</li> </ul>
5	<p>Select the <b>People</b> tab to add <b>BOTH</b> Victim(s) and the Witness(s) to an incident.</p> <ul style="list-style-type: none"> <li>Select the <b>EmplID</b> or <b>Non-EmplID</b> (<i>refer to instruction on “How to Add a Non Employee”</i>) by clicking on the magnifying glass icon next to the field.</li> </ul>   <ul style="list-style-type: none"> <li>Click the <b>Save</b> button when finished adding all Victims and Witnesses (if known) to the incident.</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink (note: <i>write down the Incident #</i> ).</p>

## How to Add and Manage a Corrective Plan

**Use** The primary purpose of the Corrective Plan is to create and manage the Action Plan for a Victim and/or a Witness.

**Prerequisites** • Incident Details

**Pages** • Corrective

Step	Action
1	<p>Create a <b>Corrective Plan</b> by first search for the entering the <b>Incident Number</b> or <b>Incident Type</b> as <i>Victim/Witness Assistance</i>.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="margin: 0;"><b>Identify Corr/Prevent Actions</b></p> <p style="margin: 0; font-size: small;">Enter any information you have and click Search. Leave fields blank for a list of all values.</p> <p style="margin: 0; border: 1px solid gray; padding: 2px;">Find an Existing Value</p> <p style="margin: 5px 0;">Incident Number: begins with <input style="width: 100px;" type="text"/></p> <p style="margin: 5px 0;">Incident Type: = <input style="width: 100px;" type="text" value="Victim/Witness Assistance"/></p> <p style="margin: 5px 0;"> <input type="button" value="Search"/> <input type="button" value="Clear"/> <a href="#">Basic Search</a> <input type="button" value="Save Search Criteria"/> </p> </div> <ul style="list-style-type: none"> <li>If known, enter the incident number and click the <b>Search</b> button.</li> <li>If not known, select Employee Assistance for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul>
2	<p>On the <b>Corrective Page</b>, click on the magnifying glass icon  to look up the <b>Hazard</b> type from the list presented:</p> <div style="border: 1px solid gray; padding: 5px; margin: 10px 0;">  <p>The screenshot shows the 'Corrective' page for Incident Number 70000010, dated 07/22/2010, with CISM status. It features a 'Causes' section with a search field for '*Hazard:' which is highlighted with a red box. Below it is the 'Consequent Actions' section with fields for Action Sequence, Category, Responsible ID, Status, and Action, along with completion date fields.</p> </div> <p>Click on one of the following options:</p> <ul style="list-style-type: none"> <li><b>VWSO</b> <ul style="list-style-type: none"> <li>Cause: <b>Victim Wit – Serious Offence</b></li> </ul> </li> <li><b>VWVL</b></li> </ul>

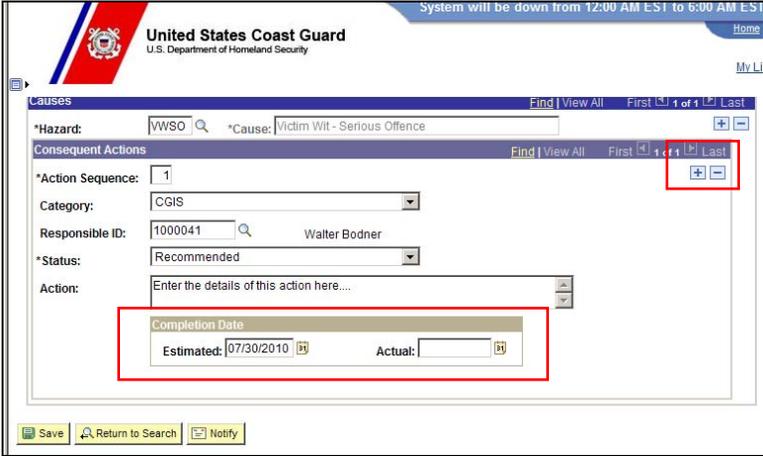
○ Cause: **Victim Wit – Victim Losses**

In the **Consequent Actions**, create an Action Sequence. The **Action Sequence** number is system-generated. Please do not change this number.

The screenshot displays the 'Consequent Actions' form within the United States Coast Guard WIMS system. The form is titled 'Consequent Actions' and is part of a larger interface for managing cases. The 'Action Sequence' field is set to '1'. The 'Status' is set to 'Recommended'. The 'Action' field is currently empty. The form also includes a 'Completion Date' section with 'Estimated' and 'Actual' date pickers. The top of the page features the United States Coast Guard logo and a system downtime notice: 'System will be down from 12:00 AM EST to 6:00 AM EST'. The page also includes navigation links like 'Home' and 'My LI', and a search bar with the text '\*Cause: Victim Wit - Serious Offense'.

- In the **Category** field, select the drop down and choose from one of the following options:
  - **CGIS**
  - **Work-Live Of Services**
  - **Victim Advocacy**
  - **Legal Services**
  - **Financial Compensation**
  - **Medical Care**
  - **Chaplain**
  - **Other Support Services**
- Select the **Responsible ID** (USCG EmplID) who is responsible for the actions (*optional*).  
*Note:* If the person is someone other than a USCG member, type in the name and information into the **Action** text box.
- In the **Status** field, select the drop down and choose from one of the following options:
  - **In Progress**
  - **Completed**
  - **Recommended**
  - **Existing**
  - **Planned**

In the **Action** text box, enter the details of the Action to be taken.

Step	Action
3	<ul style="list-style-type: none"> <li>Enter the <b>Completion Date</b> information by entering a date (MMDDYYYY) or selecting the calendar icon next to the <b>Estimated</b> and <b>Actual</b> fields.</li> </ul> <p><i>Note:</i> The EAP incident will remain unresolved and “open” in the system until the <b>Status</b> has been set to <b>Completed</b>, and the <b>Actual Completion Date</b> has been entered.</p>  <ul style="list-style-type: none"> <li>Select the <b>Save</b> button when you are finished adding the <b>Consequent Action</b>.</li> <li>To add more Actions, click on the [+] in the right corner of the <b>Consequent Actions</b> area and follow the steps to add a <b>Consequent Action</b>.</li> </ul> <p><i>Note:</i> You can have one hazard with multiple actions and/or multiple hazards with multiple actions.</p>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink.</p>

## How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Correct Plan

<b>Portal Link/Report Title</b>	<b>Description</b>
Incidents without Close Dates	This query generates a list of Incidents that have an open status. The Close Date field is blank on the Claims page. The Manage Claims components main function is to maintain the status of an Incident and the Assignment Flag tied to a member.
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

<b>Step</b>	<b>Action</b>
-------------	---------------

- 1 In the **Worklife Reports** pagelet click on the [Case Owner Incidents Report](#) hyperlink:



A prompt will pop up in a new window.

Reported By EmplID(Case Owner):

Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
------------	---------------	---------------	---------------	-----------	------	---------------

- Enter the Reported By EmplID (Case Owner):
- Click View Results

The report output will display in the following format

Reported By EmplID(Case Owner):

Download results in : [Excel Spreadsheet](#) [CSV Text File](#) (1 kb)

View All First  1-6 of 6  Last

	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD	
5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD	
6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD	

Step	Action
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1 In the **Worklife Reports** pagelet click on the **Member Incidents Report** hyperlink:



A prompt will pop up in a new window.

The screenshot shows a search prompt for the Member Incidents Report. It includes a text input field labeled "Member EmplID:" with a search icon, a yellow "View Results" button, and a table header with the following columns: Incident #, Incident Type, Incident Date, Report By, Name, Member ID, Name, DeptID, and Department.

- Enter the Member EmplID:
- Click View Results

The report output will display in the following format

The screenshot shows the search results for the Member Incidents Report. The "Member EmplID:" field contains the value "1125801". Below the "View Results" button, the text "No matching values were found." is displayed. The table header is the same as in the previous screenshot: Incident #, Incident Type, Incident Date, Report By, Name, Member ID, Name, DeptID, and Department.

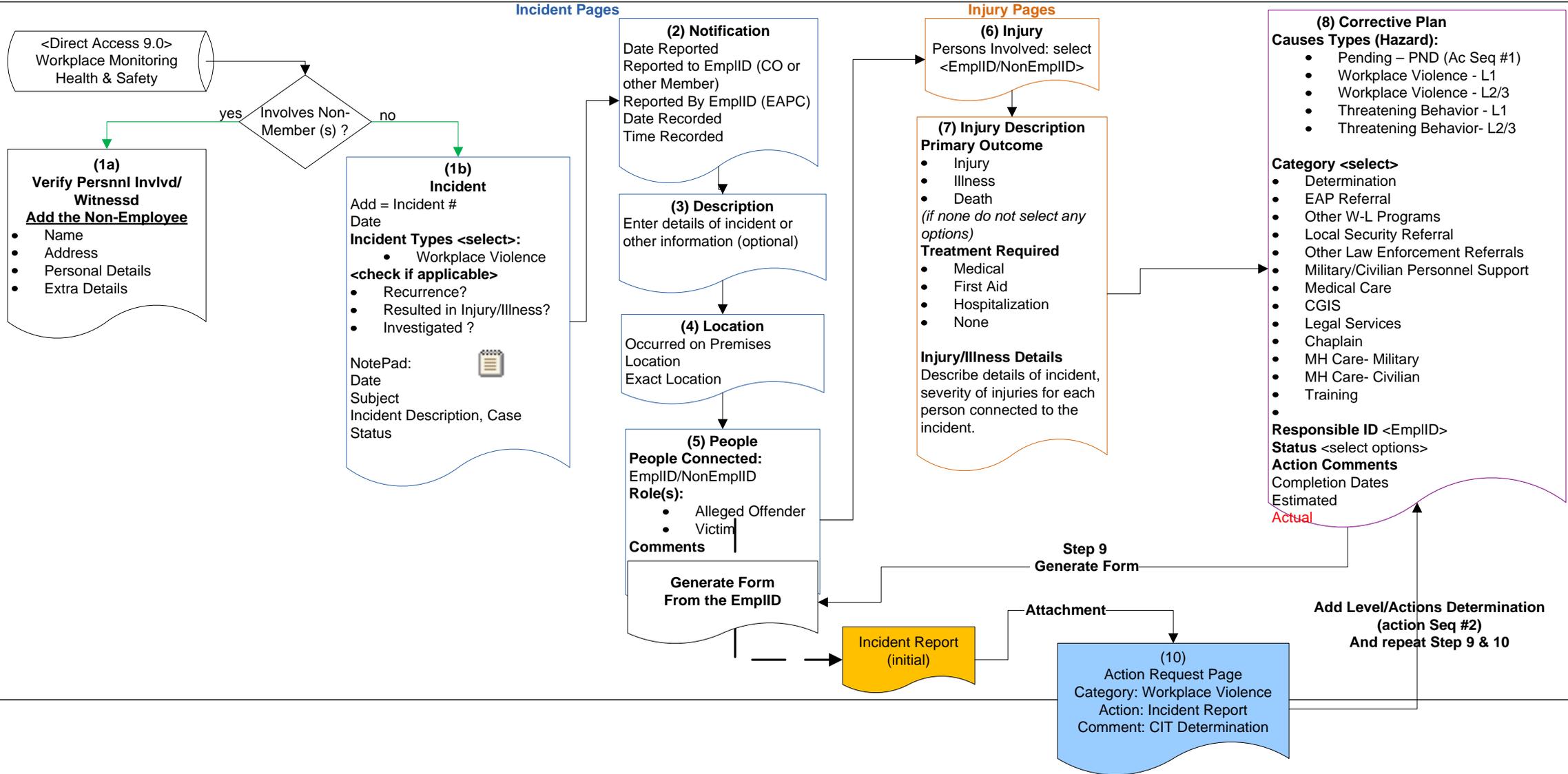
# Workplace Violence Business Processes

Approved\_J.Reibling  
12/7/09

**Workplace Violence / Threatening Behavior Incident is reported**

EAPC

Program Manager



**U.S. COAST GUARD  
Work Life Information Management System (WIMS)**

**Workplace Violence Program  
User Guide**

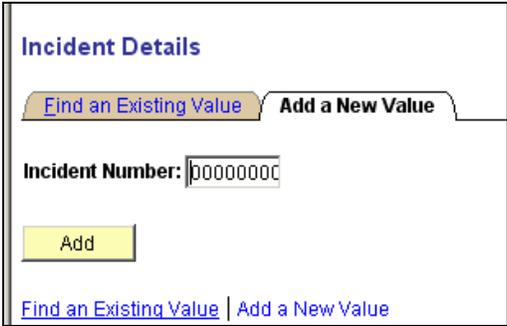
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## How To Enter a Workplace Violence Incident

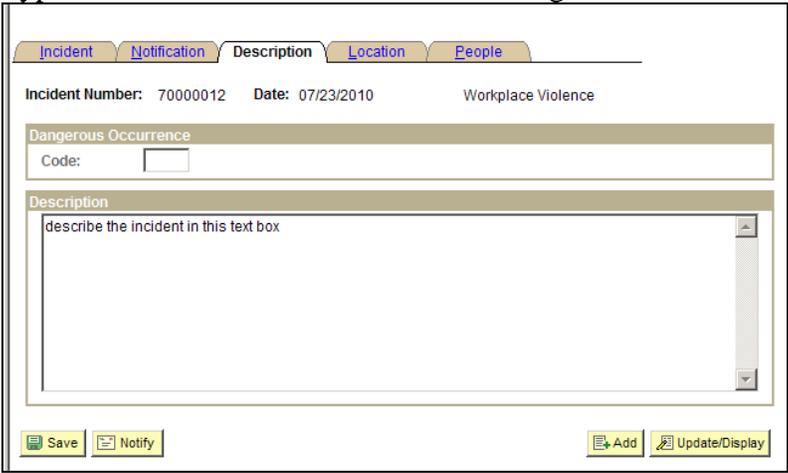
**Use** When there is an incident of Work Place Violence or Threatening Behavior, it is added to the system. The user will take the following actions to add the Incident Details

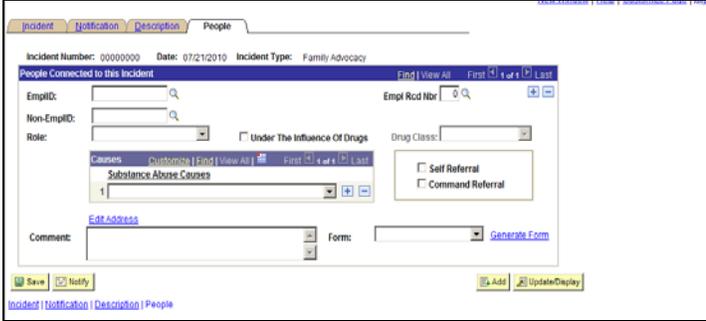
- Pages**
- Incident
  - Notification
  - Description
  - Location
  - People

Step	Action
1	<p>To add a new incident, click on <b>Incident Details</b>:</p>  <p>The screenshot shows a navigation menu with two main sections: 'Worklife Program' and 'Worklife Reports'. Under 'Worklife Program', there are several links: 'Incident Details' (highlighted with a red box), 'Identify Corr/Prevent Actions', 'Employee Incident Summary', and 'Report Manager'. Under 'Worklife Reports', there are 'Case Owner Incidents Report' and 'Member Incidents Report'.</p> <ul style="list-style-type: none"> <li>• Select the <b>Add a New Value</b> tab.</li> </ul>  <p>The screenshot shows the 'Incident Details' form. At the top, there are two tabs: 'Find an Existing Value' and 'Add a New Value'. The 'Add a New Value' tab is selected. Below the tabs, there is a label 'Incident Number:' followed by a text input field containing '00000000'. Below the input field is a yellow 'Add' button. At the bottom of the form, there are two links: 'Find an Existing Value' and 'Add a New Value'.</p> <ul style="list-style-type: none"> <li>• Click on the <b>Add</b> button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</li> </ul>

Step	Action
2	<p>On the <b>Incident</b> tab, do the following:</p> <ul style="list-style-type: none"> <li>• <b>Incident Date:</b> Enter without special characters in MMDDYYYY format, or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.</li> <li>• <b>Incident Type:</b> From the drop down option, select <b>Workforce Violence</b>.</li> <li>• <b>Incident Time</b> and time zone: This is a required field so if the time is unknown, check the field of <b>Time Undetermined</b> box. Please do not check the <b>Time Undetermined</b> box <i>AND</i> enter a time. Use only one or the other.</li> <li>• <b>Resulted in Injury or Illness:</b> This is a required field. Check the box.</li> <li>• <b>Is this a Recurrence:</b> If applicable, check the box.</li> <li>• <b>Investigated:</b> If applicable, check the box.</li> </ul> <div data-bbox="548 898 1214 1297" data-label="Form"> <p>The screenshot shows a web form for creating an incident. At the top, there are tabs for 'Incident', 'Notification', 'Description', 'Location', and 'People'. The 'Incident' tab is active. The form contains the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 00000000</li> <li>*Incident Date: 07/22/2010 (with a calendar icon)</li> <li>*Incident Type: CISM (dropdown menu)</li> <li>Incident Time: [ ] PST (dropdown menu) and <input checked="" type="checkbox"/> Time Undetermined</li> <li>Regulatory Region: USA (dropdown menu) United States</li> <li><input type="checkbox"/> Is This a Recurrence</li> <li><input type="checkbox"/> Resulted in Injury or Illness</li> <li><input type="checkbox"/> Investigated</li> </ul> <p>At the bottom of the form, there are buttons for 'Save', 'Notify', and 'Add'. Below the buttons are navigation links: Incident   Notification   Description   Location   People.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> <li>•  Use the <b>Notepad</b> to enter any additional information on the incident. To access the <b>Notepad</b>, click the icon. Please refer to the instructions on <i>“How to Use the Notepad.”</i></li> </ul> <p><b>Note:</b> You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</p>

Step	Action
4	<p>Select the <b>Notification</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li>• <b>Date Reported:</b> This cannot be a date earlier than the Incident Date.</li> <li>• <b>Time Reported:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> <li>• <b>Reported To EmplID:</b> Click on the magnifying glass icon , and choose the person that the incident was reported to initially. If unknown, leave the field blank.</li> <li>• <b>Reported By EmplID:</b> Click on the magnifying glass icon , and choose the FAS entering and managing the incident.</li> <li>• <b>Reported By Non-EmplID - Do not use</b></li> <li>• <b>Date Recorded:</b> Default date (today's date).</li> <li>• <b>Time Recorded:</b> Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.</li> </ul> <div data-bbox="485 800 1276 1289" data-label="Form"> </div>

Step	Action
5	<p>Select the <b>Description</b> tab</p> <ul style="list-style-type: none"> <li>Type in the details of the incident in the large text box.</li> </ul>  <ul style="list-style-type: none"> <li>Click the <b>Save</b> button.</li> </ul>
6	<p>Select the <b>Location</b> tab and enter the following data:</p> <ul style="list-style-type: none"> <li><b>Occurred on Employer Premises:</b> Check the box.</li> <li><b>Location SetID:</b> Enter 00010.</li> <li><b>Location:</b> Select the magnifying glass icon and select the <i>Location</i> of the incident.</li> <li><b>Establishment ID:</b> Enter USCG</li> <li><b>Exact Location:</b> This is an optional description. Enter if known.</li> </ul> 

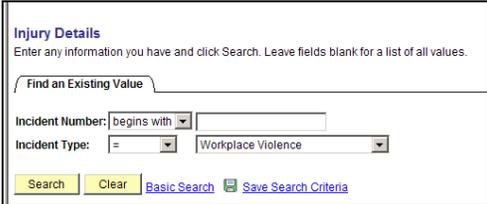
Step	Action
7	<p>Select the <b>People</b> tab to add <b>BOTH</b> Alleged Offender(s) and the Victim(s) to an incident.</p> <ul style="list-style-type: none"> <li>Select the <b>EmplID</b> or <b>Non-EmplID</b> (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon  next to the field.</li> </ul>  <ul style="list-style-type: none"> <li>Select the <b>EmplID</b> by clicking on the magnifying glass icon , click on the <b>Name</b> hyperlink from the lists presented.</li> <li>Select the EMPLID <b>Role</b> from the drop down list by selecting either: <ul style="list-style-type: none"> <li>➤ <b>Alleged Offender</b></li> <li>➤ <b>Victim</b></li> </ul> </li> <li>Click the <b>[+]</b> button to another EmplID or Non-EmplID’s and following the above steps.</li> </ul>  <ul style="list-style-type: none"> <li>Click the <b>Save</b> button at the bottom of the page once you have added <b>both</b> the EmplID and/or Non EmplID with roles as <b>Alleged Offender</b> (s) and <b>Victim</b> (s).</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program pagelet</b> to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

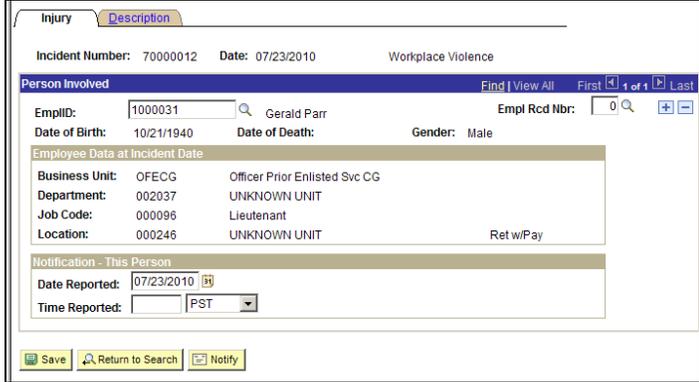
## How to Associate an Injury with an Incident

**Use** The Victim and/or Alleged Offender must be associated with the Injury Details to create a Correction Plan. The user will take the following actions to associate the Victim and Alleged Offender to the Injury Details:

- Prerequisites**
- Incident
  - Non Employee (if applicable)

- Pages**
- Injury
  - Description

Step	Action
1	<p>From the Portal, Worklife Program pagelet do the following:</p> <ul style="list-style-type: none"> <li>• Click on <b>Incident/Injury – Member Setup</b></li> </ul> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• Enter the Incident Number and/or select the Incident Type as <b>Workplace Violence</b>.</li> </ul> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  </div> <ul style="list-style-type: none"> <li>• Select the <b>Search</b> Button.</li> <li>• Click Incident (Step 1) to associate the person (s) involved.</li> </ul>

Step	Action
2	<p>On the <b>Injury</b> Page, select an EmplID or NonEmplID (<i>refer to “How to Add a Non Employee”</i>) by doing the following:</p> <ul style="list-style-type: none"> <li>• Click on the  magnifying glass next to the EmplID or NonEmplID and select the person from the list presented.</li> <li>• Enter the <b>Date Reported</b> (MMDDYYYY) without any special characters (auto formats upon save), or use the calendar icon to select the date.</li> <li>• Click on the [+] button to add the next person as above.</li> </ul> <div data-bbox="501 569 1200 951" data-label="Form">  <p>The screenshot shows a web form titled 'Injury' with a 'Description' tab. At the top, it displays 'Incident Number: 70000012' and 'Date: 07/23/2010' under the heading 'Workplace Violence'. Below this is a 'Person Involved' section with a search bar containing '1000031' and a magnifying glass icon, showing 'Gerald Parr' and 'Empl Rcd Nbr: 0'. Other fields include 'Date of Birth: 10/21/1940', 'Date of Death', and 'Gender: Male'. An 'Employee Data at Incident Date' section contains: 'Business Unit: OFECG Officer Prior Enlisted Svc CG', 'Department: 002037 UNKNOWN UNIT', 'Job Code: 000096 Lieutenant', and 'Location: 000246 UNKNOWN UNIT Ret w/Pay'. A 'Notification - This Person' section has 'Date Reported: 07/23/2010' and 'Time Reported: PST'. At the bottom are 'Save', 'Return to Search', and 'Notify' buttons.</p> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button.</li> </ul>

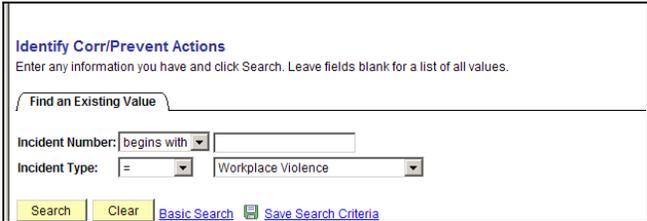
Step	Action
3	<p>Select the <b>Description</b> tab and select the <b>Primary Outcome</b> of the injury or illness for each person entered. The options follow:</p> <ul style="list-style-type: none"> <li>➤ <b>Injury</b></li> <li>➤ <b>Illness</b></li> <li>➤ <b>Death</b></li> </ul> <p><i>Note:</i> If none of the above, do not use the above options.</p> <p>Select the <b>Treatment Required</b> for each person entered. The options follow:</p> <ul style="list-style-type: none"> <li>➤ <b>Medical</b></li> <li>➤ <b>First Aid</b></li> <li>➤ <b>Hospitalization</b></li> <li>➤ <b>None</b></li> </ul> <p>Indicate there any further details regarding the injury, illness or death type the information in the <b>Injury/Illness Details</b> text box.</p> <div data-bbox="483 816 1219 1234" data-label="Form"> <p>The screenshot shows a web form titled 'Workplace Violence' with the following fields and options:</p> <ul style="list-style-type: none"> <li>Incident Number: 70000012, Date: 07/23/2010</li> <li>Person Involved: Gerald Parr, Empl ID: 1000031, Empl Rcd Nbr: 0, Date of Birth: 10/21/1940, Date of Death: , Gender: Male</li> <li>Primary Outcome: <input checked="" type="radio"/> Injury, <input type="radio"/> Illness, <input type="radio"/> Death</li> <li>Treatment Required: <input checked="" type="radio"/> Medical, <input type="radio"/> First Aid, <input type="radio"/> Hospitalized, <input type="radio"/> None</li> <li>Occupational Illness: Illness: [text box]</li> <li>Injury/Illness Details: [text box containing 'The Member suffered a broken hand.']</li> <li>Buttons: Save, Return to Search, Notify</li> </ul> </div> <ul style="list-style-type: none"> <li>• Click the <b>Save</b> button</li> </ul>
	<p>To proceed, click the <b>Home</b> hyperlink in the top right corner of to return to Portal, <b>WorkLife Program</b> pagelet to continue, or select the <b>Sign Out</b> hyperlink. It is helpful for later activities to write down the incident number.</p>

## How to Add and Manage a Corrective Plan

**Use** The primary purpose of the **Corrective Plan** is to create a plan of action for the Victim (s) and/or the Alleged Offender (s) in response to a Workplace incident.

**Prerequisites** • Incident

**Pages** • Corrective

Step	Action
1	<p>In the <b>WorkLife Program</b> pagelet click on the <a href="#">Identify Corr/Prevent Actions</a> hyperlink to create a <b>Corrective Plan</b> associated with the Incident.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>The screenshot shows two pagelets. The top one is titled 'Worklife Program' and contains several links: 'Incident Details', 'Incident/Injury - Member Setup', 'Identify Corr/Prevent Actions' (highlighted with a red box), 'Add/Modify Non-Employee', 'Employee Incident Summary', 'Add Action Request', and 'Report Manager'. The bottom pagelet is titled 'Worklife Reports' and contains 'Case Owner Incidents Report' and 'Member Incidents Report'.</p> </div> <p>Find the Incident Number by entering the Incident Number or Incident Type as <b>Workplace Violence</b>.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;">  <p>The screenshot shows a search form titled 'Identify Corr/Prevent Actions'. It includes instructions: 'Enter any information you have and click Search. Leave fields blank for a list of all values.' There is a 'Find an Existing Value' tab. Below it are two dropdown menus: 'Incident Number: begins with' and 'Incident Type: = Workplace Violence'. At the bottom are 'Search', 'Clear', 'Basic Search', and 'Save Search Criteria' buttons.</p> </div> <ul style="list-style-type: none"> <li>• If known, enter the incident number and click the <b>Search</b> button.</li> <li>• If not known, select Employee Assistance for the <b>Incident Type</b>, leave the <b>Incident Number</b> field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.</li> </ul>

Step	Action
2	<p>On the <b>Corrective</b> page do the following:</p> <ul style="list-style-type: none"> <li>• Enter the Cause (<b>Hazard</b>) by selecting the  magnifying glass, and select from the list of applicable options for <b>Workplace Violence</b>: <ul style="list-style-type: none"> <li>➤ <b>PND</b> - Pending</li> <li>➤ <b>WVL1</b> – WP Violence – L1</li> <li>➤ <b>WVL2</b> – WP Violence – L2</li> <li>➤ <b>WVL3</b> – WP Violence – L3</li> <li>➤ <b>TBL1</b> - Threat Behavior – L1</li> <li>➤ <b>TBL2</b> - Threat Behavior – L2</li> <li>➤ <b>TBL3</b> - Threat Behavior – L3</li> </ul> </li> </ul> <div data-bbox="446 636 1190 1024" data-label="Image"> </div>

Step	Action
3	<p>Select from the <b>Category</b> by clicking on the down arrow and choose an option associated to the Cause (Step 2):</p> <ul style="list-style-type: none"> <li>➤ <b>EAP Referral</b></li> <li>➤ <b>Other W-L Programs</b></li> <li>➤ <b>Local Security Referral</b></li> <li>➤ <b>Other Law Enforcement Referral</b></li> <li>➤ <b>Military/Civilian Support</b></li> <li>➤ <b>Medical Care</b></li> <li>➤ <b>CGIS</b></li> <li>➤ <b>Legal Services</b></li> <li>➤ <b>Chaplain</b></li> <li>➤ <b>MH Care- Military</b></li> <li>➤ <b>MH Care- Civilian</b></li> <li>➤ <b>Training</b></li> </ul> <div data-bbox="488 787 1219 1178" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>The screenshot shows a web-based form titled 'Corrective' for 'Workplace Violence'. It displays the 'Consequent Actions' section with the following details: Hazard: WVL1, Cause: WP Violence - L1, Action Sequence: 1, Category: Training, Status: Recommended. There are also fields for Responsible ID and Completion Date (Estimated and Actual).</p> </div> <p>Note: <i>You can have one hazard with Consequent Actions.</i></p> <ul style="list-style-type: none"> <li>• Enter the <b>Responsible ID</b> by clicking on the  magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).</li> </ul> <p style="margin-left: 40px;"><i>Note:</i> If the person is someone other than a USCG member, type in the name and information into the <b>Action</b> text box.</p> <ul style="list-style-type: none"> <li>• Select the <b>Status</b> field to indicate the status of each Action Sequence. The options are: <ul style="list-style-type: none"> <li>➤ <b>In Progress</b></li> <li>➤ <b>Completed</b></li> <li>➤ <b>Recommended</b></li> <li>➤ <b>Existing</b></li> <li>➤ <b>Planned</b></li> </ul> </li> <li>• Enter the <b>Completion Date</b> information by entering a date (MMDDYYYY) or selecting the calendar icon next to the <b>Estimated</b> and <b>Actual</b> fields.</li> </ul>

**Note:** The EAP incident will remain unresolved and “open” in the system until the **Status** has been set to **Completed**, and the **Actual Completion Date** has been entered.

**Step**

**Action**

3

The screenshot displays a web-based form for managing workplace violence incidents. At the top, it shows 'Incident Number: 70000012', 'Date: 07/23/2010', and 'Workplace Violence'. Below this, there are sections for 'Causes' and 'Consequent Actions'. The 'Consequent Actions' section is currently active, showing a single action with the following details: Action Sequence: 1, Category: Training, Responsible ID: 1000030 (Kenneth Theriault), Status: Recommended, and Action: enter the details of the action being taken for this category... The 'Completion Date' section shows an Estimated date of 07/30/2010 and an empty Actual date field.

- Click on the **Save** button when you have finished with the *Action Sequence 1*.
- To add additional Consequent Actions, select the [+] in the right corner and follow the steps to add a Consequent Action.

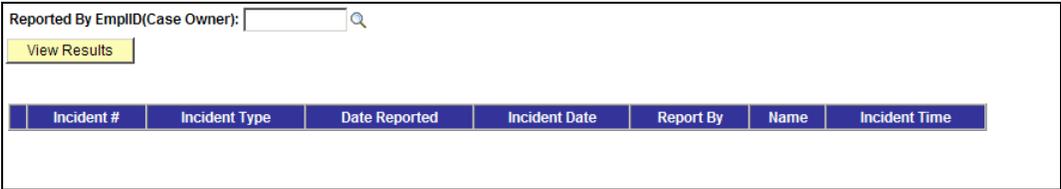
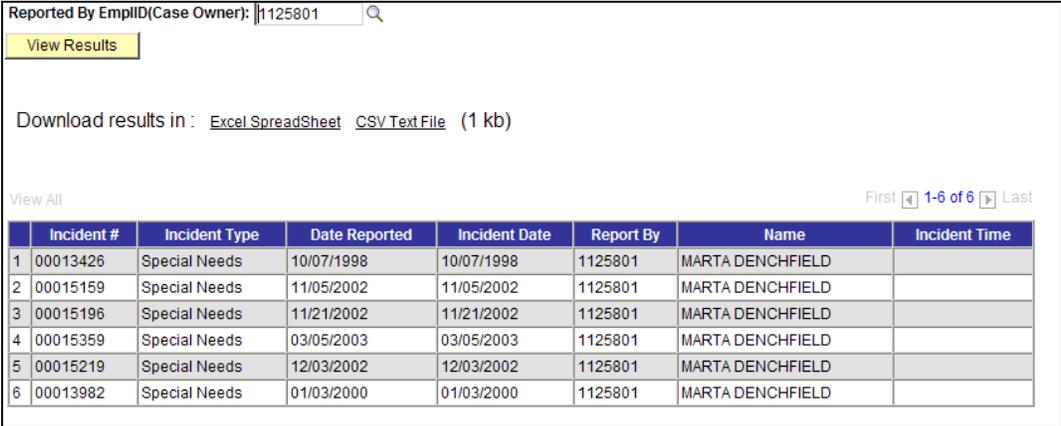
To proceed, click the **Home** hyperlink in the top right corner of to return to Portal, **WorkLife Program** pagelet to continue, or select the **Sign Out** hyperlink. It is helpful for later activities to write down the incident number.

## How to Run a Worklife Report

**Use** Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

- Prerequisites**
- Incident Details
  - Injury
  - Manage Case
  - Correct Plan

Portal Link/Report Title	Description
Case Owner Incidents Report	This query generates a list of Incidents for any given case owner you designate in the parameters. The system will prompt you for an EmplID of the case owner. The case owner is designated by the EmplID that is in the Reported By EmplID field in the Incident Details component on the Notifications page.
Member Incidents Report	This query generates a list of Incidents by members who are associated with an Incident. The system will prompt you for an EmplID of the Member you want to run the report for.

Step	Action
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Case Owner Incidents Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Reported By EmplID (Case Owner):</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> 

Step	Action
1	<p>In the <b>Worklife Reports</b> pagelet click on the <a href="#">Member Incidents Report</a> hyperlink:</p>  <p>A prompt will pop up in a new window.</p>  <ul style="list-style-type: none"> <li>• Enter the Member EmplID:</li> <li>• Click View Results</li> </ul> <p>The report output will display in the following format</p> 