Work-Life Information Management System (WIMS)

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

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

CG-111	CAPT Joel Rebholz	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.

Please fill out online or print neatly!

U.S. DEPARTMENT OF HOMELAND SECURITY U. S. Coast Guard CG-7421G (Rev. May 2013)	**DIRECT ACCESS WORK-LIFE MANAGEMENT SYSTEM USER ACCOUNT AUTHORIZATION**

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:

- ☐ Family Advocacy Specialist
- ☐ Family Advocacy Program Manager
- ☐ Special Needs Specialist
- ☐ Special Needs Program Manager
- ☐ Substance Abuse CDAR
- ☐ Substance Abuse SAP
- ☐ Substance Abuse Program Manager
- ☐ Sexual Assault Specialist
- ☐ Sexual Assault Program Manager
- ☐ Critical Incident Stress Management Specialist (CISM)
- ☐ CISM Program Manager
- ☐ Employee Assistance Specialist
- ☐ Employee Assistance Program Manager
- ☐ Workplace Violence & Threatening Behavior Specialist
- ☐ Workplace Violence & Threatening Behavior Program Manager
- ☐ Victim Witness Specialist
- ☐ Victim Witness Program Manager
- ☐ _________________________(Other Role, not listed above)

WIMS User Access Approval:

Please see "How to complete and route the User Access Form (CG-7421G)" at http://www.uscg.mil/ppc/wims/ for the approval process and listing of authorized approvers

Direct Access User Roles:

Direct Access user roles and access are administered separately. Please complete form CG-7421B for changes/additions to Direct Access user roles.

Revocation:
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 http://www.uscg.mil/ppc/ccb or http://cgweb.ppc.uscg.mil/ccb/ or via email at PPC-DG-CustomerCare@uscg.mil

8. **Authorizing Official** *(Signature & **Typed or printed** name, Rank, Title (HSWL Product-Line Manager (PLM) (Field Office Supervisor)) & Phone Number):*
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 **AND PRINTED or TYPED** Name, Rank, Title,

8a. Area Code & Phone (ext):	9. Date:

10 . **Approving Official** *(Signature & **Typed or printed** name, Rank, Title (Headquarters Program Manager, Work-life Division Chief):*
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 **AND PRINTED or TYPED** Name, Rank, Title,

10a. Area Code & Phone (ext):	11. Date:

Privacy Act Statement

AUTHORITY:	Executive Order 10450, 9397; and Public Law 99-474, the Computer Fraud and Abuse Act.
PRINCIPAL PURPOSE:	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.
ROUTINE USES:	None.
DISCLOSURE:	Disclosure of this information is voluntary; however, failure to provide the requested information may impede, delay or prevent further processing of this request.

Acknowledgment: 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:	**Fax to: (785) 339-2297** (fax only page 1, do not fax instructions)

Please "How to complete and route the User Access Form (CG-7421G)" at http://www.uscg.mil/ppc/wims/ for additional/updated information.

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	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: • Select the following links on the Portal home page: Self Service for Commands > Use > **Command Information** • 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. • Click the Search button to continue. • When the Airport Terminal displays click on the **CG Dept Run** tab. • Choose "Civilian" from the drop-down menu in the Source field. • Click the **Execute** button. The roster section will fill in with the information. Only the first five rows will be displayed. Click the View All link to see the remaining rows. The Employee ID number is shown in the second column.
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.

Role	Requires Approval by:
1. Family Advocacy Specialist	Please "How to complete and route the User Access Form (CG-7421G)" at http://www.uscg.mil/ppc/wims/ for additional/updated information
2. Special Needs Specialist	
3. Family Advocacy PM	
4. Special Needs PM	
5. Substance Abuse CDAR	
6. Substance Abuse SAP	
7. Substance Abuse PM	
8. Sexual Assault Specialist	
9. Sexual Assault PM	
10. Critical Incident Stress Management Specialist (CISM)	
11. CISM PM	
12. Employee Assistance Specialist	
13. Employee Assistance PM	
14. Workplace Violence & Threatening Behavior Specialist	
15. Workplace Violence & Threatening Behavior PM	
16. Victim Witness Specialist	
17. Victim Witness PM	

Block	Instructions
8	The HSWL Regional Manager (RM) (Field Office Supervisor) will complete block 8.
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.

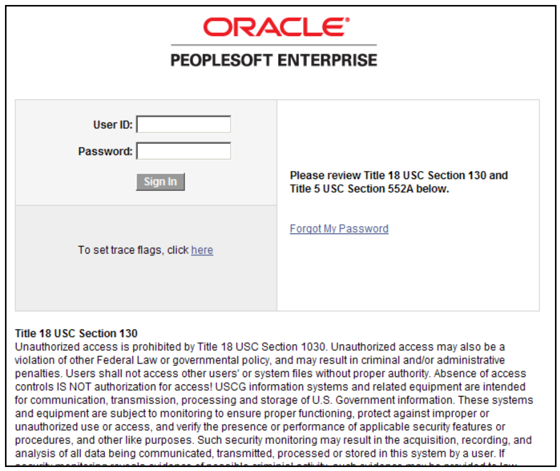
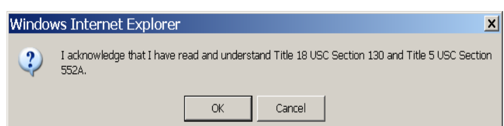
How to use the Action Request Page with the Approval Workflow Engine (AWE) to Review, Approve, and Transfer or Deny an Action

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

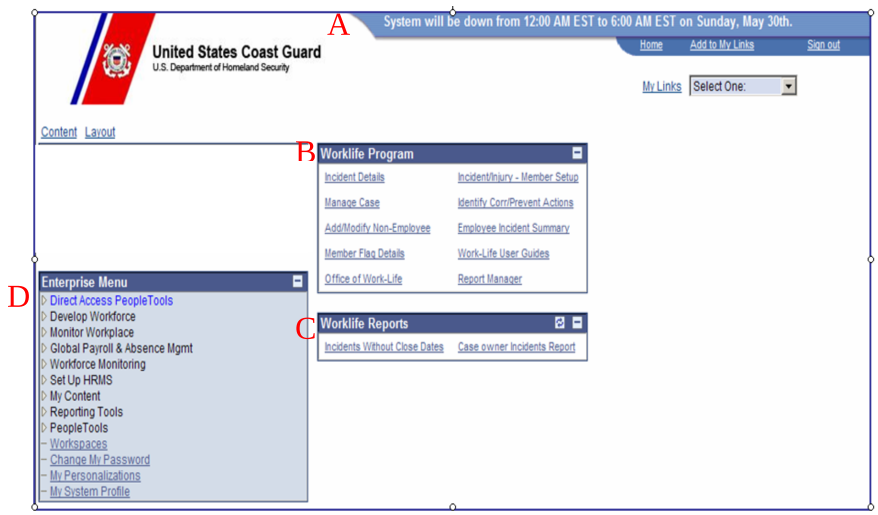
Step	Action
1	• At the Oracle log in screen, enter your provided **User ID** and **Password** in the fields provided.  • Select the **Sign In** button • The *<u>Title 18 USC Section 130 and Title 5 USC Section 552A</u>* acknowledgement window will appear.  • Select the **OK** button.

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



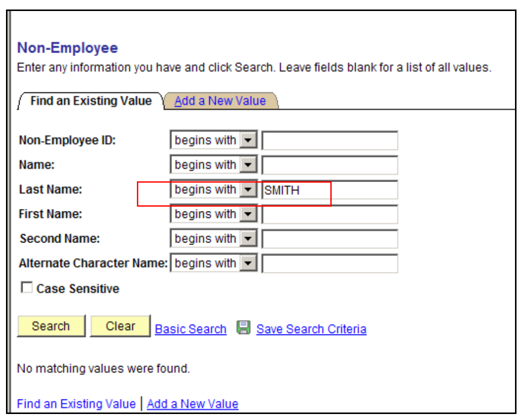
How to Add a Non Employee

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

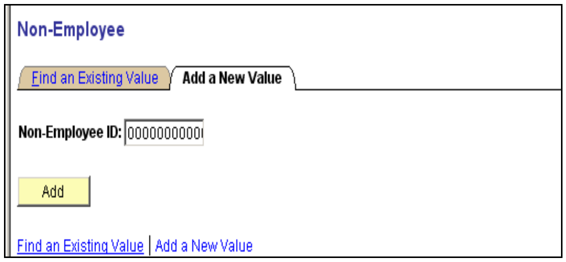
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>First search to see that the person doesn’t already exist in the system by navigating to the Non-Employee.</td></tr>
<tr><td>2</td><td>

Enter the person’s Last Name and click the Search button.
If there are “no matching values found”, select the Add a New Value tab (Step 3).
If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.

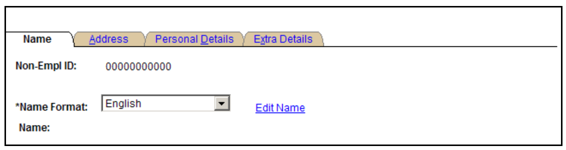


Note: If non-employees share the same first and last name, identify based on address or other unique information.
</td></tr>
</table>

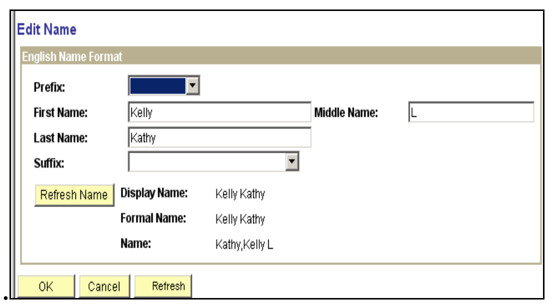
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Add button.



Upon Save, the system will automatically generate the Non-Employee ID number. Please do NOT type one in.</td></tr>
<tr><td>4</td><td>Select the Edit Name hyperlink to add the persons name to the system.



Enter the First Name, Middle Name (if known) and the Last Name into each field provided.
Prefix and Suffix are optional fields.



Click the OK button
</td></tr>
</table>

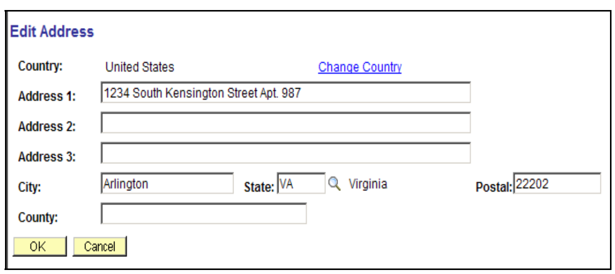
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

Select the **Address** tab.

- **Country** defaults to USA. You can click on the magnification glass icon to change the **Country** if it is one other than the USA default.
- Click on the **Edit Address** hyperlink

On the **Edit Address** page, enter the following information

- **Address** is the street address (and apt if applicable) for the non-employee.
- **City**
- **State**: Use the two letter postal abbreviation for the state or click on the magnification glass icon and choose **State.**
- **Postal** is the five-digit zip code (if known).



- Select the **OK** button.

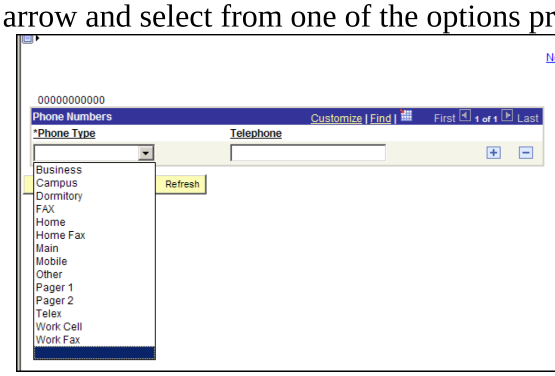
Note: *Do not use Address 2, Address 3 or the County fields.*

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

Select the **Phone** hyperlink at the bottom of the **Address** tab to enter the phone number (if known).

- Select the **Phone Type,** i.e., Work or Home, by selecting the down arrow and select from one of the options presented.



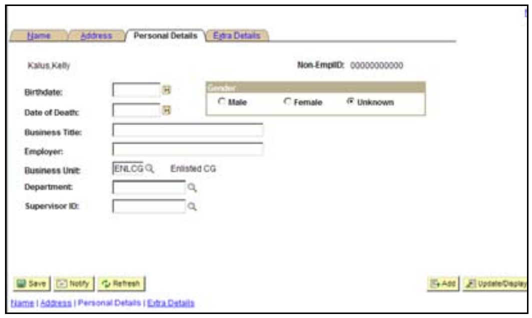
- In the **Telephone** field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.
- Click on the "+" or "-" buttons to add or delete telephone numbers.

Select the **OK** button when finished adding or deleting numbers.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>
Click the Personal Details tab. There are only two fields being used on this page for non-employees: Birthdate and Gender.

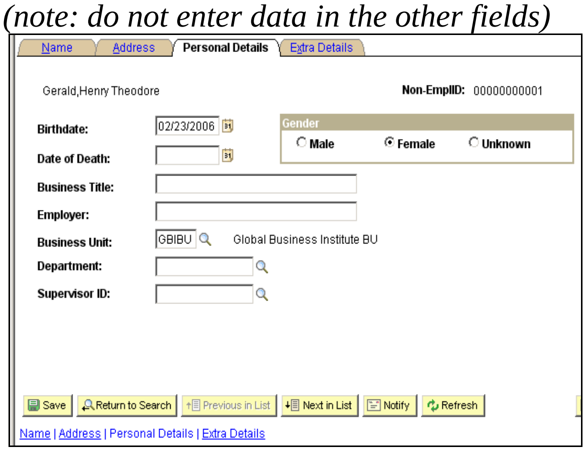
- In the **Birthdate** field, enter the birth month, day and year (*092468*)



Or, select the calendar icon and select the date from the calendar.

- Select radio button for **Gender** (Male, Female or Unknown)

(note: do not enter data in the other fields)



- Select the **Save** button.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>Click the Extra Details tab to enter additional contact information.


Select the Save button.
Note: After saving, the Non-EmplID will be assigned and displayed.</td></tr>
</table>

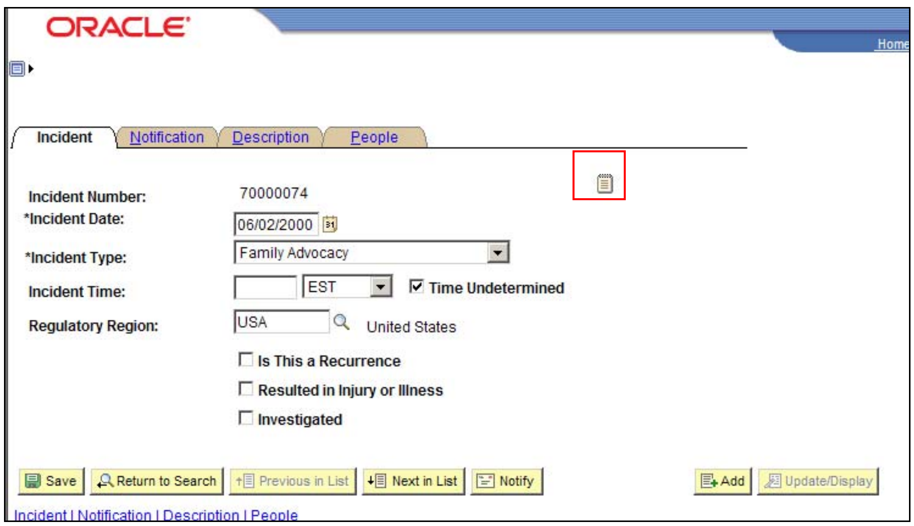
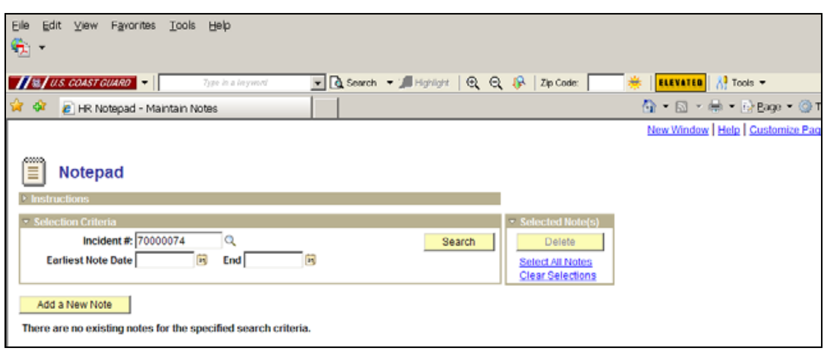
End of Adding a Non Employee into the System

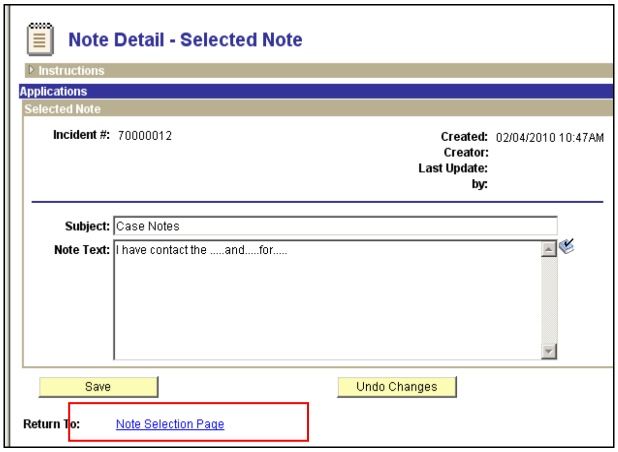
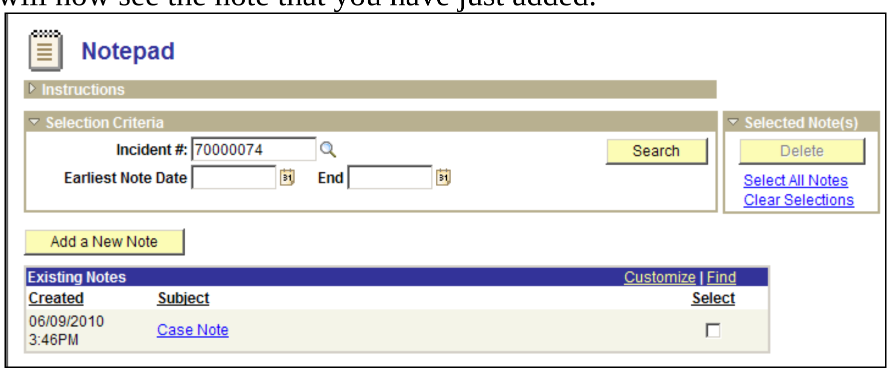
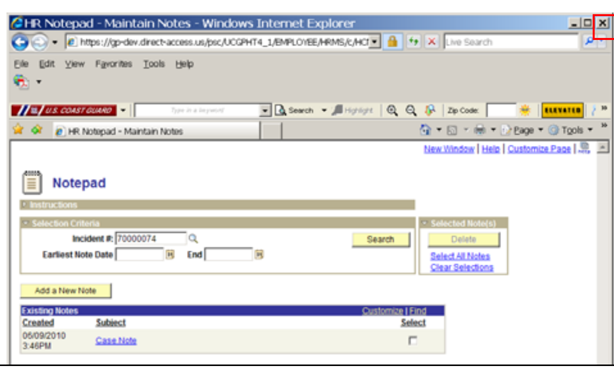
How to Use the Notepad

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	To create a Note for a specific Incident, click on the **Notepad** icon on the Incident Details page. 
2	A new window will open. The Incident number is pre-populated.  • Click on the **Add a New Note** button.

Step	Action
3	To record a note for the selected Incident do the following: • Type the **Subject.** The Subject field is the only searchable field in Notepad, so it is best to write clear, descriptive titles for the notes. • Write the note into the **Note Text** box. • Click on the **Save** button. • To return to the main Notes pages, click on the **Note Selection Page** hyperlink at the bottom of the page.  You will now see the note that you have just added. 
4	To exit and close the window, select the [**x**] at the top right corner of the window. 

End of instruction on using the Notepad

How to use the Action Request Page with the AWE

<u>Role: Initiator</u>

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

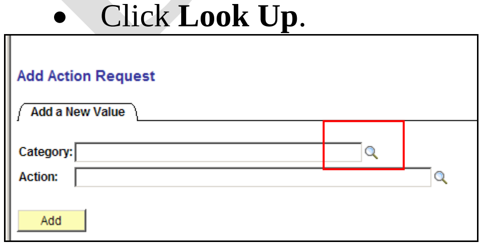
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

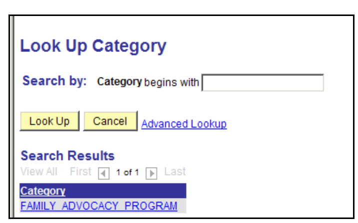
From the **Portal,** select the hyperlink **Add Action Request** to initiate the request.

</td></tr>
<tr><td>2</td><td>

On the **Add Action Request** page, select the Worklife Program (Category) and the Actions that are applicable:

- Click on the magnifying glass icon to select the **Category** (Work Life Program).
- In the **Search by** box, type the first word or few letters of the Work Life Program.
- Click **Look Up**.





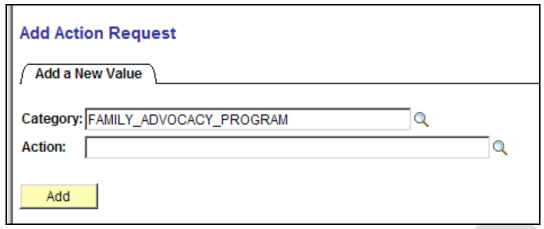
- Select the desired Work Life Program by clicking the hyperlink.

(***Note:*** *If you do not see the Work Life Program, then contact your security administrator for the proper roles and permissions)*

</td></tr>
</table>

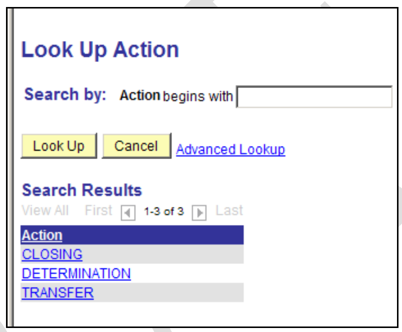
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

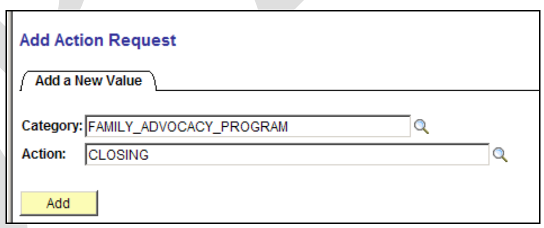
On the **Add Action Request** page, do the following to add the Action:



- Click on the magnification glass icon to select the **Action**. Actions are specific to each Work Life Program.

Chose the action by clicking on the hyperlink for the desired program.



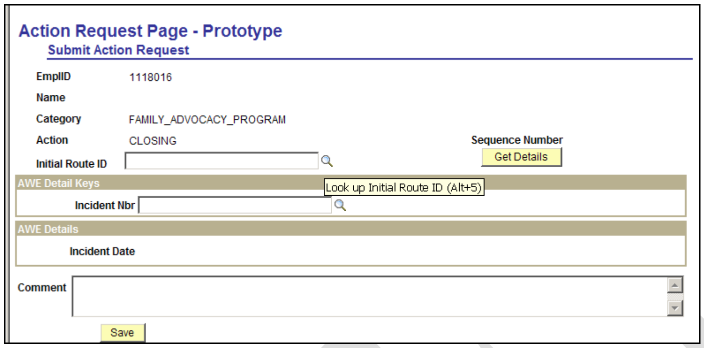


- Click on the **Add** button

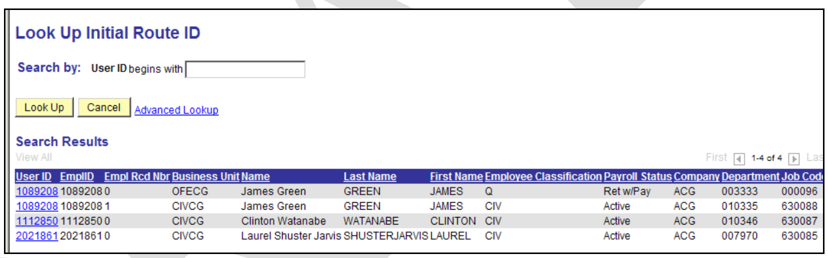
</td></tr>
</table>

Step	Action
4	To select the approver, complete the following fields:

- **Initial Route ID** - Select the magnifying glass icon and select an approver from the presented list.

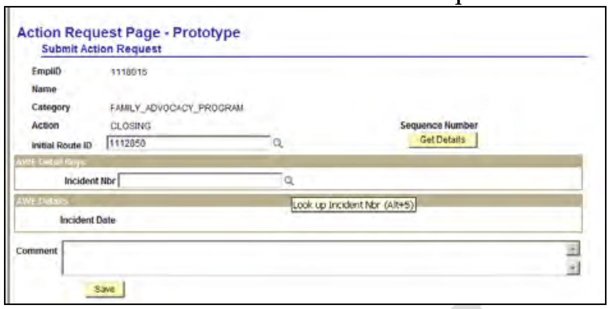


If the person you wish to route the action is not on the list contact your security administrator. If they are, continue by selecting the User ID hyperlink for the approver.

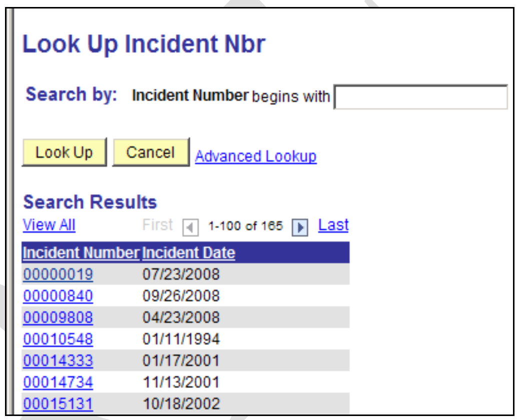


<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

Select the associated incident for the Action Request:



- **Incident Nbr –** Either type in the incident number or select the magnifying glass icon and select the desired Incident number from the presented list.



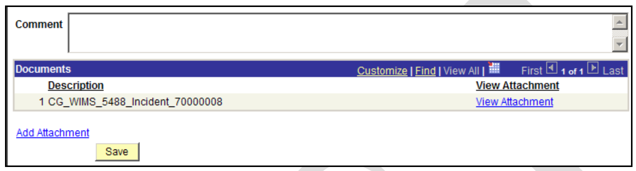
- Select the Incident Number hyperlink. If the Incident is not on the list that is presented or you don’t have the incident number, return to the instructions on “*How To Add an Incident*” to either add an incident or search for the incident number related to the action you wish to perform.

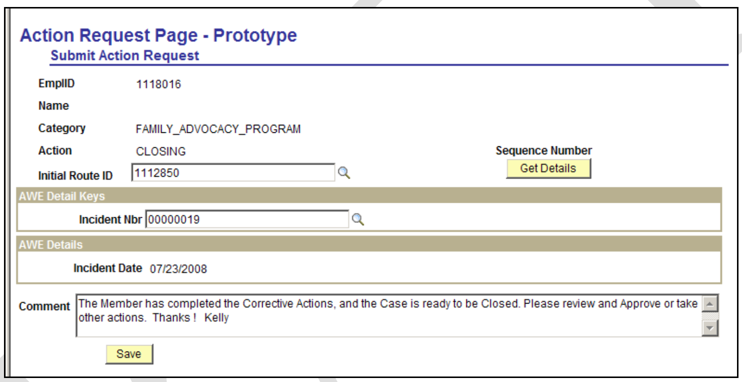
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

- After entering the **Incident Nbr**, click the **Get Details** Button to automatically populate the **AWE Details.**
- Enter any **Comments** you wish to send to the approver in the Comment window.
- **Add Attachment (***if applicable***):** Select the Add Attachment hyperlink (refer to S*tep 1, Form Generation*).

  Note: *Not all Actions will have the capability to Add Attachments.*





- Click on the **Save** button.

</td></tr>
</table>

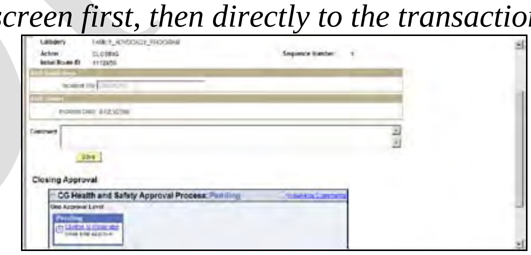
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>
After the system finishes processing, the following changes will occur:

- The **CG Health and Safety Approval Process** window appears at the bottom of the page with a box displaying the approver Name and that it is in the "Pending" stage.

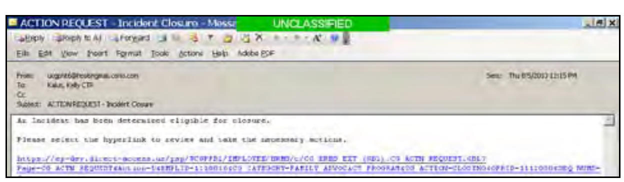
- The initiator will receive an automatically generated email to confirming their submission.

- To review the status of the Action when you receive the email. Simply click on t he hyperlink in the email (also refer to **Step 11** to **Review Transactions**).

Note: *If you are not logged into Direct Access, you will be taken to the log in screen first, then directly to the transaction.*



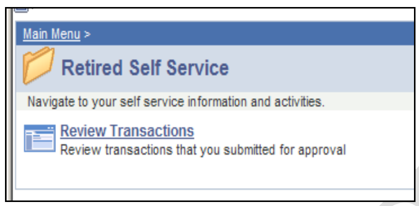
The approver will be sent an email to review and take the necessary actions (*Approve/Deny/Push Back*).

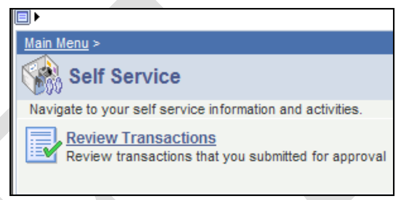


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>

The initiator can **Review Transactions** by navigating to **Self Service**





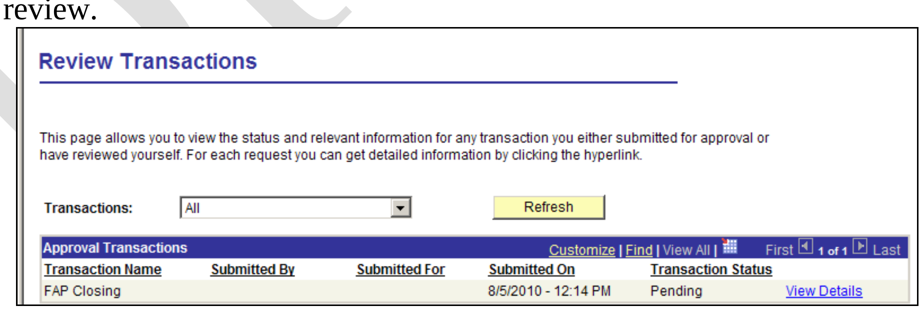
- Click on the **Review Transactions** hyperlink

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:

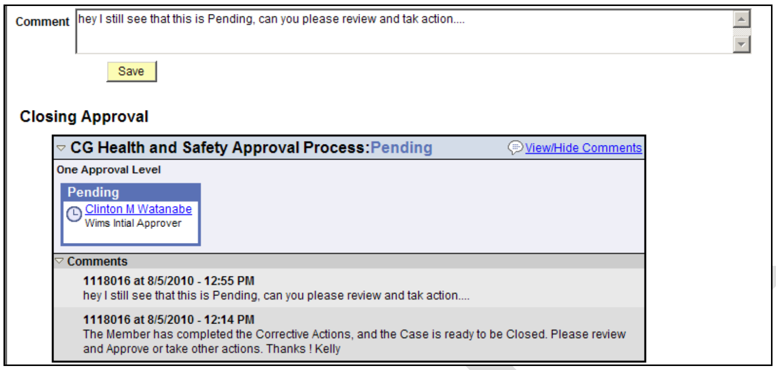
Click on the **View Details** hyperlink next to a Transaction you wish to review.



</td></tr>
</table>

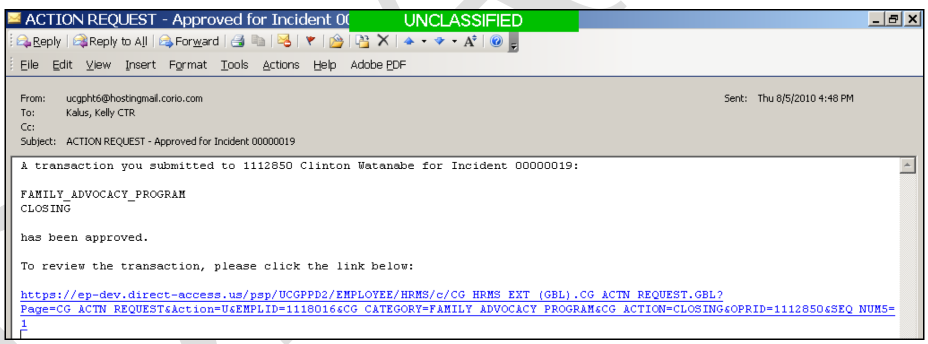
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>

- To add more information and comments on a “Pending” action for the approver to review do the following:
- Type the additional **Comment** in the box, and click **Save.**
- To review Comments, click on the **View/Hide Comments** hyperlink.

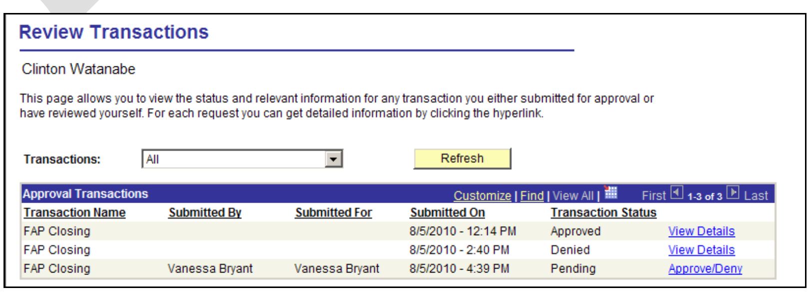


</td></tr>
<tr><td>10</td><td>

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.**



</td></tr>
</table>

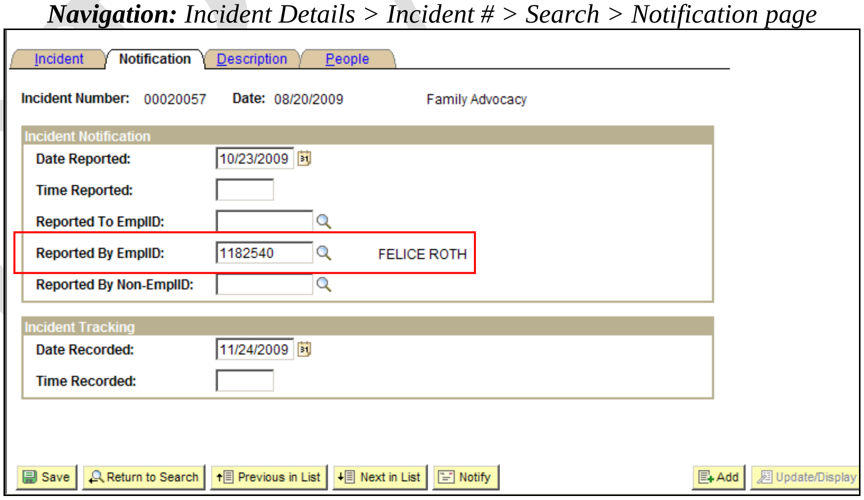
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>10</td><td>
After the Approval, the Incident will be automatically updated on the Incident page as follows:

Action = Closing: A Date Closed will be auto updated and removes the Assignment Flag.

Navigation: Manage Case > Enter Incident # > Search

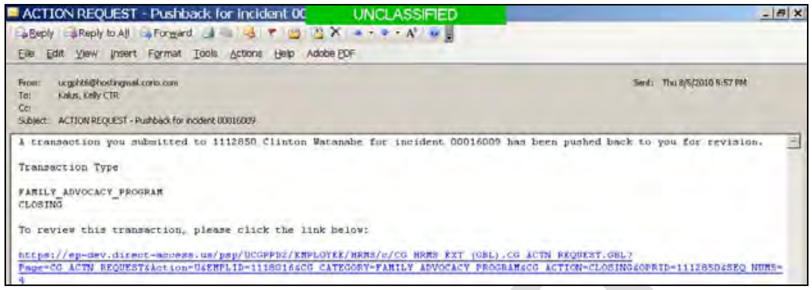
Action = Transfer: The Reported By Emplid will be populated with the new “case” worker.

Navigation: Incident Details > Incident # > Search > Notification page

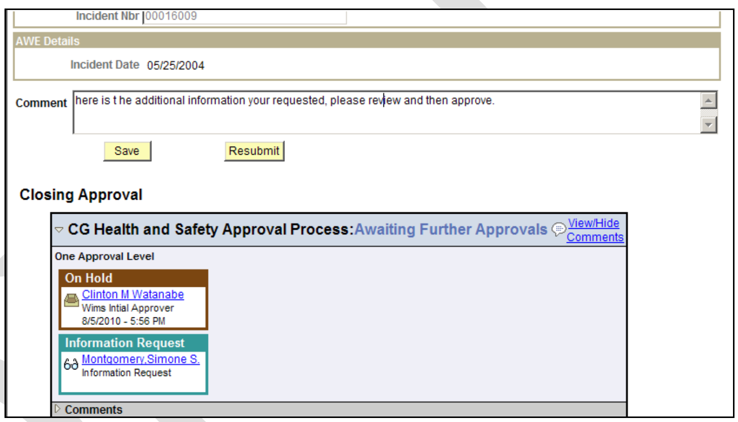


Note: Substance Abuse Program (only): Once the originating CDAR, the initiator, has transferred the incident and it is approved, the initiator will no longer have access to the incident.
</td></tr>
</table>

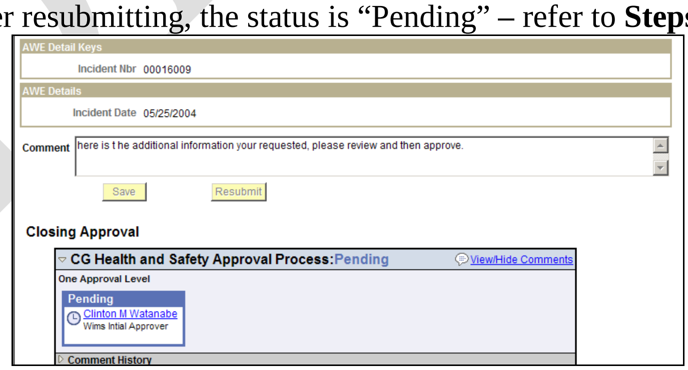
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>11</td><td>
The following will occur if the approver performs a Push Back on an Action Request:



Click on the hyperlink in the email, or Review Transactions (Refer to Step 8) to review.
Provide additional information by typing in the Comment box.
Click on the Resubmit button.



After resubmitting, the status is “Pending” – refer to Steps 7 and 10.



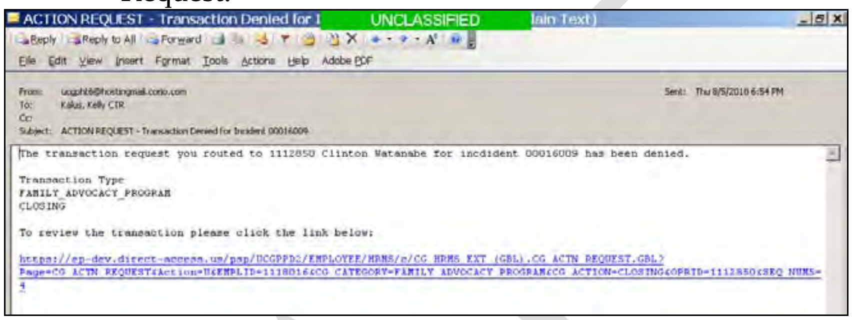
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>12</td><td>

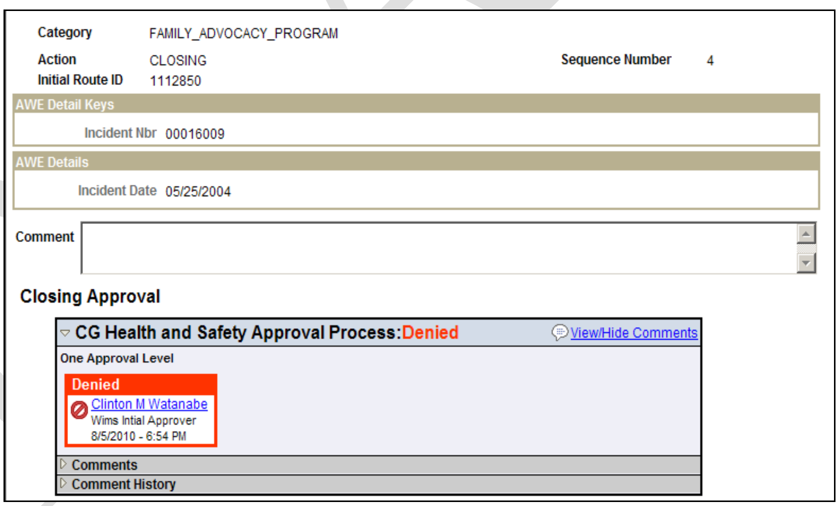
The following will occur if the approver performs a **Deny** on an Action Request:

- The initiator will receive an auto generated email and in their Review Transactions informing them of them that the Action Request has been denied.

Note: The initiator will not be able to Resubmit the request, and instead would be required to initiate a ***new*** Action Request.



- Click on the hyperlink in the email to review the Action, Comments, and Comment History. Refer to **Step 8** to **Review Transactions.**



</td></tr>
</table>

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

Approval Workflow Engine (AWE) Approver User Guide

Table of Contents

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.

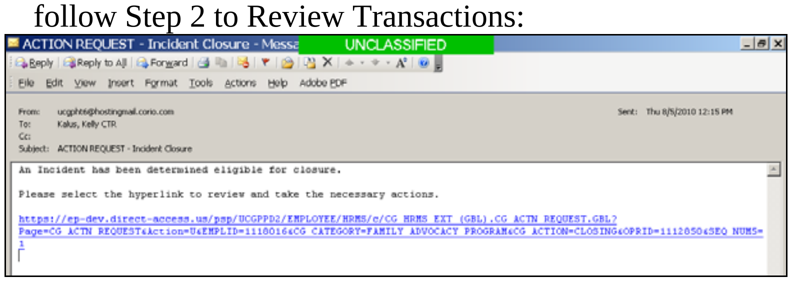
The ***approver*** will take the following actions:

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

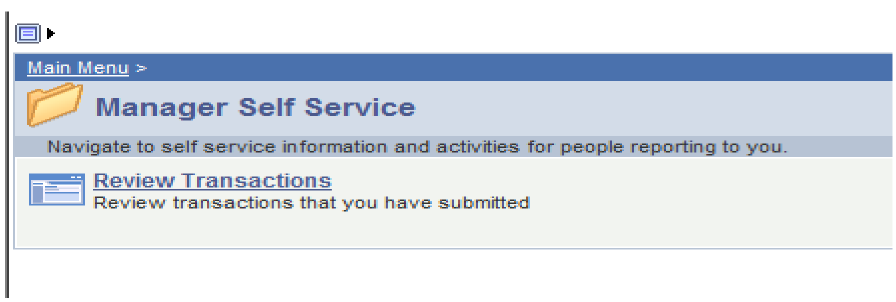
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>The approver will automatically receive an email from the initiator with a link to the page for review and actions.

You can take the following steps to access the transaction:

• From the auto email, click on the hyperlink in the email and/or follow Step 2 to Review Transactions:


You can Approve, Pushback or Deny (see further steps below).

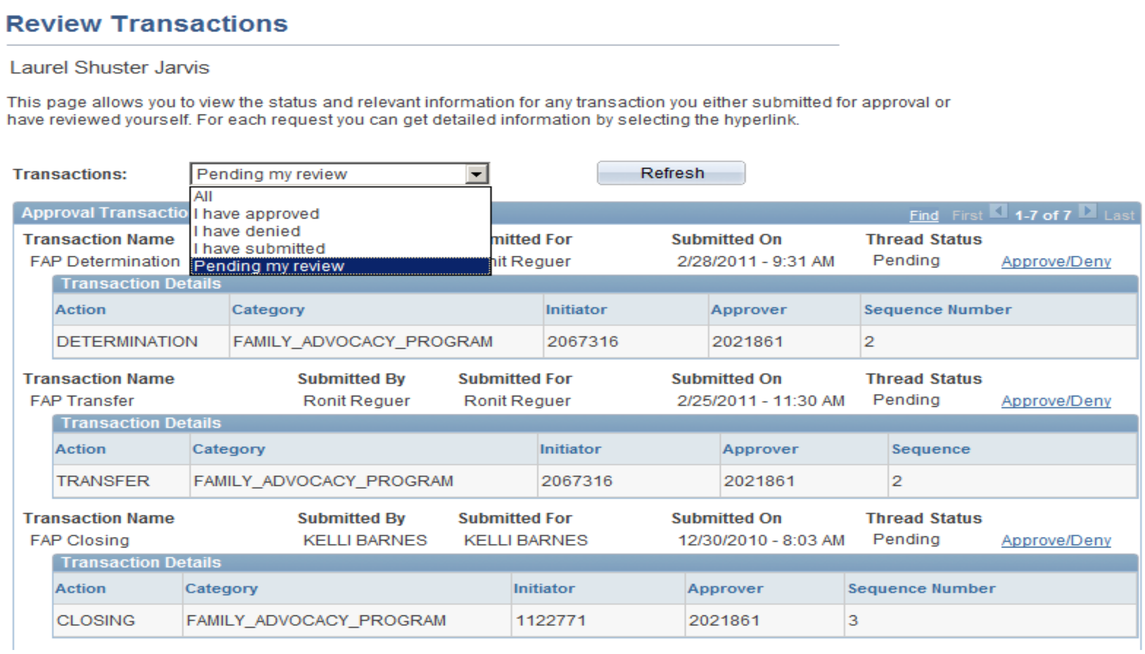
</td></tr>
</table>

Step	Action
2	The approver can **Review Transactions** by navigating to "**Manager Self Service"** from the Enterprise Menu  • Click on the **Review Transactions** hyperlink 

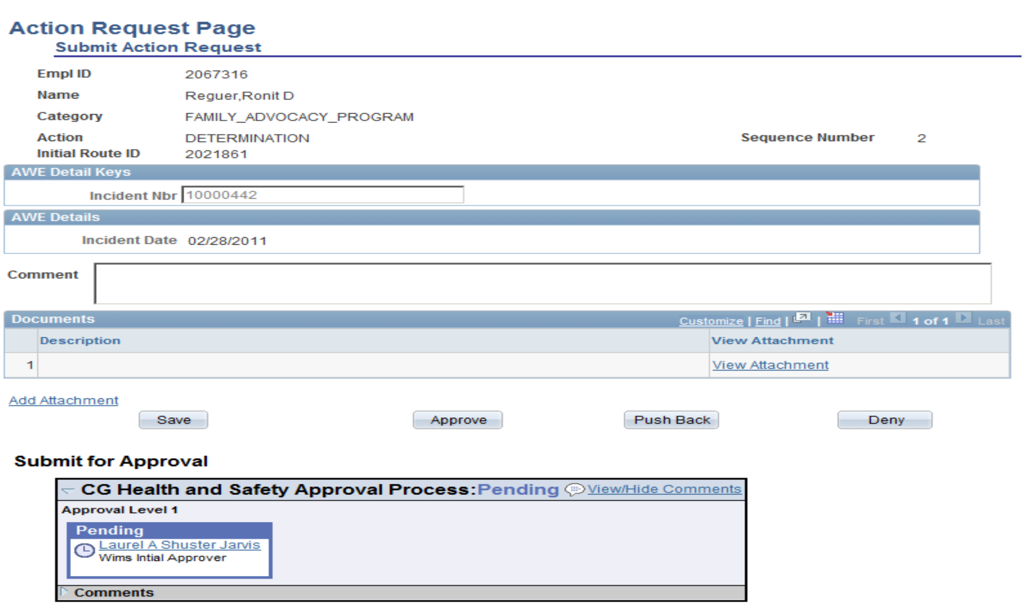
On the **Review Transaction** page, select the drop down list to review the Transactions. The options are:

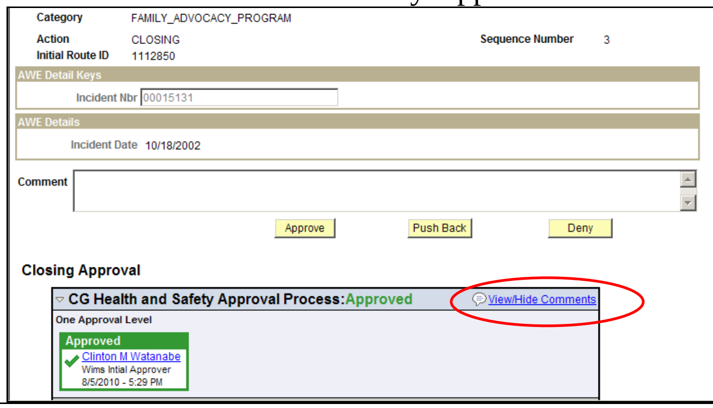
- **All**
- **I have approved**
- **I have denied**
- **I have submitted**

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

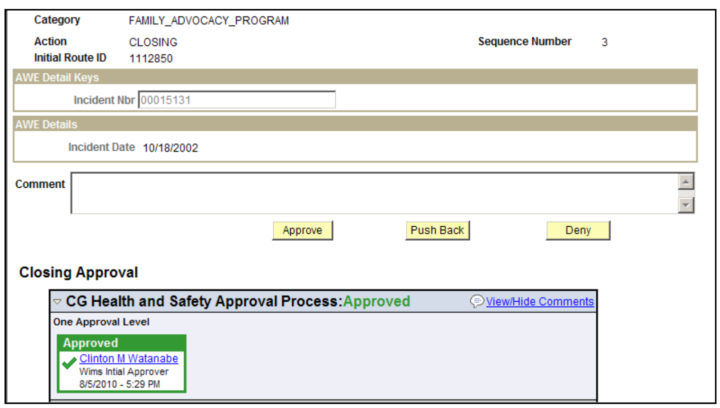


Click on the **Approve/Deny** hyperlink next to a Transaction you wish to take action.



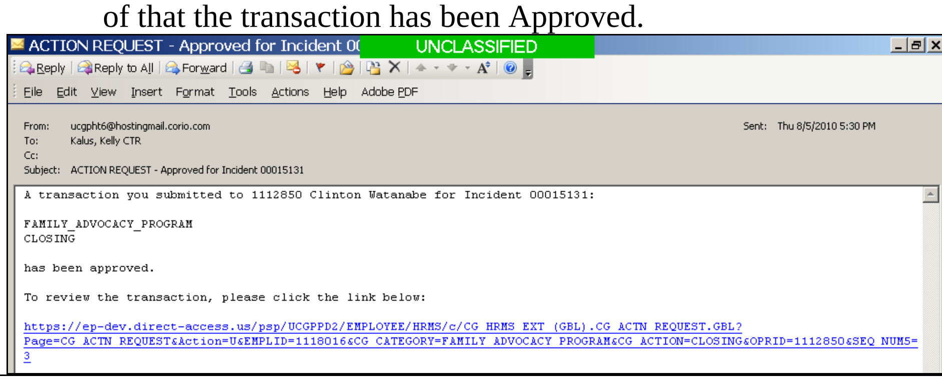
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>To view comments on the transaction, click the View/Hide Comments link in the CG Health and Safety Approval Process box.

</td></tr>
<tr><td>4</td><td>To Approve a transaction:

Enter any notes in the Comments field. You must do this first. You will be unable to add comments after approving the transaction.
Click on the Approve button



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.


</td></tr>
</table>

Step	Action

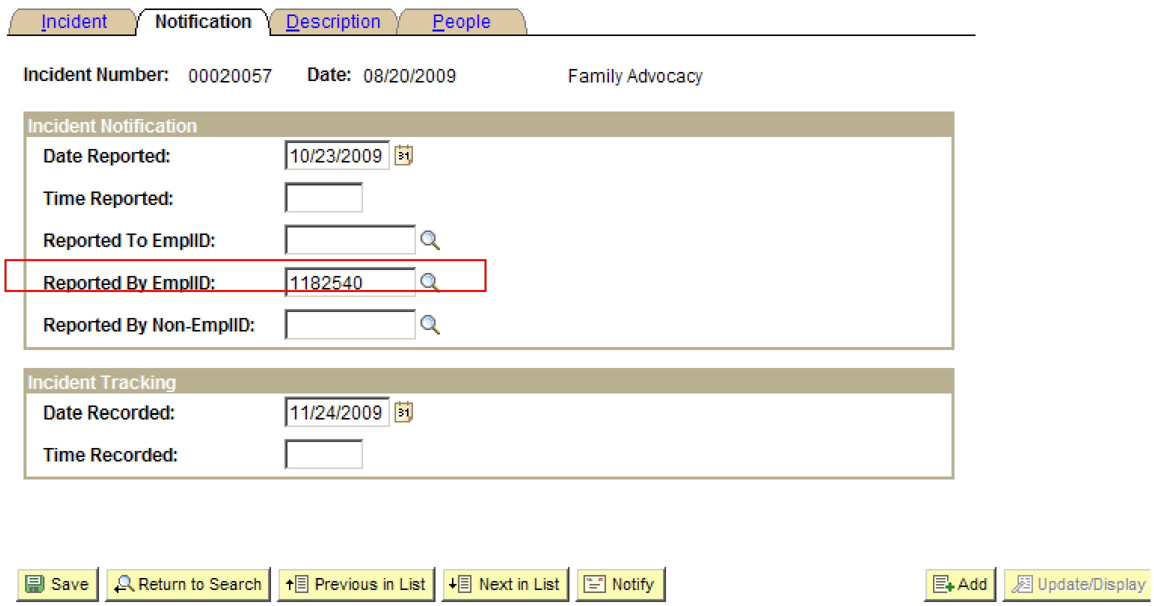
After the Approval, the Incident will **automatically be updated** as follows:

- **Action = Closing:** A **Date Closed** will be auto updated and removes the Assignment Flag.

Navigation: ***Manage Case > Enter Incident # > Search***

- **Action = Transfer:** The **Reported By Emplid** will be populated with the new "case" worker.

Navigation: *Incident Details > Incident # > Search > Notification page*

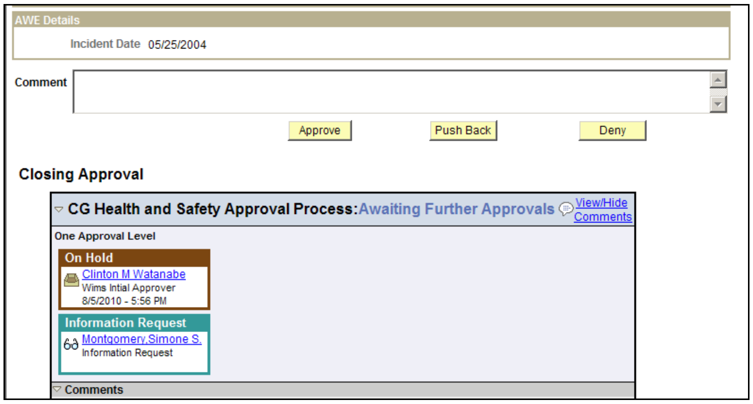


Note: Substance Abuse Program (only): *Once the originating CDAR, the initiator, has transferred the Incident and it is approved, the initiator will no longer have access to the Incident.*

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

To **Push Back** a transaction:

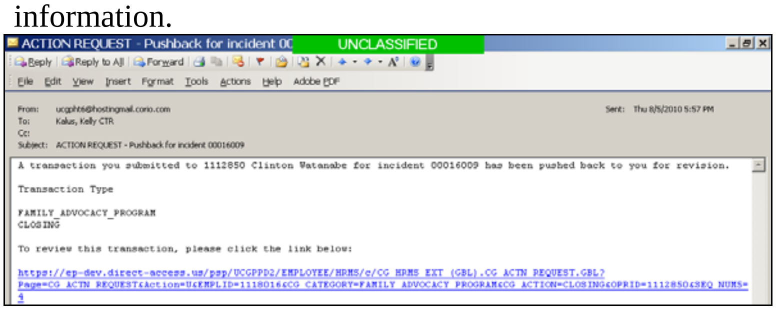
- Enter any notes in the Comments field. You ***must*** do this first. You will be unable to add comments after approving the transaction.
- Click on the **Push Back** button



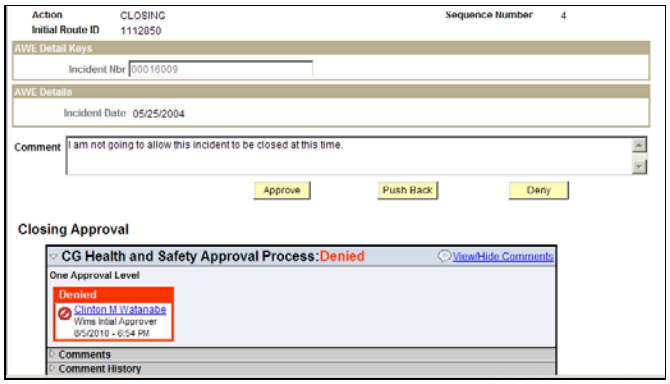
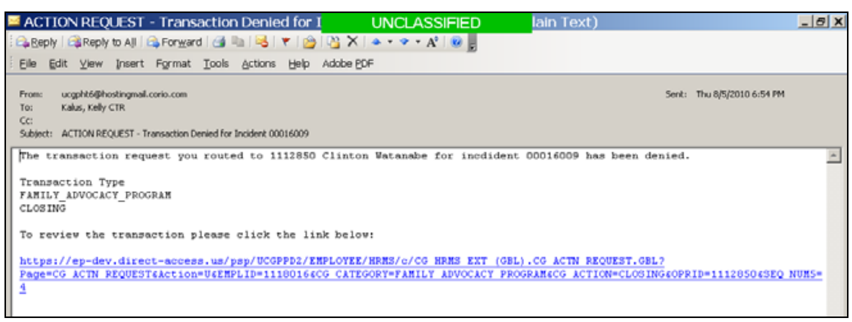
- After the system finishes "*Processing*", the following items will occur:

- The **CG Health and Safety Approval Process** status changes from "Pending" status to "On Hold" and sends an Information Request to the initiator.

- The *initiator* will receive an auto generated email informing them of them that the Action Request is "On Hold" and requires more information.



</td></tr>
</table>

Step	Action
6	To **Deny** a transaction: • Enter any notes in the Comments field. You ***must*** do this first. You will be unable to add comments after approving the transaction. • Click on the **Deny** button • After the system finishes processing, the **CG Health and Safety Approval Process** changes from "Pending" status to "Denied."  • The initiator will receive an auto generated email and in their Review Transactions informing them of them that the Action Request has been denied**.** **Note**: The initiator will not be able to Resubmit, and instead would be required to initiate a ***new*** Action Request. 

Appendix A – AWE Actions by Program

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

WIMS User Guides by Program:

CRITICAL INCIDENT STRESS MANAGEMENT (CISM)

EMPLOYEE ASSISTANCE

FAMILY ADVOCACY

SEXUAL ASSAULT

SPECIAL NEEDS

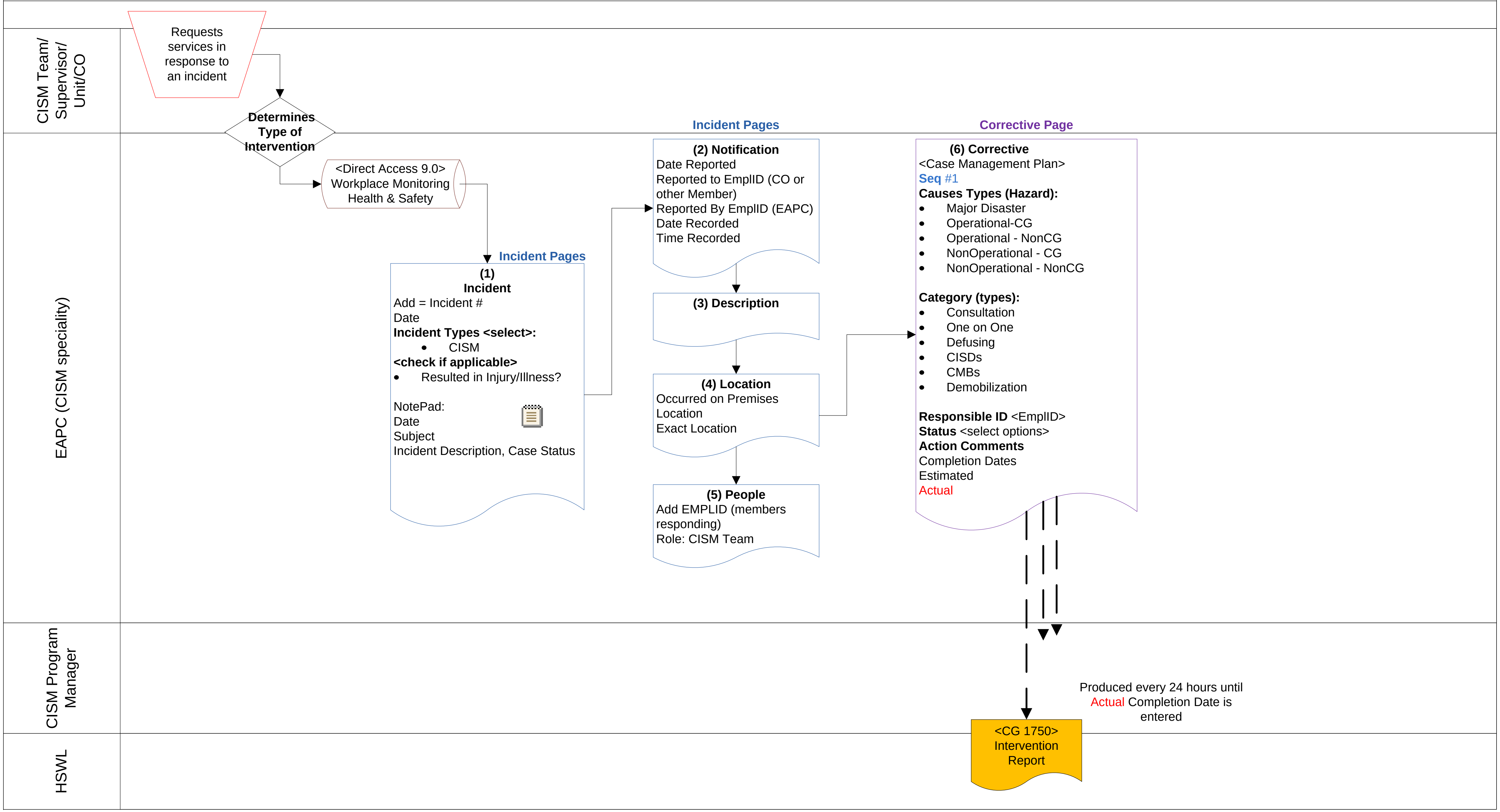
SUBSTANCE ABUSE

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

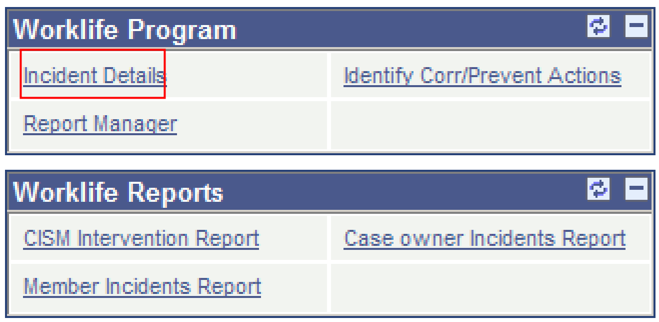
How to Enter a CISM Incident

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.

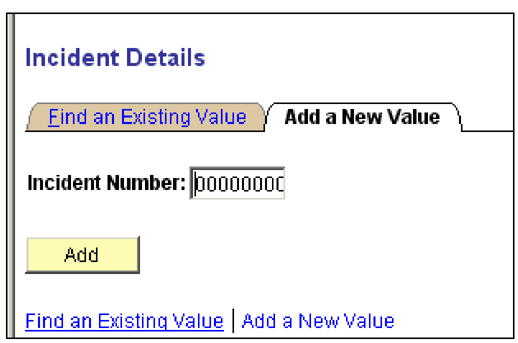
Pages

- Incident
- Notification
- Description
- Location
- People

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
To add a new incident, click on **Incident Details**:



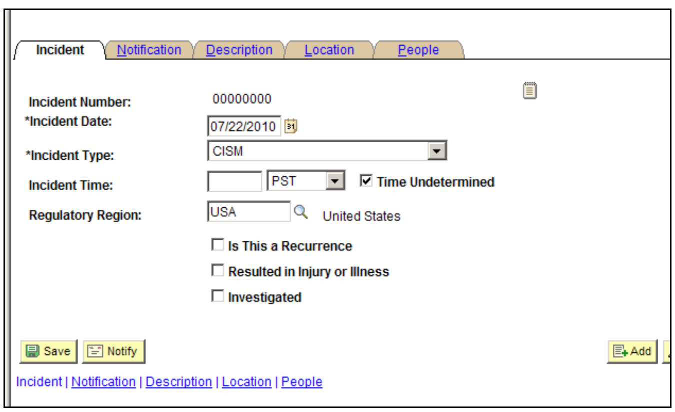
- Select the **Add a New Value** tab.



- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.
</td></tr>
</table>

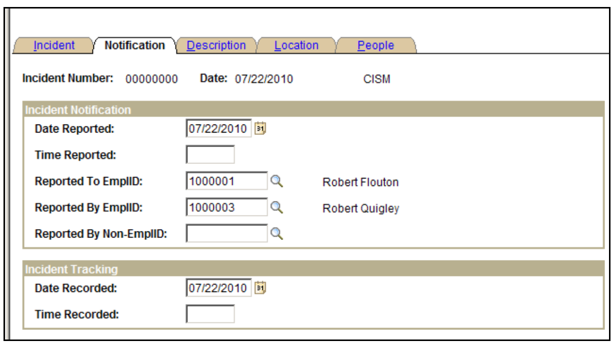
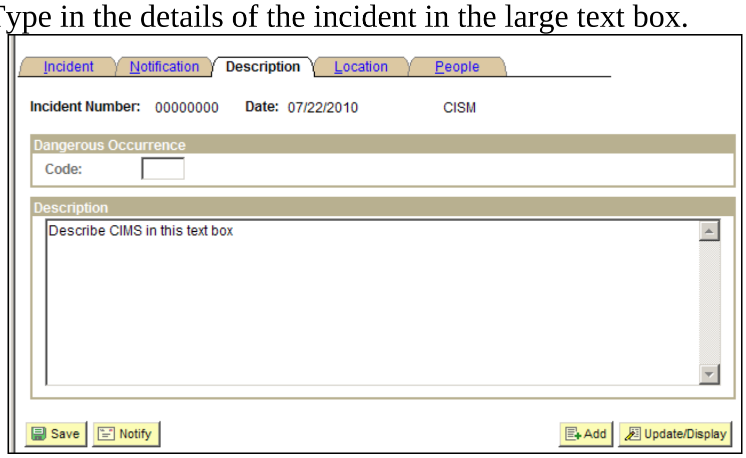
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>
On the Incident tab, do the following:

Incident Date: 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.
Incident Type: From the drop down option, select CISM
Incident Time and time zone: This is a required field so if the time is unknown, check the field of Time Undetermined box. Please do not check the Time Undetermined box AND enter a time. Use only one or the other.
Resulted in Injury or Illness: This is a required field. Check the box.
Is this a Recurrence: Leave blank. Please do NOT use this for CISM.
Investigated: Leave blank. Please do NOT use this for CISM.



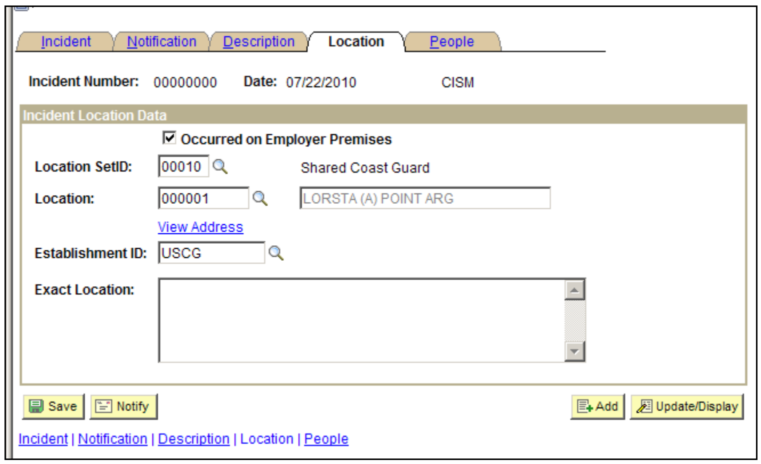
Click the Save button.
 Use the Notepad to enter any additional information on the incident. To access the Notepad, click the icon. Please refer to the instructions on “How to Use the Notepad.”

Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.
</td></tr>
</table>

Step	Action
3	Select the **Notification** tab and enter the following data: • **Date Reported:** This cannot be a date earlier than the Incident Date. • **Time Reported**: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank. • **Reported To EmplID**: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank. • **Reported By EmplID:** Click on the magnifying glass icon, and choose the EAPC entering and managing the incident. • **Reported By Non-EmplID**: Leave blank. Please do not use for CISM. • **Date Recorded:** Keep the default date (today's date). • **Time Recorded:** Enter time as military time and upon save it will be formatted to regular time and AM/PM. 
4	Select the **Description** tab • Type in the details of the incident in the large text box.  • Click the **Save** button.

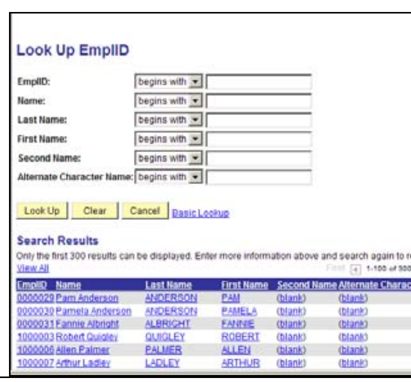
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Select the Location tab and enter the following data:

Occurred on Employer Premises: Please check the box.
Location SetID: Enter 00010
Location: Select the magnifying glass icon and select the location of the incident.
Establishment ID: Enter USCG
Exact Location: This is an optional description. Enter if known.



</td></tr>
<tr><td>6</td><td>Select the People tab to add BOTH Alleged Offender(s) and the Victim(s) to an incident.

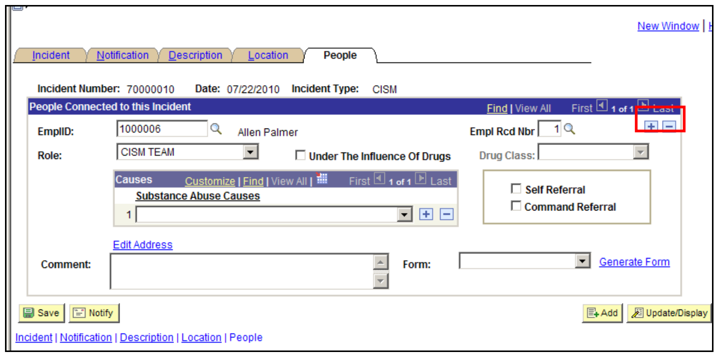
Select the EmplID or Non-EmplID (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon next to the field.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

- After the EMPLID has been selected, select the **Role** from the drop down box as **CISM Team**
- To add more than one person associated to this incident, click the **[+]** and the steps to add a person.



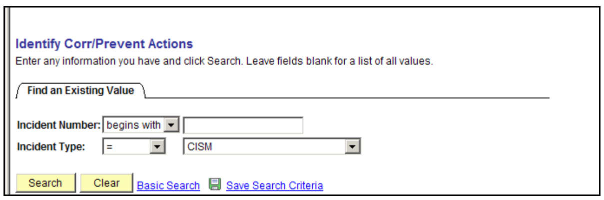
- Click the **Save** button after you have added all people connected to this incident.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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

<table>
<tr>
<td>1</td>
<td>
Create a Corrective Plan by first search for the entering the Incident Number or Incident Type as CISM.

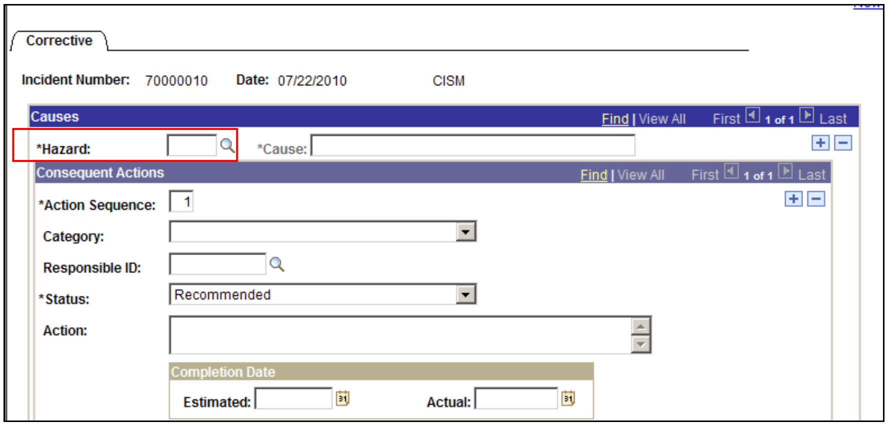


If known, enter the incident number and click the Search button.
If not known, select CISM for the Incident Type, leave the Incident Number field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have the incident number.

</td>
</tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

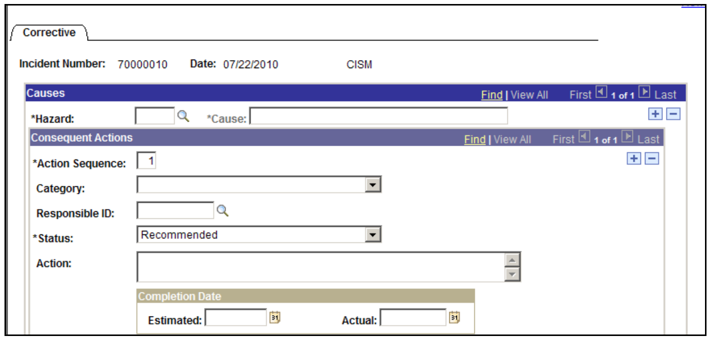
On the **Corrective Page**, click on the magnifying glass icon to look up the **Hazard** type from the list presented:

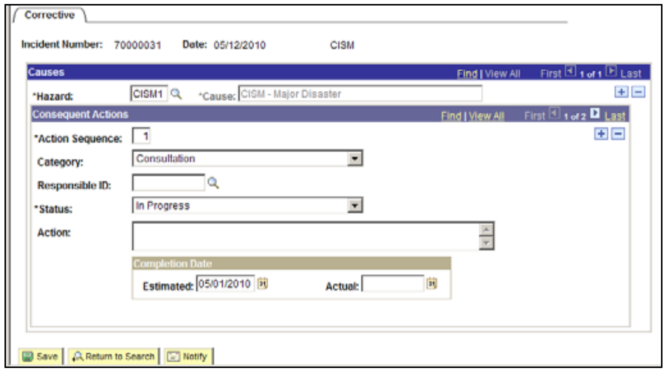


Click on one of the following options:

- **CISM1**
  - Cause: **CISM – Major Disaster**
- **CISM2**
  - Cause: **CISM – Operational – CG**
- **CISM3**
  - Cause: **CISM – Operational – Non CG**
- **CISM4**
  - Cause: **CISM – Non Operational – CG**
- **CISM5**
  - Cause: **CISM – Non Operational – Non CG**

</td></tr>
</table>

Step	Action
2	In the **Consequent Actions**, create an Action Sequence. The **Action Sequence** number is system-generated. Please do not change this number.  In the **Category** field, select the drop down and choose from one of the following options: ➢ **Consultation** ➢ **One on One** ➢ **Defusing** ➢ **CISDs** ➢ **CMBs** ➢ **Demobilization** 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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>In the Completion Date box, enter the Estimated date and/or Actual date for each Action Sequence by entering the date (MMDDYYYY), or click on the calendar icon to select a date.


Select the Save button when you are finished adding the Consequent Actions.
To add more Actions, click on the [+] in the right corner of the Consequent Actions area and follow the steps to add Consequent Actions.

Note: The 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. Until such time, the CG 1750 Intervention Report will be generated every 24 hours.</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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.

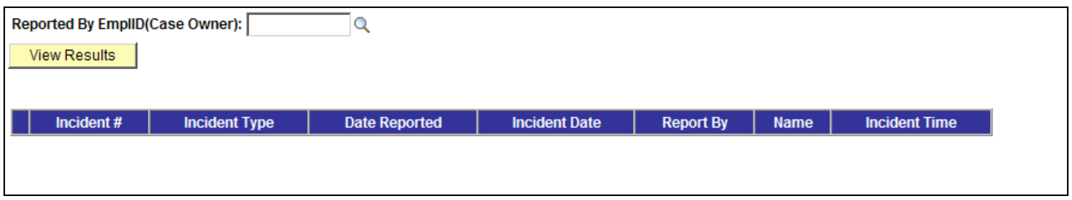
Step	Action

	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. 

Step	Action

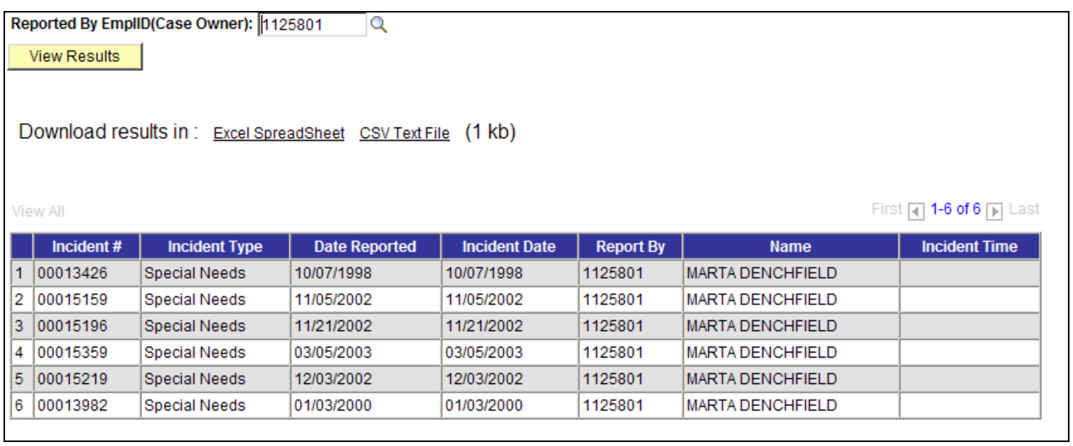
1 In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

A prompt will pop up in a new window.



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

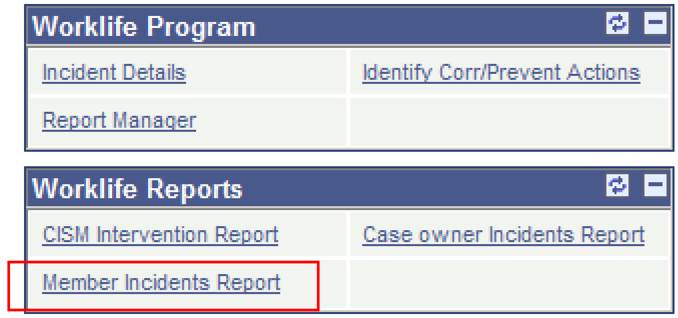
The report output will display in the following format



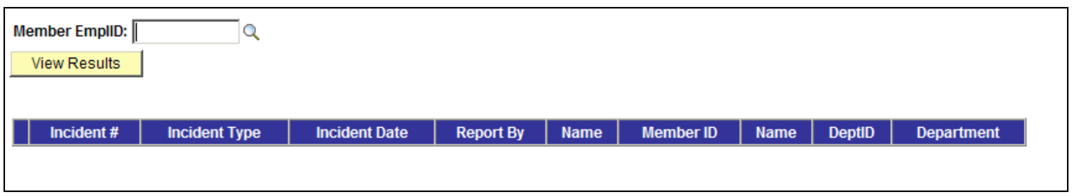
	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
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	

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

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

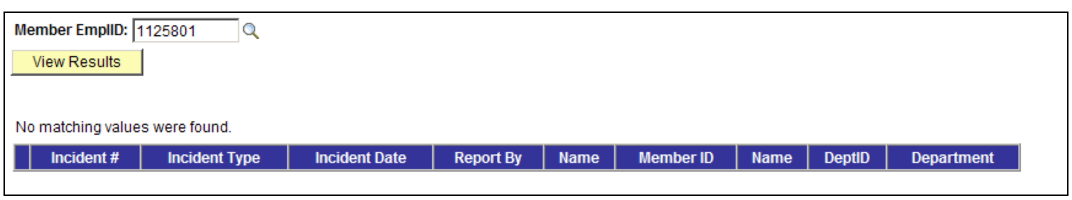


A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

The report output will display in the following format

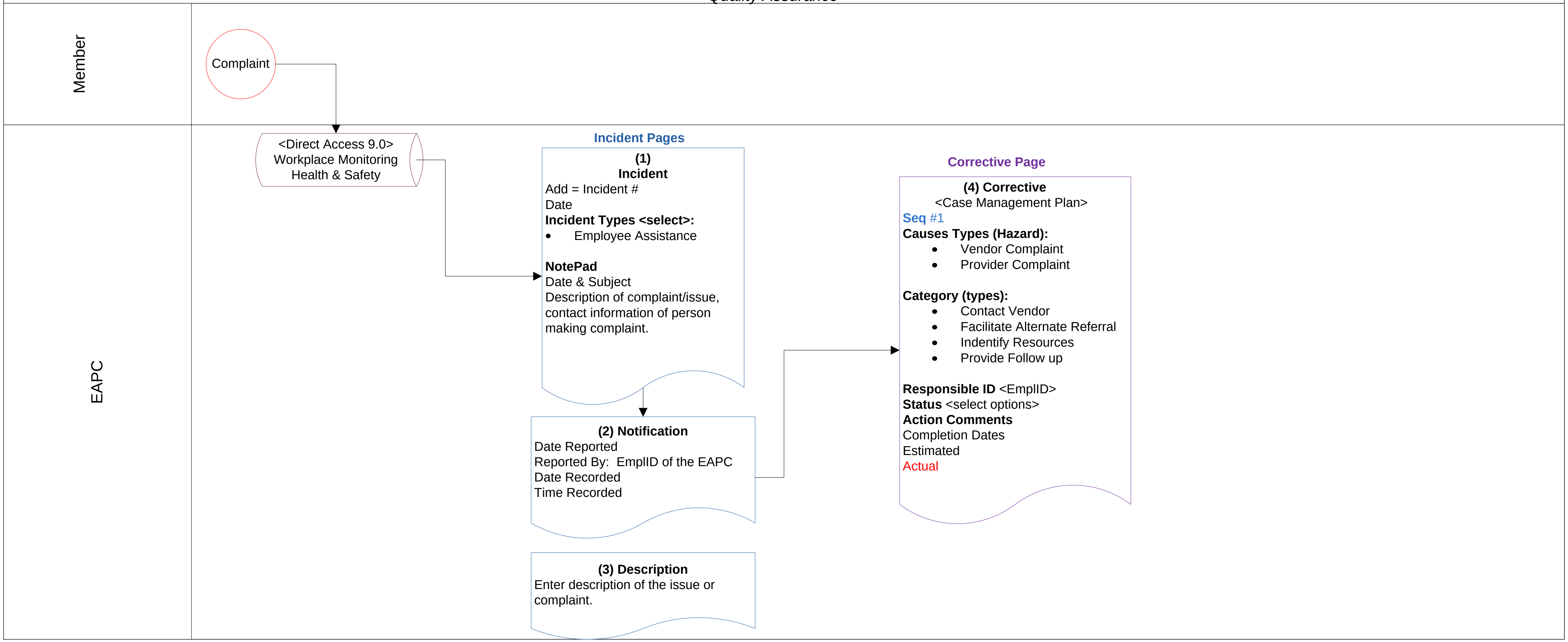


</td></tr>
</table>

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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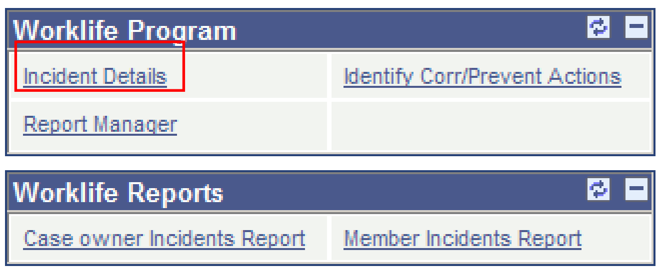
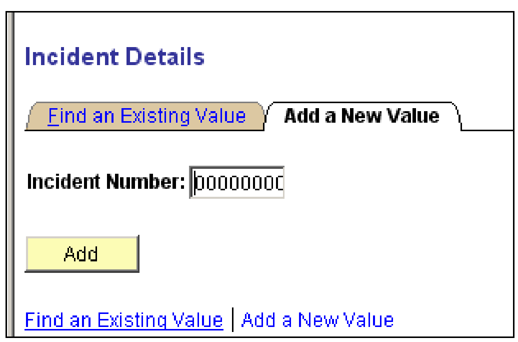
How to Enter an Employee Assistance Incident

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

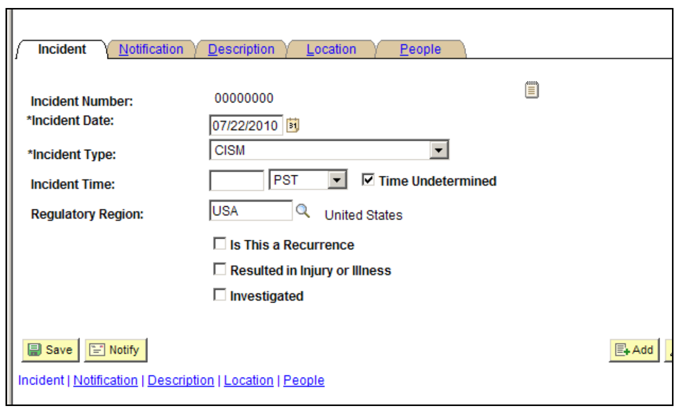
- Incident
- Notification
- Description

Step	Action
1	To add a new incident, click on **Incident Details**:  • Select the **Add a New Value** tab.  • Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

On the **Incident** tab, do the following:

- **Incident Date:** 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.
- **Incident Type**: From the drop down option, select **Employee Assistance.**
- **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other.
- **Resulted in Injury or Illness:** This is a required field. Check the box.
- **Is this a Recurrence:** Leave blank. Please do ***NOT*** use this for Employee Assistance.
- **Investigated**: Leave blank. Please do ***NOT*** use this for Employee Assistance.



- Click the **Save** button.

-  Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *“How to Use the Notepad.”*

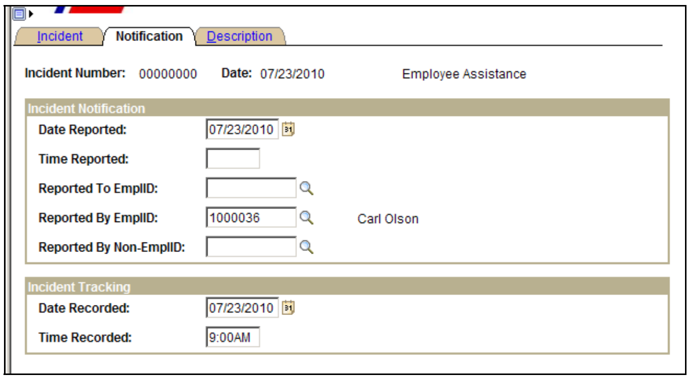
Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

Select the **Notification** tab and enter the following data:

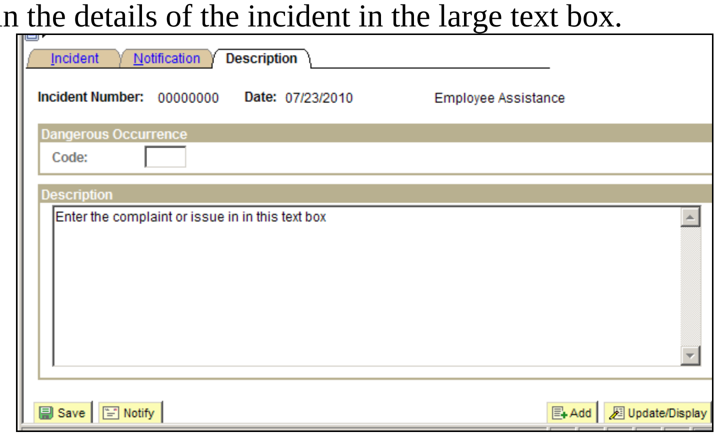
- **Date Reported:** This cannot be a date earlier than the Incident Date.
- **Time Reported:** Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.
- **Reported To EmplID:** Leave blank. Please do not use for EAP.
- **Reported By:** Choose the EmplID of the EAPC who is entering and managing the incident.
- **Reported By Non-EmplID:** Leave blank. Please do not use for EAP.
- **Date Recorded:** Default date (today's date).
- **Time Recorded:** Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.



</td></tr>
<tr><td>4</td><td>

Select the **Description** tab

- Type in the details of the incident in the large text box.



- Click the **Save** button.

</td></tr>
<tr><td></td><td>

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.

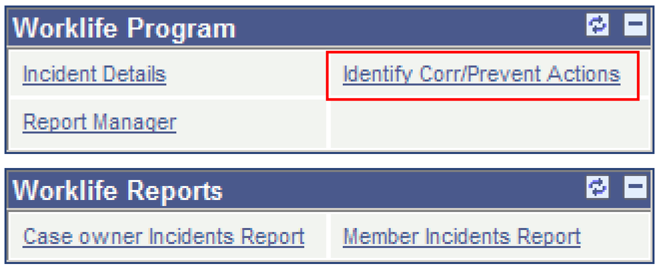
</td></tr>
</table>

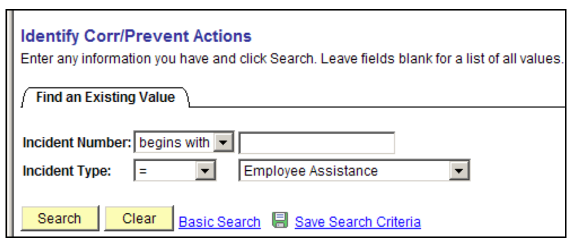
How to Add and Manage a Corrective Plan

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

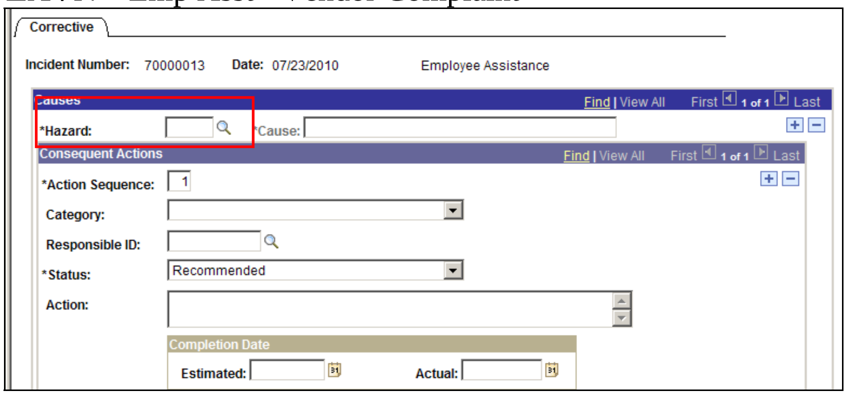
Prerequisites
- Incident

Pages
- Corrective

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the WorkLife Program pagelet click on the Identify Corr/Prevent Actions hyperlink to create a Corrective Plan associated with the Incident.


Find the Incident Number to associate to the Corrective Plan.


If known, enter the incident number and click the Search button.
If not known, select Employee Assistance 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.
</td></tr>
</table>

Step	Action
2	On the **Corrective** page do the following: • Enter the Cause (**Hazard**) by clicking the magnifying glass, and select from the list of applicable options for ***Employee Assistance.*** The options are: ➢ **EAPC** – Emp Asst – Provider Complaint ➢ **EAVN** – Emp Asst - Vendor Complaint 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>On the Corrective page, select a Category by clicking on the down arrow and choose a Cause. The options for the Employee Assistance program are as follow:

➢ Contact Vendor
➢ Facilitate Alternate Referral
➢ Identify Resources
➢ Provide Follow up

• Enter the Responsible ID by clicking on the magnifying glass to select the USCG Member EmplID responsible for the actions entered for each. This is an optional field.

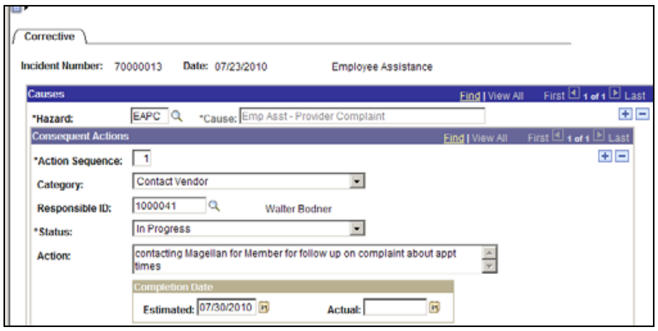
Note: If the person is someone other than a USCG member, type in the name and information into the Action text box.

• Select the Status field to indicate the status of each Action Sequence. The options follow:

➢ In Progress
➢ Completed
➢ Recommended
➢ Existing
➢ Planned

• In Action text box, type in the details of the plan.

• Enter the Completion Date information by entering a date (MMDDYYYY) or selecting the calendar icon next to the Estimated and Actual fields.

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.


• 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.</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

How to Run a Worklife Report

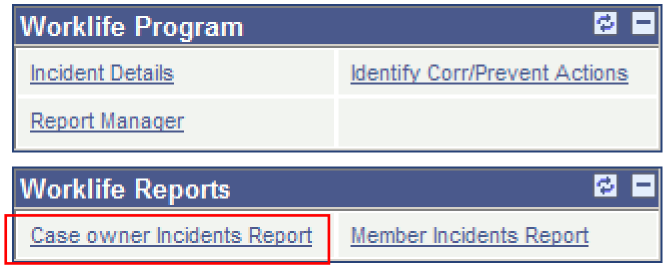
Use Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

Prerequisites

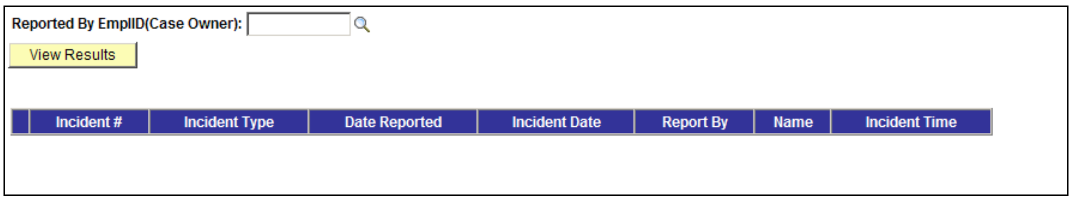
- Incident Details
- Correct Plan

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	In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:



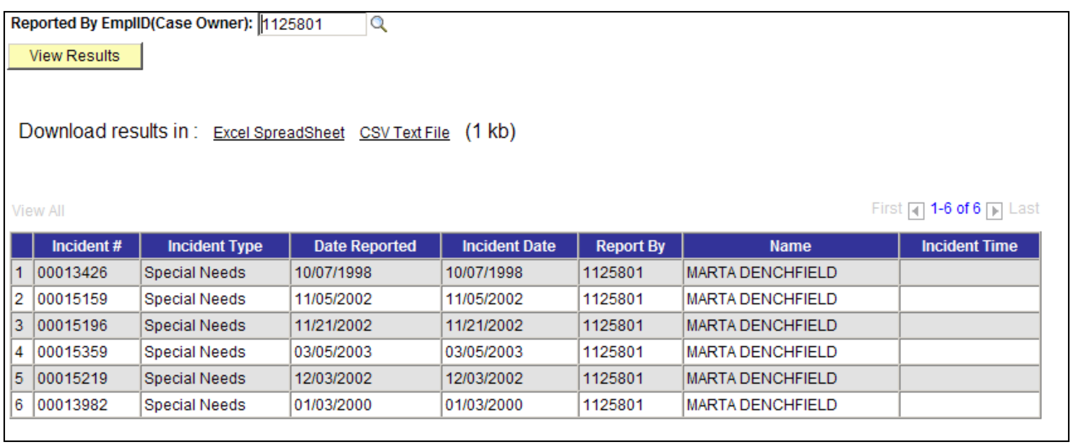
A prompt will pop up in a new window.


Reported By EmplID(Case Owner):
View Results

	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): 1125801
View Results

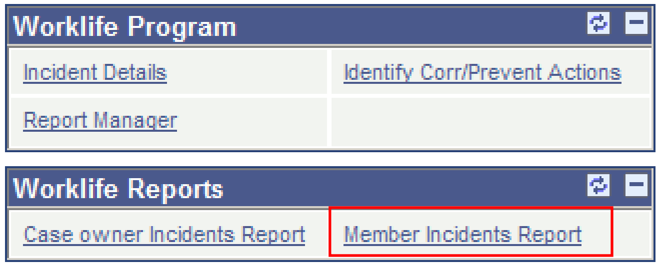
Download results in : Excel SpreadSheet CSV Text File (1 kb)

View All First 1-6 of 6 Last

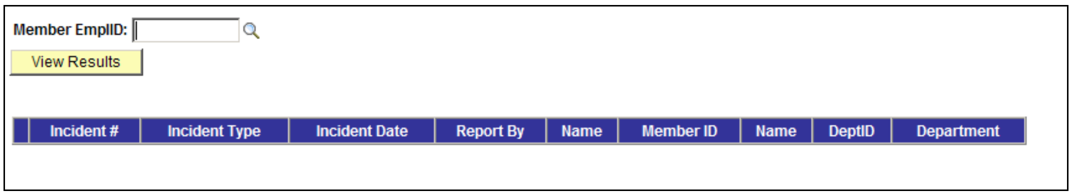
	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
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 In the **Worklife Reports** pagelet click on the Member Incidents Report hyperlink:

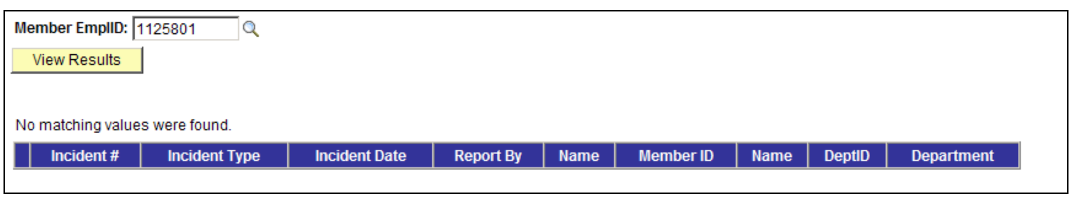


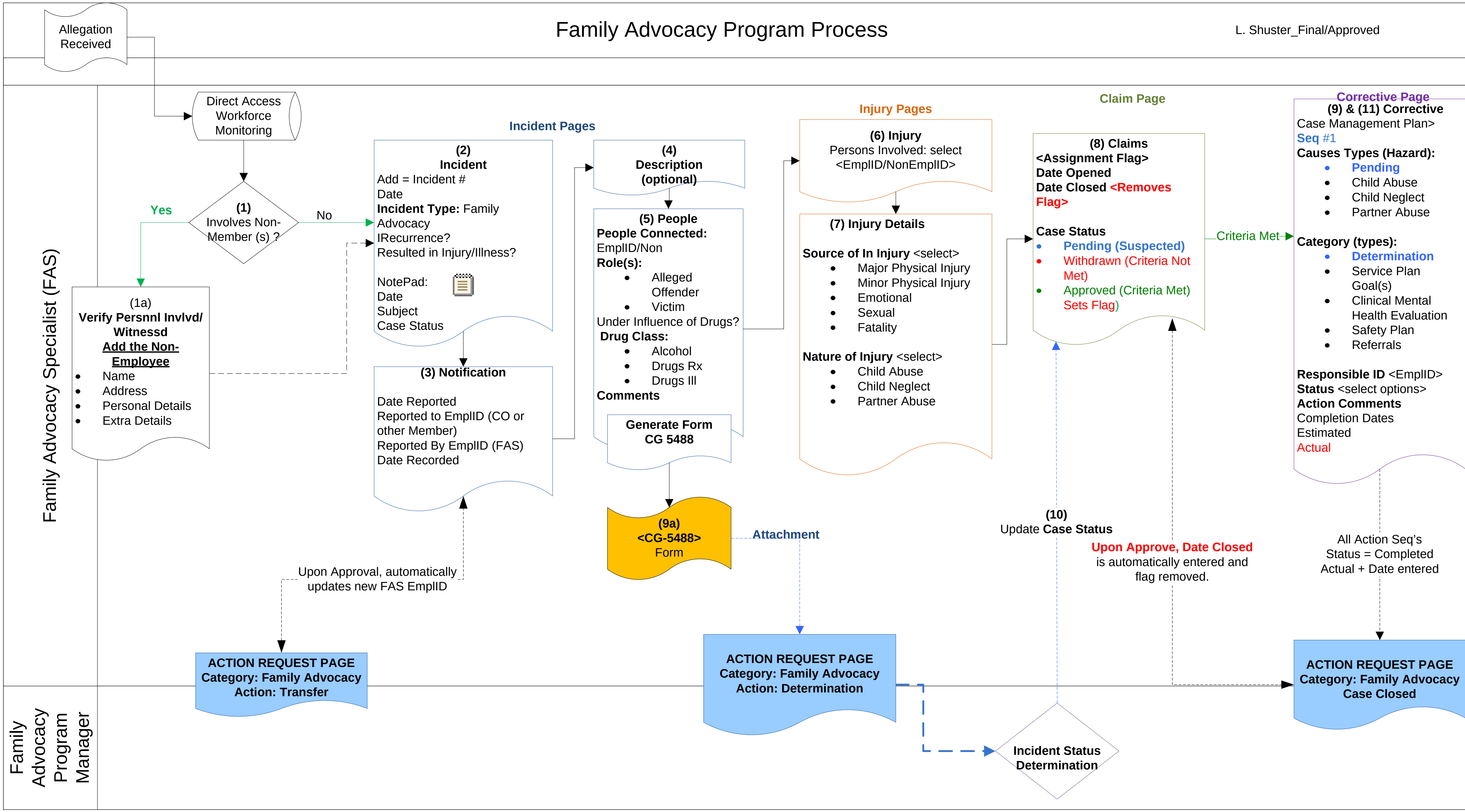
A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

The report output will display in the following format




Family Advocacy Program Process
L. Shuster_Final/Approved
Allegation Received
Direct Access Workforce Monitoring
Family Advocacy Specialist (FAS)
Family Advocacy Program Manager
(1) Involves Non-Member (s) ?
Yes
No
(1a) Verify Persnnl Invlvd/ Witnessd
Add the Non-Employee
Name
Address
Personal Details
Extra Details
Incident Pages
(2) Incident
Add = Incident #
Date
Incident Type: Family Advocacy
IRecurrence?
Resulted in Injury/Illness?
NotePad:
Date
Subject
Case Status
(3) Notification
Date Reported
Reported to EmplID (CO or other Member)
Reported By EmplID (FAS)
Date Recorded
Upon Approval, automatically updates new FAS EmplID
(4) Description (optional)
(5) People
People Connected:
EmplID/Non
Role(s):
Alleged Offender
Victim
Under Influence of Drugs?
Drug Class:
Alcohol
Drugs Rx
Drugs Ill
Comments
Generate Form CG 5488
(9a) <CG-5488> Form
Attachment
Injury Pages
(6) Injury
Persons Involved: select <EmplID/NonEmplID>
(7) Injury Details
Source of In Injury <select>
Major Physical Injury
Minor Physical Injury
Emotional
Sexual
Fatality
Nature of Injury <select>
Child Abuse
Child Neglect
Partner Abuse
Claim Page
(8) Claims
<Assignment Flag>
Date Opened
Date Closed <Removes Flag>
Case Status
Pending (Suspected)
Withdrawn (Criteria Not Met)
Approved (Criteria Met) Sets Flag)
Criteria Met
(10) Update Case Status
Upon Approve, Date Closed is automatically entered and flag removed.
Corrective Page
(9) & (11) Corrective Case Management Plan>
Seq #1
Causes Types (Hazard):
Pending
Child Abuse
Child Neglect
Partner Abuse
Category (types):
Determination
Service Plan Goal(s)
Clinical Mental Health Evaluation
Safety Plan
Referrals
Responsible ID <EmplID>
Status <select options>
Action Comments
Completion Dates
Estimated
Actual
All Action Seq's Status = Completed Actual + Date entered
ACTION REQUEST PAGE Category: Family Advocacy Action: Transfer
ACTION REQUEST PAGE Category: Family Advocacy Action: Determination
Incident Status Determination
ACTION REQUEST PAGE Category: Family Advocacy Case Closed

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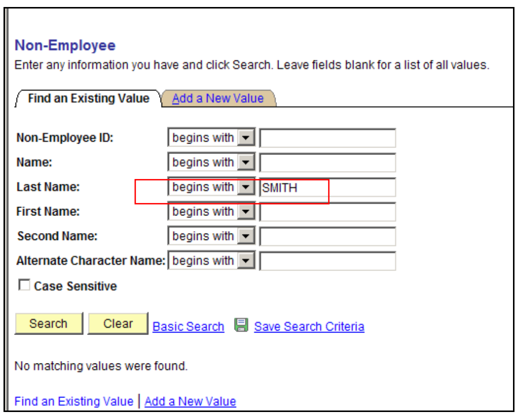
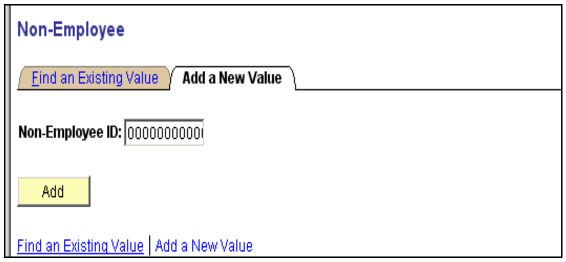
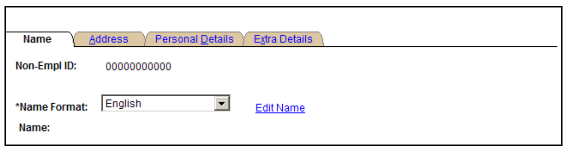
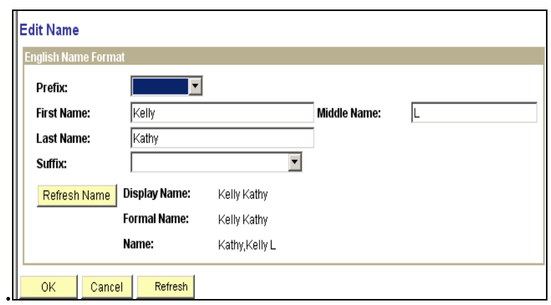
How to Add a Non Employee

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 **Non-Employee.**
2	• Enter the person's Last Name and click the **Search** button. • If there are "**no matching values found"**, select the **Add a New Value** tab (Step 3). • If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.  *Note: If non-employees share the same first and last name, identify based on address or other unique information.*

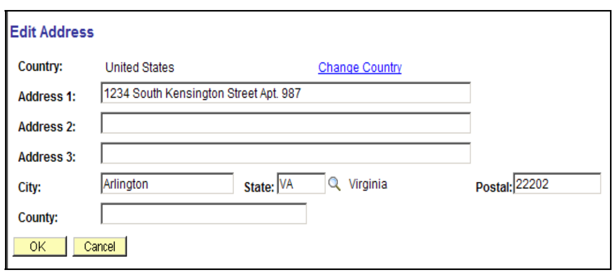
Step	Action
3	Select the **Add** button.  Upon Save, the system will automatically generate the Non-Employee ID number. Please do ***NOT*** type one in.
4	Select the **Edit Name** hyperlink to add the persons name to the system.  • Enter the First Name, Middle Name (if known) and the Last Name into each field provided. • Prefix and Suffix are optional fields.  • Click the **OK** button

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>
Select the Address tab.

Country defaults to USA. You can click on the 🔍 magnification glass icon to change the Country if it is one other than the USA default.
Click on the Edit Address hyperlink

On the Edit Address page, enter the following information

Address is the street address (and apt if applicable) for the non-employee.
City
State: Use the two letter postal abbreviation for the state or click on the 🔍magnification glass icon and choose State.
Postal is the five-digit zip code (if known).

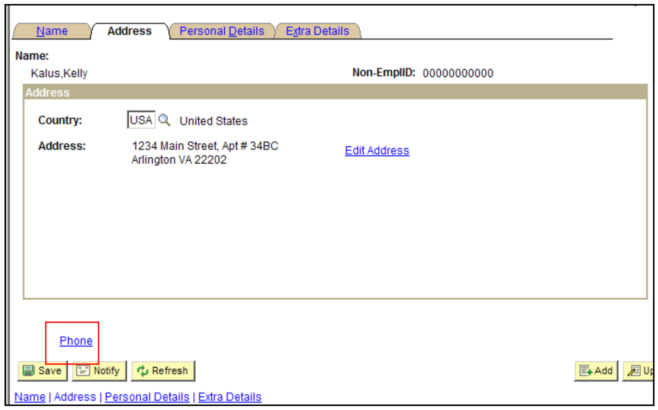


Select the OK button.

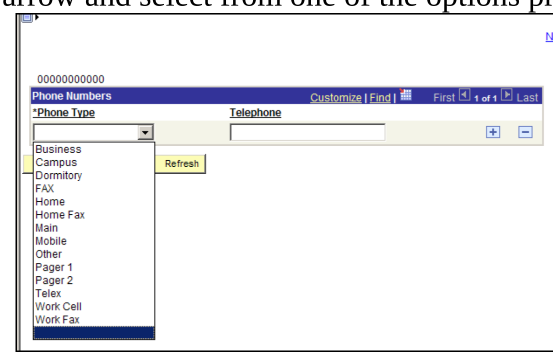
Note: Do not use Address 2, Address 3 or the County fields.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

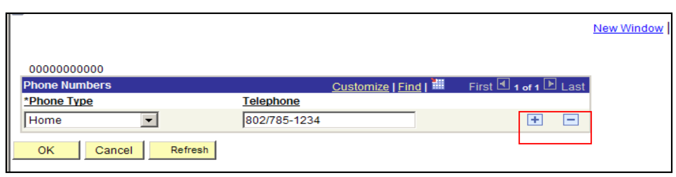
Select the **Phone** hyperlink at the bottom of the **Address** tab to enter the phone number (if known).



- Select the **Phone Type,** i.e., Work or Home, by selecting the down arrow and select from one of the options presented.



- In the **Telephone** field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.
- Click on the “+” or “-“ buttons to add or delete telephone numbers.



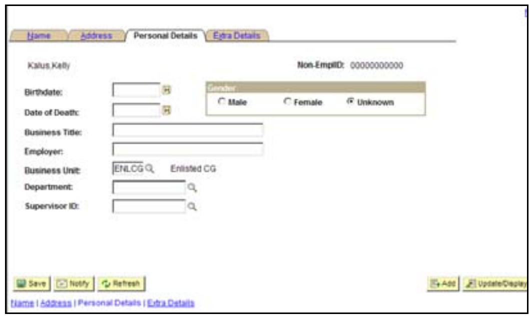
Select the **OK** button when finished adding or deleting numbers.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>

Click the **Personal Details** tab. There are only two fields being used on this page for non-employees: **Birthdate** and **Gender**.

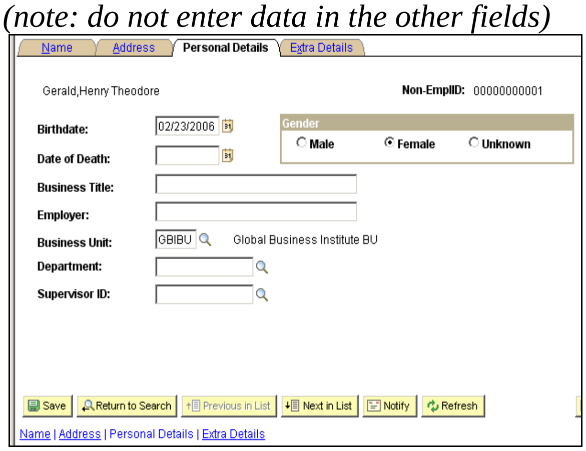
- In the **Birthdate** field, enter the birth month, day and year (*092468*)



Or, select the calendar icon and select the date from the calendar.

- Select radio button for **Gender** (Male, Female or Unknown)

(note: do not enter data in the other fields)



- Select the **Save** button.

</td></tr>
</table>

Step	Action
8	Click the **Extra Details** tab to enter additional **contact** information.
	
	• Select the **Save** button.
	***Note**: After saving, the Non-EmplID will be assigned and displayed.*

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
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 :

Click on the Employee Incident Summary
Enter person’s Last Name (or if you have the EMPLID)
Select the Search button.

Note: If there is another Family Advocacy Incident in the system involving the USCG Member (does not search for Non Employees) you will use this information to check the box in Step 3 - Is This a Recurrence).

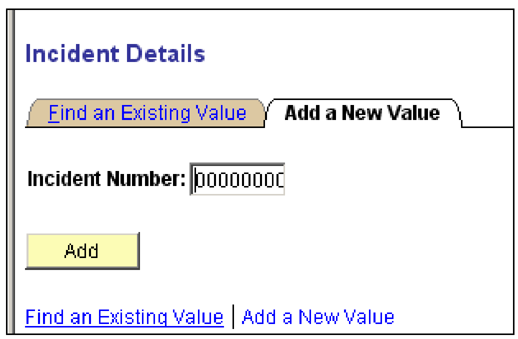
To proceed to the next step, click the Home hyperlink in the top right corner of the page to return to the Portal home page.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

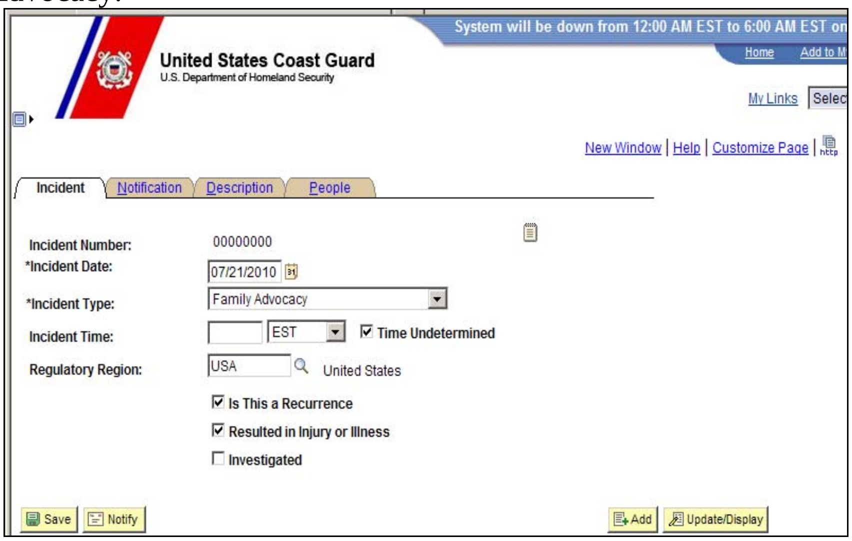
To add a new incident, click on **Incident Details**:

- Select the **Add a New Value** tab**.**



- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

</td></tr>
</table>

Step	Action
3	On the **Incident Page**, do the following: • **Incident Date:** 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. • **Incident Type**: From the drop down option, select **Family Advocacy**. • **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other. • **Resulted in Injury or Illness:** This is a required field. Check the box. • **Is This a Recurrence:** If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary. • **Investigated**: Leave blank. Please do ***NOT*** use this for Family Advocacy.  • Click the **Save** button. •  Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *"How to Use the Notepad."* **Note:** You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Select the Notification tab and enter the following data:

Date Reported: This cannot be a date earlier than the Incident Date.
Time Reported: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.
Reported To EmplID: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank.
Reported By EmplID: Click on the magnifying glass icon, and choose the FAS entering and managing the incident.
Reported By Non-EmplID: Leave blank. Please do not use for Family Advocacy.
Date Recorded: Keep the default date (today’s date).
Time Recorded: Enter time as military time and upon save it will be formatted to regular time and AM/PM.

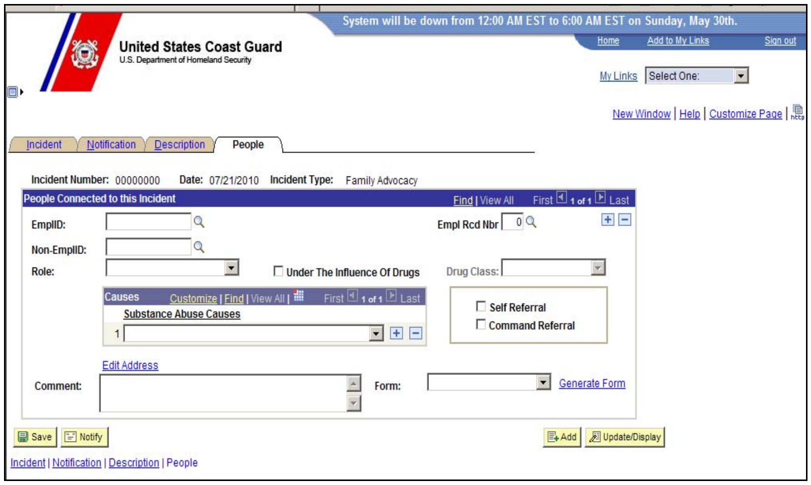
</td></tr>
</table>

Step	
5	Select the **Description** tab • Type in the details of the incident in the large text box.  • Click the **Save** button. ***Note***: Items entered in this text box will be generated in the CG – 5488 Determination Form.

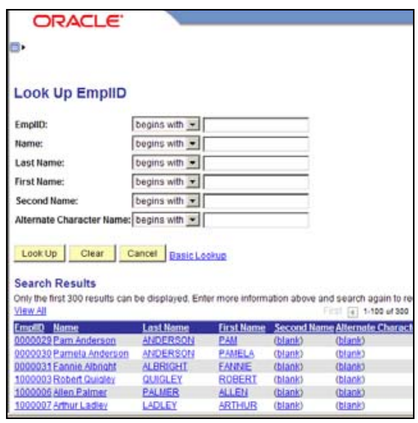
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

Select the **People** tab to add ***BOTH*** Alleged Offender(s) and the Victim(s) to an incident .

- Select the **EmplID** or **Non-EmplID** (refer to instruction on *"How to Add a Non Employee")* by clicking on the magnifying glass icon next to the field.



- Select the EmplID by clicking on the magnifying glass icon**,** click on the **Name** hyperlink from the lists presented.



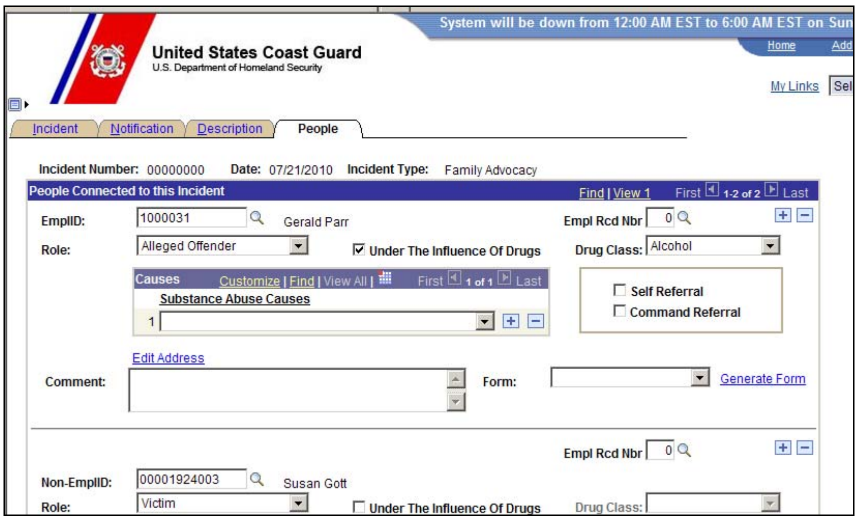
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>

- Select the **Role** for the person added to the system by using the drop down list and selecting either:
  - **Alleged Offender**
  - **Victim**

- Select the **Under the Influence of Drugs** (if applicable) - the list of Drug Classes will not be displayed until the box is check.

- Select the **Drug Class** from the drop down list, the choices are:
  - **Alcohol**
  - **Drugs Ill**
  - **Drugs Rx**



- Click the **Save** button
- Click the **[+]** button to another EmplID or Non-EmplID's and following the above steps.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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

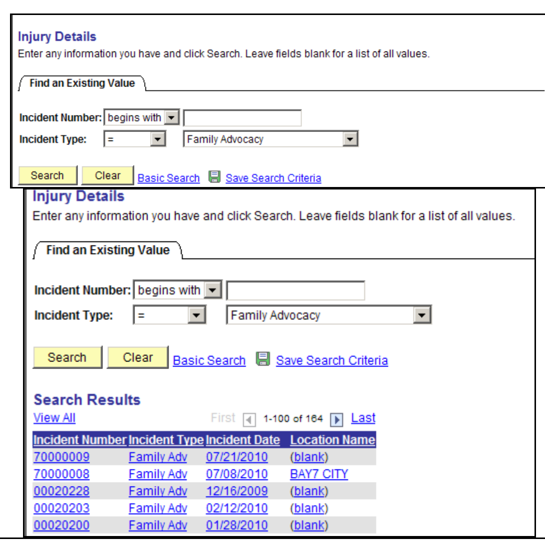
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the Portal, Worklife Program pagelet do the following:

- Click on **Incident/Injury – Member Setup**

- If known, enter the incident number and click the **Search** button.

- If not known, select Family Advocacy 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.

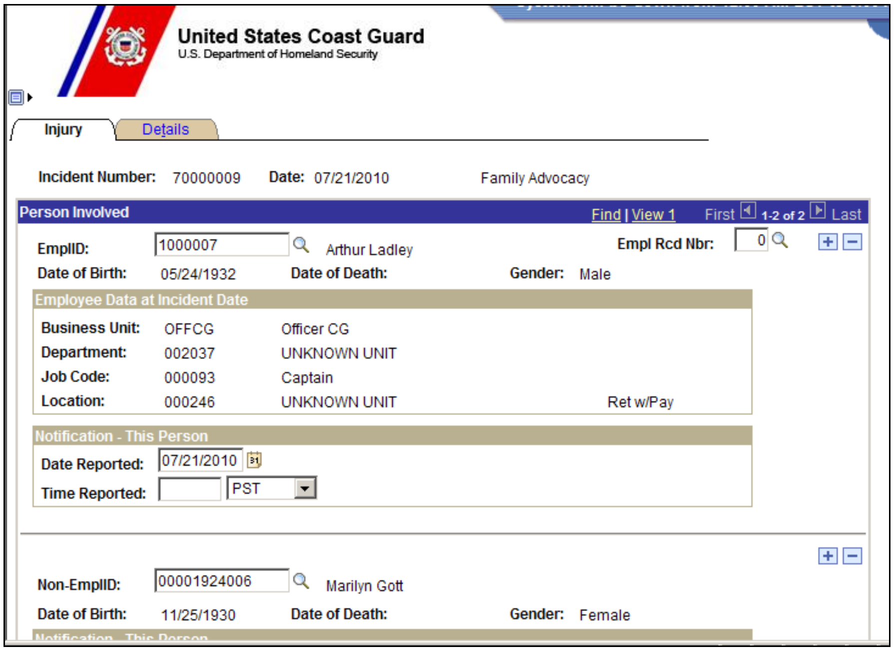


</td></tr>
</table>

- 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:

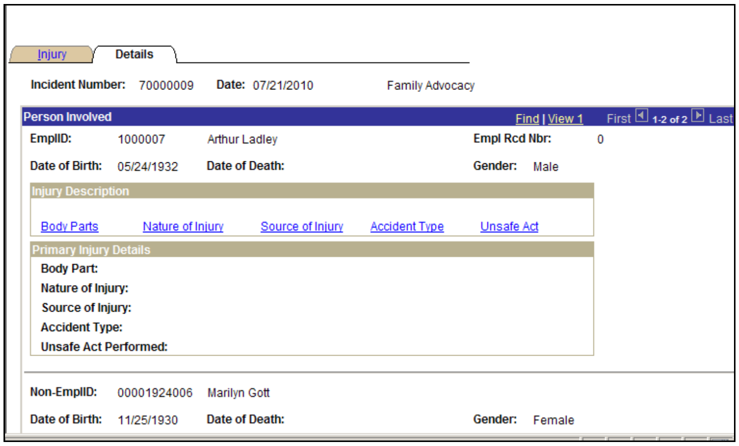
- Click on the magnifying glass next to the EmplID or NonEmplID and select the person from the list presented.
- Enter the **Date Reported** (MMDDYYYY) without any special characters (auto formats upon save), or use the calendar icon to select the date.
- Click on the **[+]** button to add the next person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



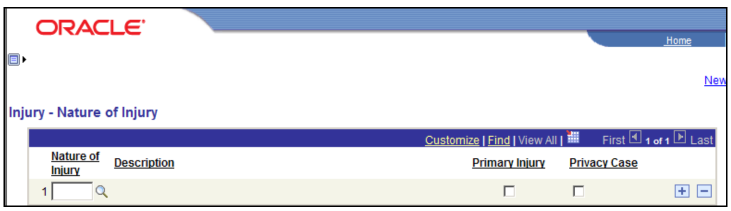
- Click the **Save** button.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

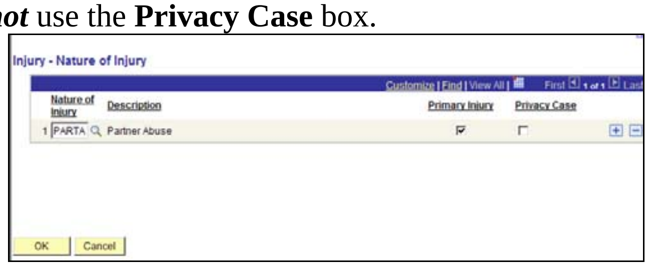
Select the **Details** tab, and for the ***Victim*** add the **Nature of Injury** and **Source of Injury**. Do ***not*** use the other hyperlinks.



- Select the **Nature of Injury** hyperlink



- Click on the magnifying glass icon to select from **one** of the options:
    - **Child Abuse**
    - **Child Neglect**
    - **Partner Abuse**
- Check the **Primary Injury** box.
- Do not add more than one Nature of Injury (you would need to create a new Family Advocacy Incident).
- Do ***not*** use the **Privacy Case** box.

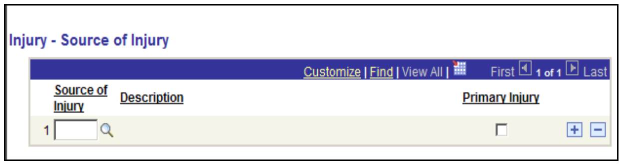


- Click the **OK** button when finished

</td></tr>
</table>

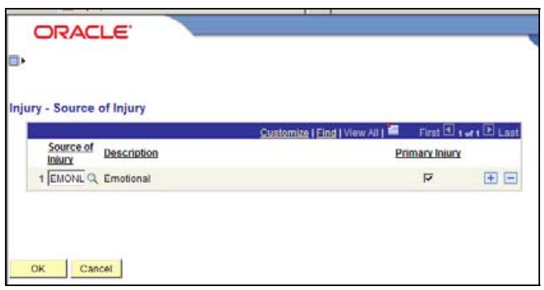
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>

- Click the **Source of Injury** hyperlink.



- Click on the magnifying glass icon to select from one of the options:
  - **Emotional**
  - **Fatality**
  - **Major Physical Injury**
  - **Minor Physical Injury**
  - **Sexual**

- Check off the **Primary Injury** box (on the CG 5488 Determination form this will be reflected as the type of Maltreatment)
- Select the **[+]** to add another **Source of Injury** and repeat the above steps (will not appear on the CG 5488 Determination form).
- Do ***not*** use the **Privacy Case** box.



- Select the **OK** button when finished.
- Select the **Save** button.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

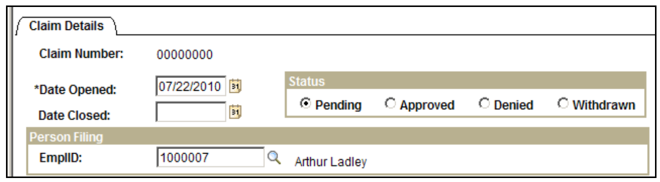
How to Add and Manage a Case and set the Assignment Flag

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.

<u>Definitions and Actions:</u>

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



Prerequisites

- Incident Details
- Injury Details

Pages

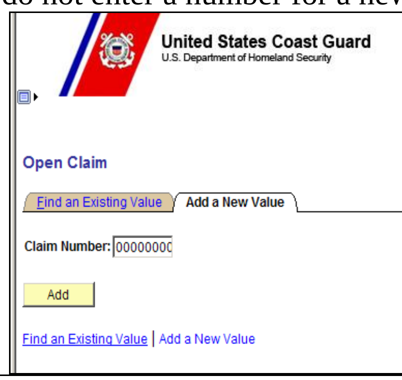
- Claim Details

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Worklife Program pagelet click on the Manage Case hyperlink:

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>At the Open Claim search page, enter the Incident # (refer to Incident Details).
Select the Add a New Value tab.

Click on the Add button. The system automatically assigns a claim number. Please do not enter a number for a new claim.



</td></tr>
<tr><td>3</td><td>On the Claims Details page the Date Opened and Status = Pending are the defaults in the system. Take the following steps:
The Person Filing is the USCG Member EmplID that you will be setting the Assignment Flag on in the system.
Enter the EmplID into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the EmplID for the USCG member.

</td></tr>
</table>

- 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.

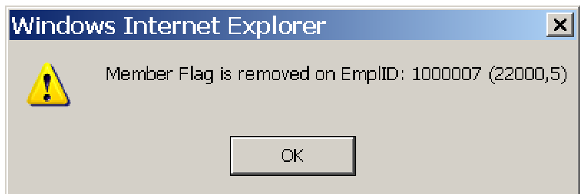
4 If the Incident has a **Criteria Met** decision, do the following to **Set the Assignment Flag** on the USCG Member:

- 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

<table>
<tr><td>5</td><td>Do the following to Remove the Assignment Flag on the USCG Member:

Do not change Status of Approved (Criteria Met).
Enter a Closed Date (MMDDYYYY) or select the calendar icon and select the date.
Click the Save button
After the system completes “processing” a window will be displayed to confirm that the Member Flag was removed on the Member associated with the incident as selected (Step 3).



Click on the OK button
</td></tr>
<tr><td>6</td><td>If the Incident has a Criteria Not Met decision, do the following to Set the Assignment Flag on the USCG Member:

Change the Status from Pending to Withdrawn by clicking on the radio button.
Enter a Closed Date (MMDDYYYY) or select the calendar icon and select the date.
Click the Save button
</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

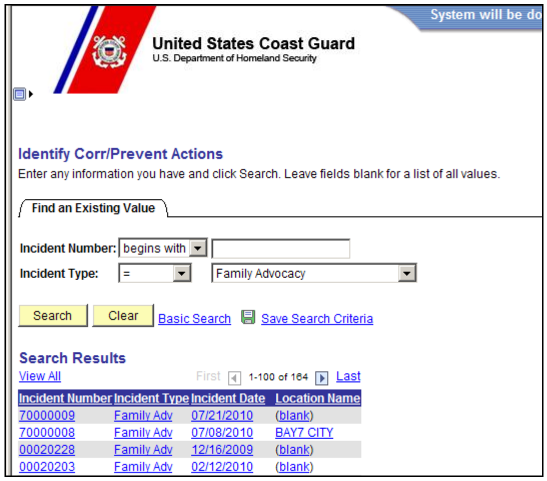
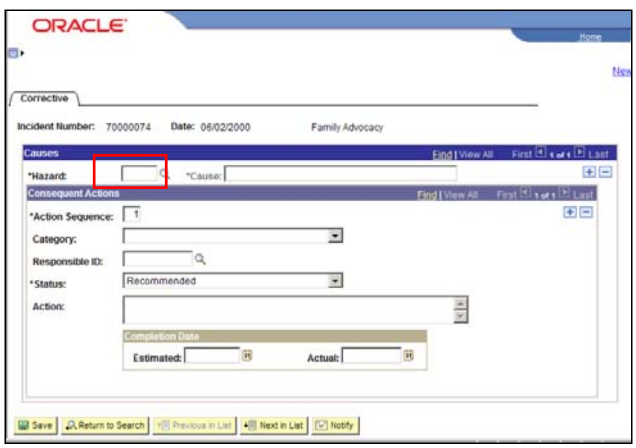
How to Add and Manage a Corrective Plan

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

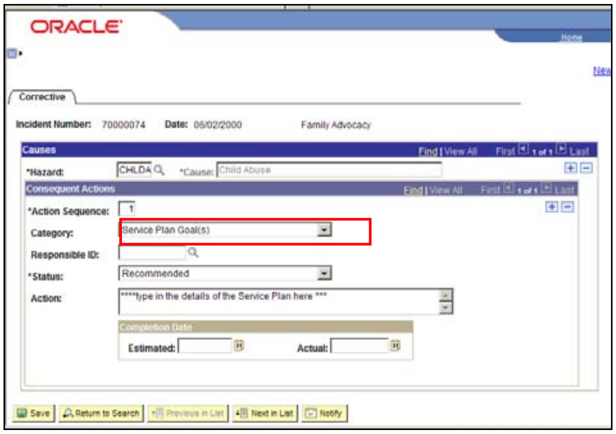
Step	Action
1	In the **WorkLife Program** pagelet click on the **Identify Corr/Prevent Actions** hyperlink to create a Corrective Plan associated with the Incident  • If known, enter the incident number and click the **Search** button. • If not known, select Family Advocacy for the **Incident Type**, 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
	• Click on the **Incident Number** hyperlink that you wish to create the **Corrective Plan** from the list of values presented. 
2	On the **Corrective** page do the following: • Enter the Cause (**Hazard**) by selecting the magnifying glass, and select from the list of applicable options for ***Family Advocacy***: ➢ **CHLDA - Child Abuse** ➢ **CHLDN - Child Neglect** ➢ **PARTA - Partner Abuse** 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

Select from the **Category** by clicking on the down arrow and choose an option associated to the Cause (Step 2). For the ***Family Advocacy Program*** the options follow:

- **Service Plan Goal(s)**
- **Clinical Mental Health Evaluation**
- **Safety Plan**
- **Referrals**



- Enter the **Responsible ID** by clicking on the magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).

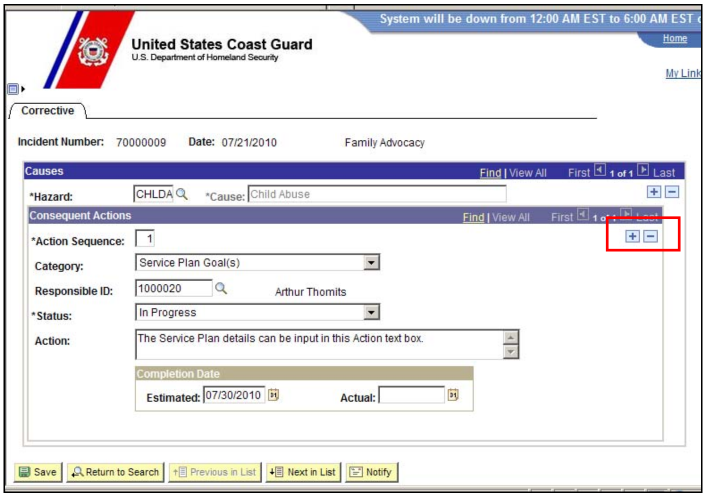
  Note: If the person is someone other than a USCG member, type in the name and information into the **Action** text box.

- Select the **Status** field to indicate the status of each Action Sequence. The system options follow:
  - **In Progress**
  - **Completed**
  - **Recommended**
  - **Existing**
  - **Planned**

- Type in the details of the plan in the **Action** text box.

- Enter the **Completion Date** information by entering a date or selecting the calendar icon next to the **Estimated** and **Actual** fields.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>


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 above.

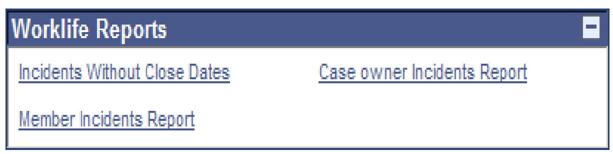
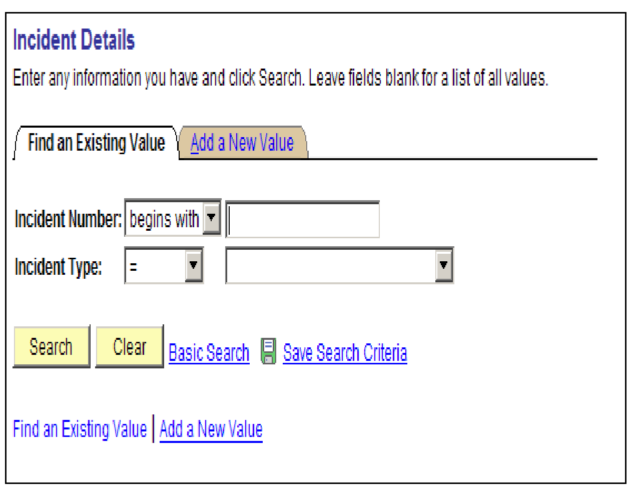
Note: You can have one hazard with multiple Consequent Actions.
</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, WorkLife Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

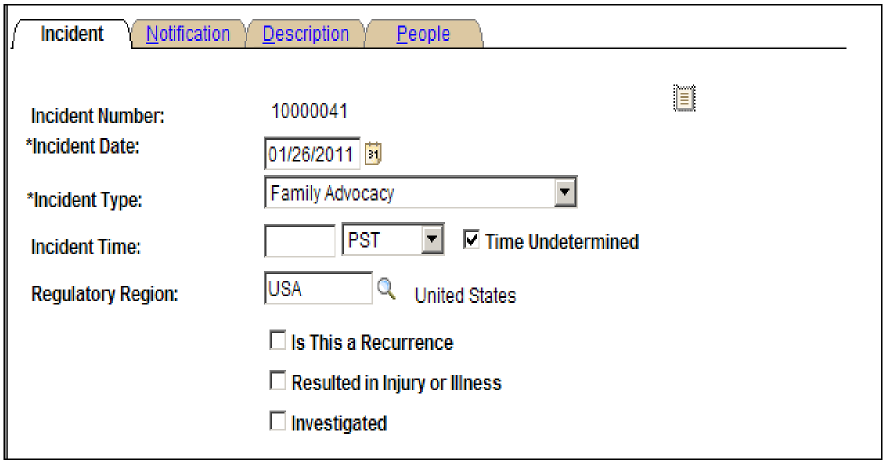
How to Generate a Family Advocacy CG 5488 Determination Form

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.

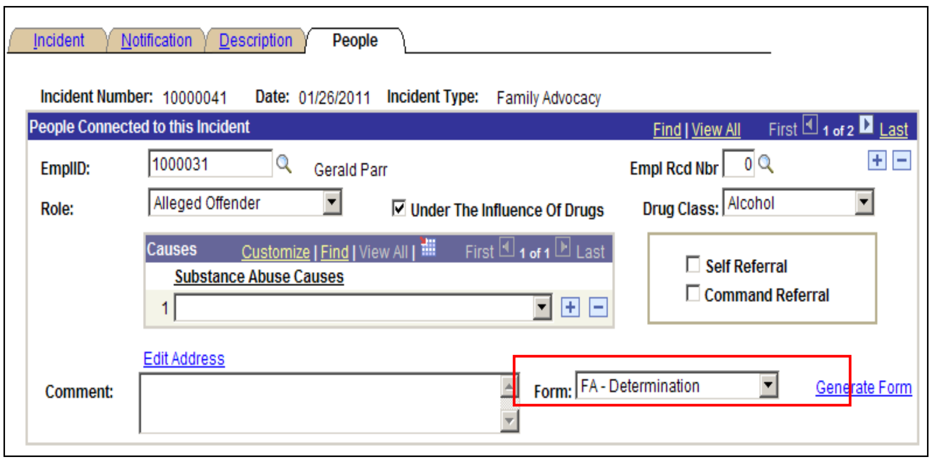
Prerequisites

- Incident Details
- Injury
- Manage Case
- Correct Plan

Step	Action
1	In the **Worklife Program** pagelet click on the Incident Details hyperlink:   • Enter the Incident number you need to run the CG 5488 Determination Form for. 



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



- 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

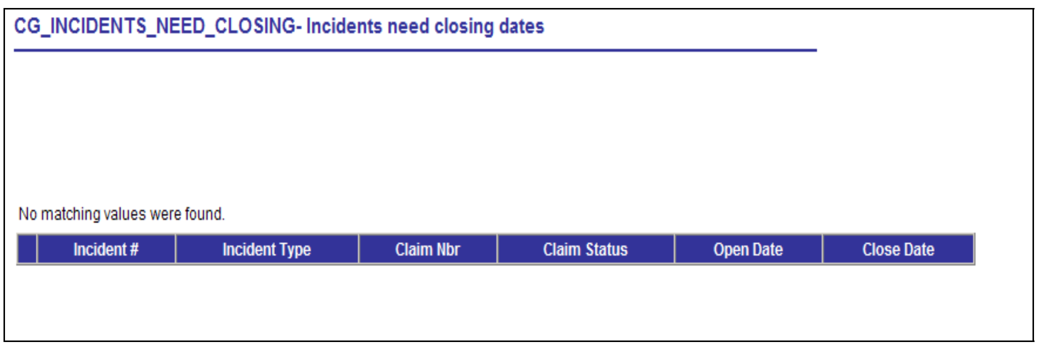
- Incident Details
- Injury
- Manage Case
- Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	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. Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Family Advocacy Specialist (FAS) or Program Manager (PM) users have access to run this report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

In the **Worklife Reports** pagelet click on the Incidents Without Close Dates hyperlink:

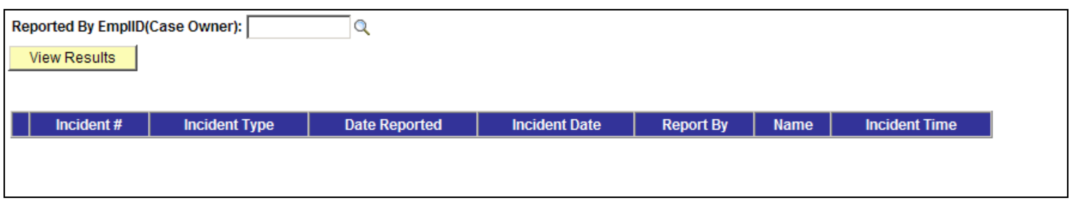
The system will automatically run the report and the report output will pop up in a new window.



</td></tr>
</table>

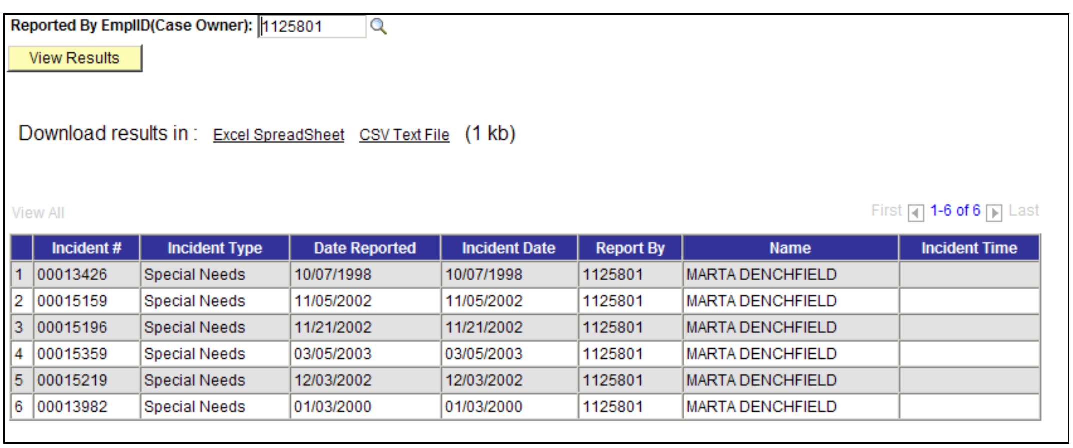
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incidents Report hyperlink:

A prompt will pop up in a new window.



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

The report output will display in the following format


Reported By EmplID(Case Owner): 1125801

View Results

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

View All First 1-6 of 6 Last

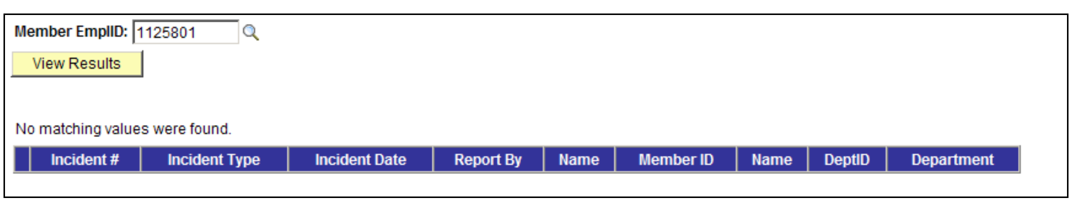
	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
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	

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
In the Worklife Reports pagelet click on the Member Incidents Report hyperlink:

A prompt will pop up in a new window.

Enter the Member EmplID:
Click View Results

The report output will display in the following format



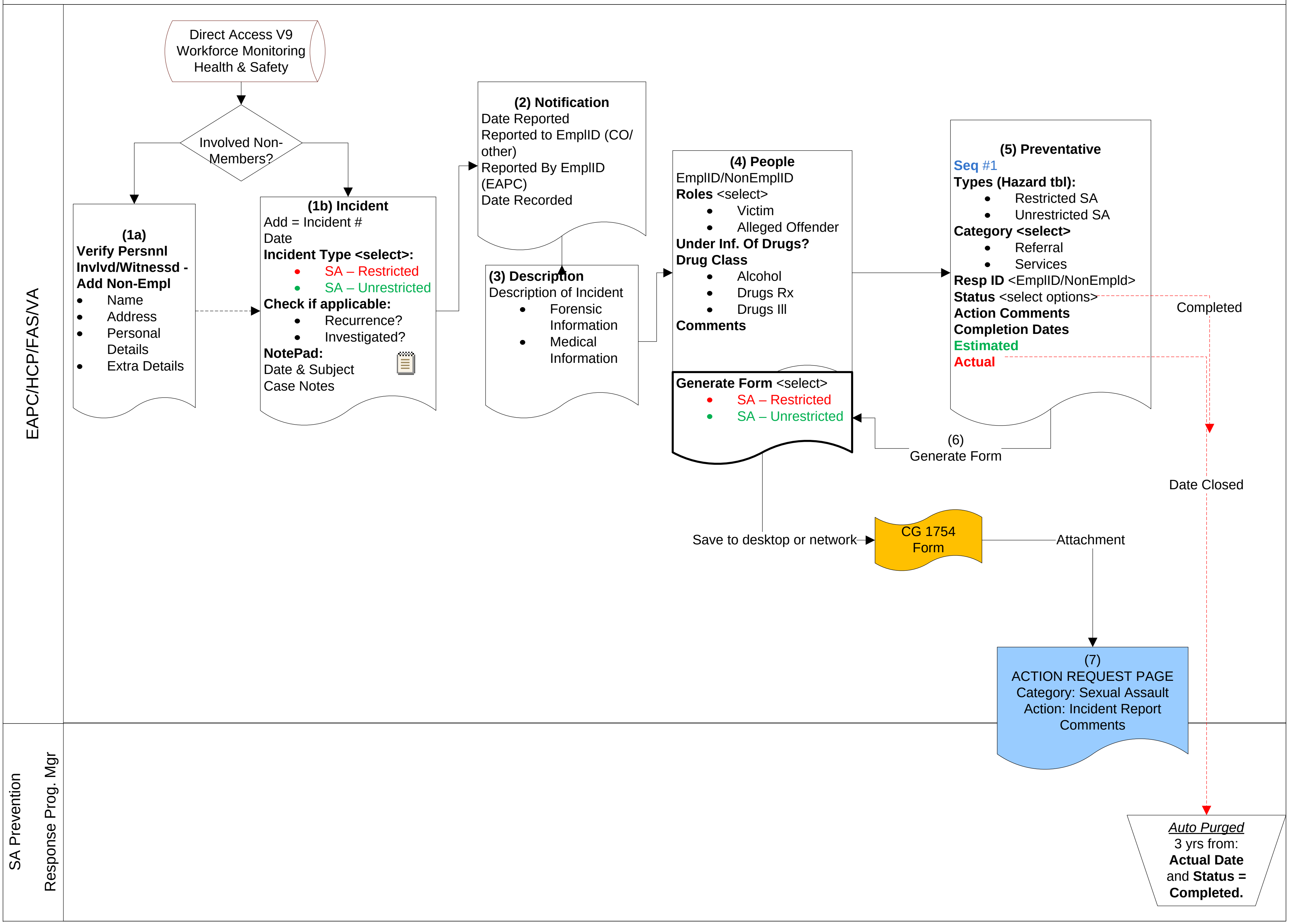
</td></tr>
</table>

Appendix A

DEPARTMENT OF HOMELAND SECURITY U.S. COAST GUARD CG-5488	**FAMILY ADVOCACY INCIDENT REPORT**		
Incident Number 10000041	**Reporting FAS:** Dwana 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 REFERAL 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 SPECIALIST		
Name: Dwane Simpson	**Signature:**	
Date: 2011-02-21		
COMMAND SIGNATURE		
Name:	**Signature:**	
Name of Unit:	**Telephone Number:**	**Date Signed:**
Command Concurs 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



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

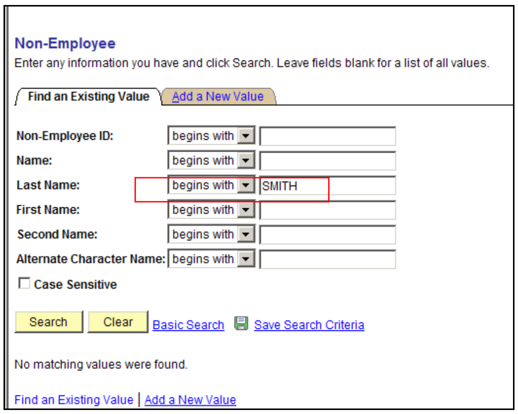
Sexual Assault Program
User Guide

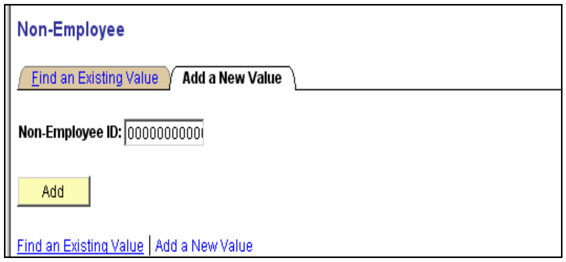
Table of Contents

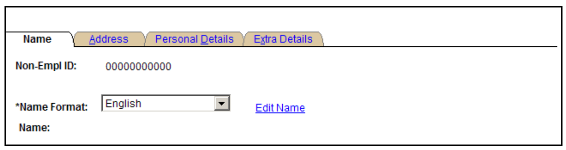
How to Add a Non Employee

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.

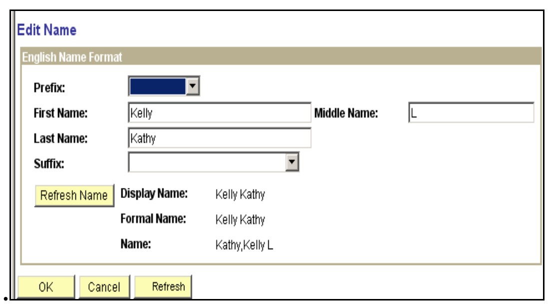
Pages
- Name
- Address
- Personal Details
- Extra Details

Step	Action
1	First search to see that the person doesn't already exist in the system by navigating to the **Non-Employee.**
2	• Enter the person's Last Name and click the **Search** button. • If there are "**no matching values found"**, select the **Add a New Value** tab (Step 3). • If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.  *Note: If non-employees share the same first and last name, identify based on address or other unique information.*

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Add button.


Upon Save, the system will automatically generate the Non-Employee ID number. Please do NOT type one in.</td></tr>
<tr><td>4</td><td>Select the Edit Name hyperlink to add the persons name to the system.


Enter the First Name, Middle Name (if known) and the Last Name into each field provided.
Prefix and Suffix are optional fields.



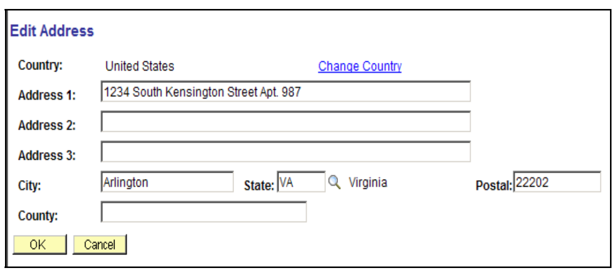
Click the OK button
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>
Select the Address tab.

Country defaults to USA. You can click on the magnification glass icon to change the Country if it is one other than the USA default.
Click on the Edit Address hyperlink

On the Edit Address page, enter the following information

Address is the street address (and apt if applicable) for the non-employee.
City
State: Use the two letter postal abbreviation for the state or click on the magnification glass icon and choose State.
Postal is the five-digit zip code (if known).

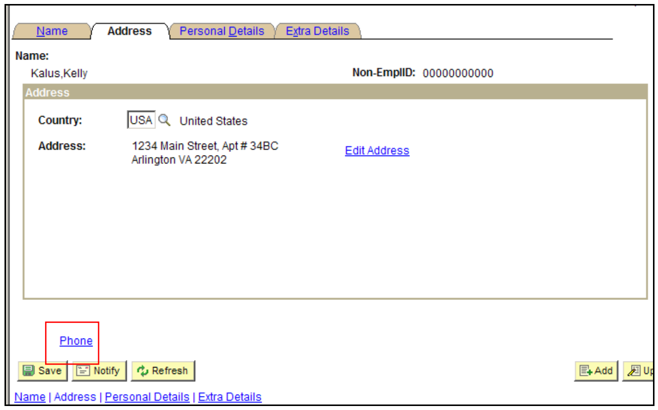


Select the OK button.

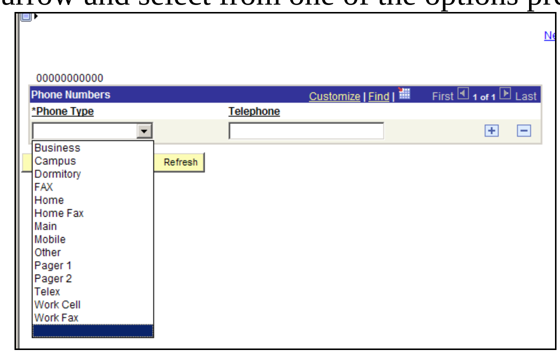
Note: Do not use Address 2, Address 3 or the County fields.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>

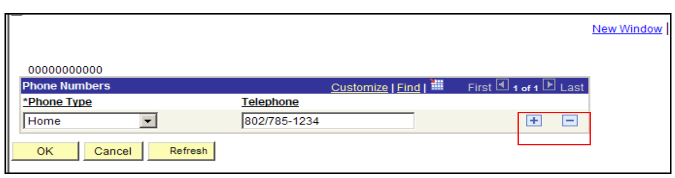
Select the **Phone** hyperlink at the bottom of the **Address** tab to enter the phone number (if known).



- Select the **Phone Type,** i.e., Work or Home, by selecting the down arrow and select from one of the options presented.



- In the **Telephone** field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.
- Click on the "+" or "-" buttons to add or delete telephone numbers.



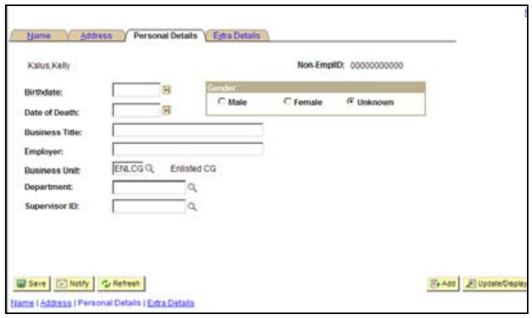
Select the **OK** button when finished adding or deleting numbers.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>

Click the **Personal Details** tab. There are only two fields being used on this page for non-employees: **Birthdate** and **Gender**.

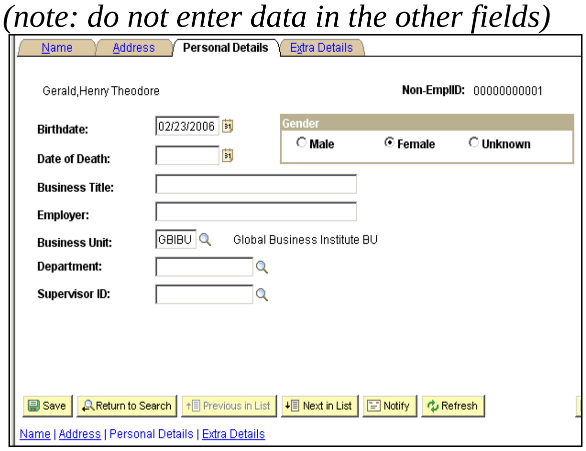
- In the **Birthdate** field, enter the birth month, day and year (*092468*)



Or, select the calendar icon and select the date from the calendar.

- Select radio button for **Gender** (Male, Female or Unknown)

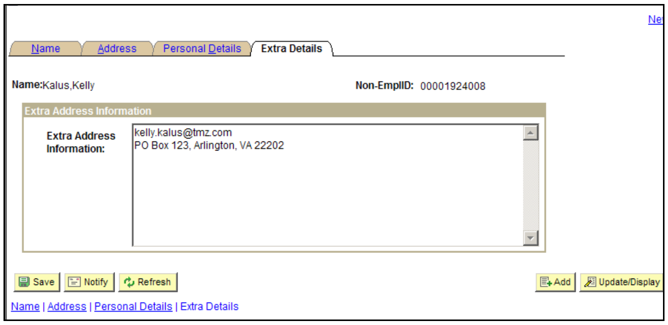
(note: do not enter data in the other fields)



- Select the **Save** button.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>8</td><td>Click the Extra Details tab to enter additional contact information.



• Select the Save button.

Note: After saving, the Non-EmplID will be assigned and displayed.</td></tr>
</table>

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)

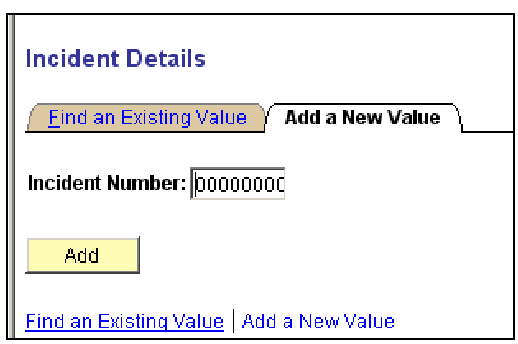
Pages

- Incident
- Notification
- Description
- People

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

To add a new incident, click on **Incident Details**:

- Select the **Add a New Value** tab**.**



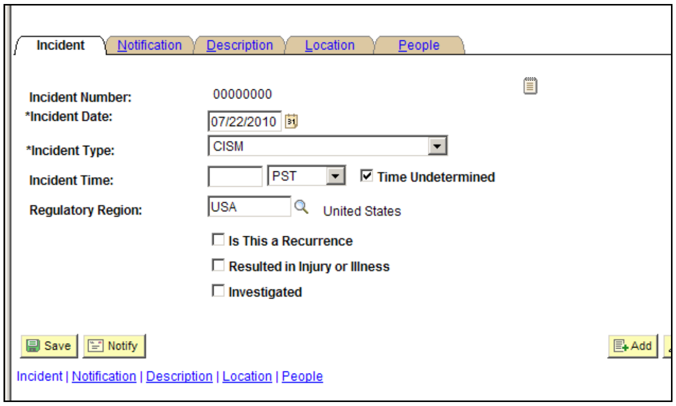
- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

On the **Incident** tab, do the following:

- **Incident Date:** 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.
- **Incident Type**: From the drop down option, the options are:
  - ➢ **SA – Restricted**
  - ➢ **SA - Unrestricted**
- **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other.
- **Resulted in Injury or Illness:** This is a required field. Check the box.
- **Is this a Recurrence:** If applicable, check the box.
- **Investigated**: If applicable, check the box.

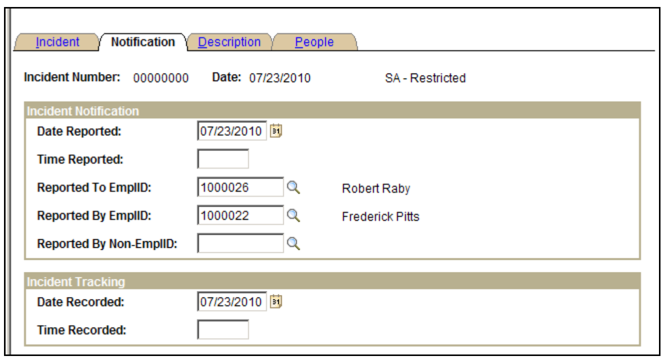


- Click the **Save** button.

- Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *“How to Use the Notepad.”*

Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

</td></tr>
</table>

Step	Action
4	Select the **Notification** tab and enter the following data: • **Date Reported:** This cannot be a date earlier than the Incident Date. • **Time Reported**: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank. • **Reported To EmplID**: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank. • **Reported By EmplID:** Click on the magnifying glass icon, and choose the EAPC entering and managing the incident. • **Reported By Non-EmplID**: Leave blank. Please do not use for Sexual Assault cases. • **Date Recorded:** Keep the default date (today's date). • **Time Recorded:** Enter time as military time and upon save it will be formatted to regular time and AM/PM. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

Select the **Description** tab, and type in the ***Medical and Forensic Information*** in the large text box.

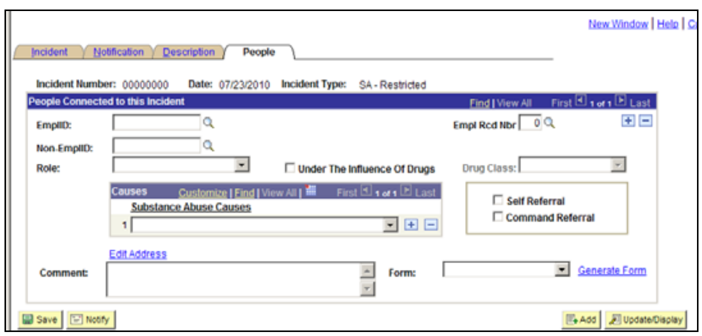
- Click the **Save** button.

Note: Any data entered in this test box will appear in the Incident Report.

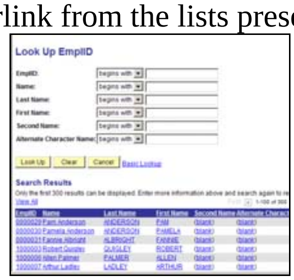
</td></tr>
<tr><td>6</td><td>

Select the **People** tab to add ***BOTH*** the Alleged Offender(s) and the Victim(s) to an incident.

- Select the **EmplID** or **Non-EmplID** (refer to instruction on *"How to Add a Non Employee")* by clicking on the magnifying glass icon next to the field.



- click on the **Name** hyperlink from the lists presented.



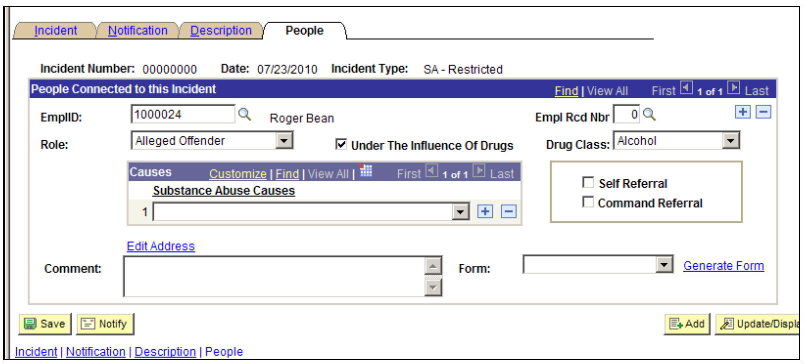
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

- Select the **Role** for the person added to the system by using the drop down list and selecting either:
  - **Alleged Offender**
  - **Victim**

- Select the **Under the Influence of Drugs** (if applicable) - the list of Drug Classes will not be displayed until the box is check.

- Select the **Drug Class** from the drop down list, the choices are:
  - **Alcohol**
  - **Drugs Ill**
  - **Drugs Rx**



- Click the **Save** button

- Click the **[+]** button to another EmplID or Non-EmplID's and following the above steps.

</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number and type.</td></tr>
</table>

How to Add and Manage a Preventative Plan

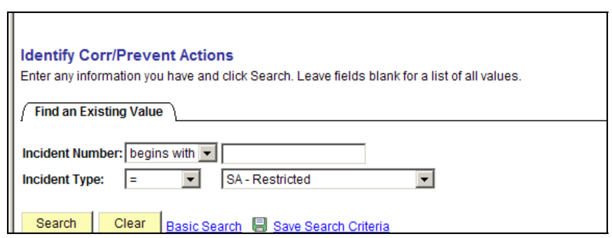
Use The primary purpose of the **Preventative Plan** is to create and manage an Action Plan in response to a Sexual Assault Incident for a Victim(s) and/or the Alleged Offender(s).

Prerequisites
- Incident Details

Pages
- Preventative

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the WorkLife Program pagelet click on the Identify Corr/Prevent Actions hyperlink to create a Preventative Plan associated with the Incident

If known, enter the incident number and click the Search button.
If not known, select SA-Restricted or SA-Unrestricted 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.

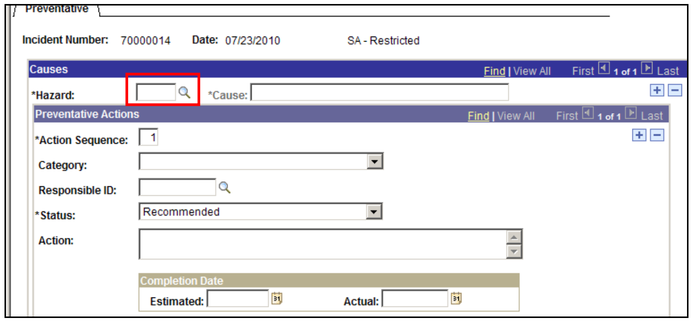


Click on the Search button.
Select the correct incident from the list.

</td></tr>
</table>

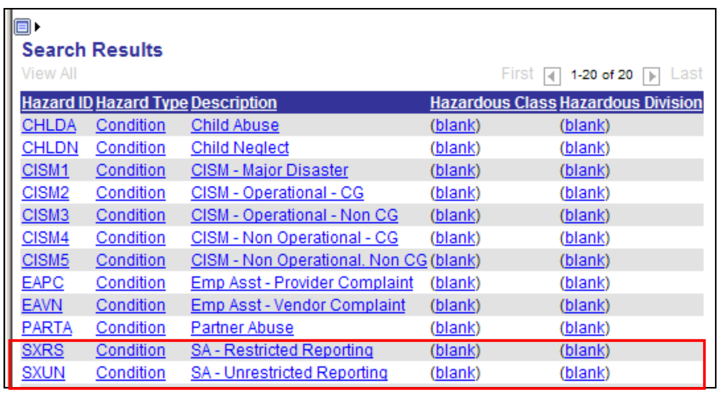
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

- On the **Preventative Page**, click on the magnifying glass icon 🔍 to choose the Hazard type.



The options for the Sexual Assault Program and must be the ***SAME*** as the Incident Type (Step 1):

- **SXRS**
  - Cause: SA – Restricted Reporting (defaults from Hazard Code entered)
- **SXUN**
  - Cause: SA - Unrestricted Reporting (defaults from Hazard Code entered)



Search Results

View All — First 1-20 of 20 Last

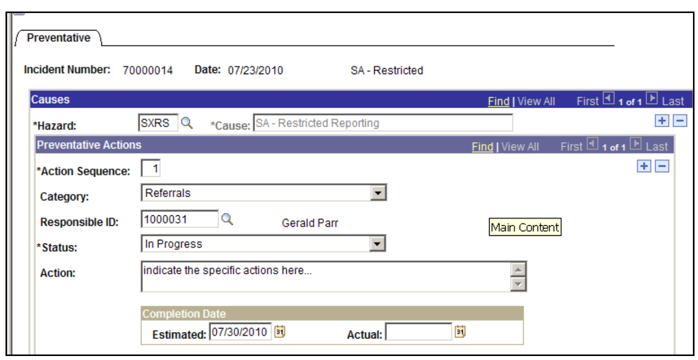
<table>
<tr><th>Hazard ID</th><th>Hazard Type</th><th>Description</th><th>Hazardous Class</th><th>Hazardous Division</th></tr>
<tr><td>CHLDA</td><td>Condition</td><td>Child Abuse</td><td>(blank)</td><td>(blank)</td></tr>
<tr><td>CHLDN</td><td>Condition</td><td>Child Neglect</td><td>(blank)</td><td>(blank)</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><td>SXRS</td><td>Condition</td><td>SA - Restricted Reporting</td><td>(blank)</td><td>(blank)</td></tr>
<tr><td>SXUN</td><td>Condition</td><td>SA - Unrestricted Reporting</td><td>(blank)</td><td>(blank)</td></tr>
</table>

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>
Select from the Category by clicking on the down arrow and choose an option associated to the Cause (Step 2). For the Sexual Assault Program the options are:
➢ Referrals
➢ Other Support Services
• Enter the Responsible ID by clicking on the magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).

Note: If the person is someone other than a USCG member, type in the name and information into the Action text box.
• Select the Status field to indicate the status of each Action Sequence. The system options are:
➢ In Progress
➢ Completed
➢ Recommended
➢ Existing
➢ Planned
• Type in the details of the plan in the Action text box.
• Enter the Completion Date information by entering a date or selecting the calendar icon next to the Estimated and Actual fields.

Note: 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.



• Click on the Save button when you have finished with the Action Sequence 1.

• To add additional Preventative Actions, select the [+] in the right corner and follow the steps above.
Note: You can have one hazard with multiple Preventative Actions.
</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

How to Run a Worklife Report

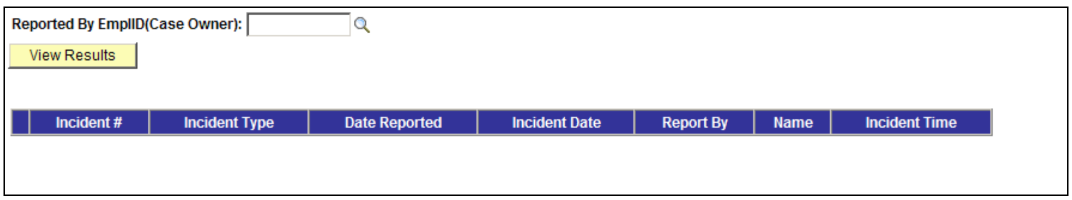
Use Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

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.

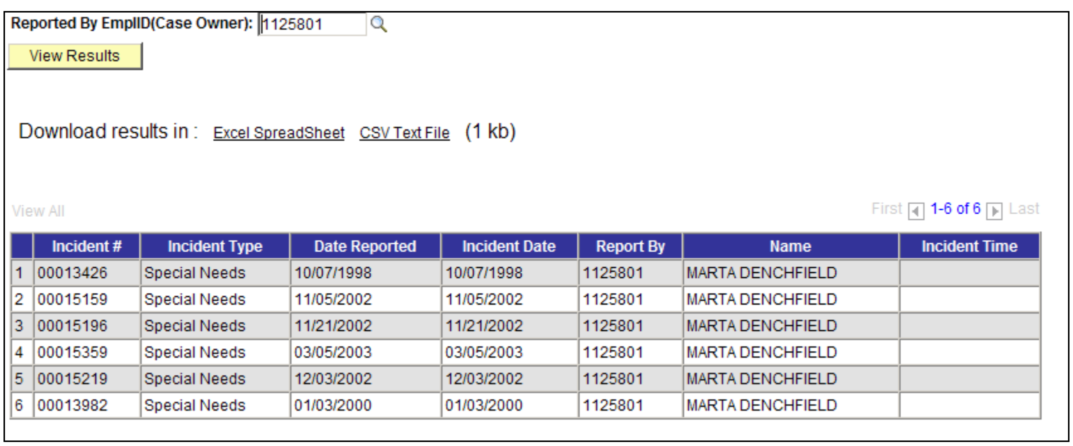
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

A prompt will pop up in a new window.



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

The report output will display in the following format



Reported By EmplID(Case Owner): 1125801

View Results

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
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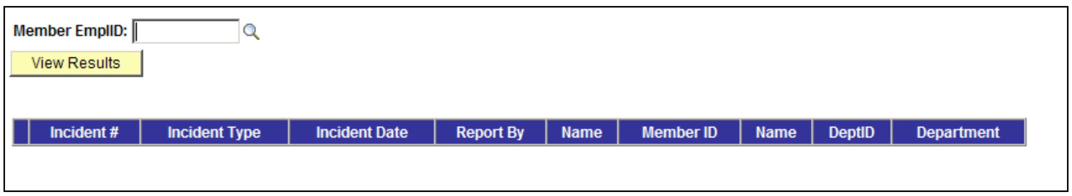
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
4	00015359	Special Needs	03/05/2003	03/05/2003	1125801	MARTA DENCHFIELD	
5	00015219	Special Needs	12/03/2002	12/03/2002	1125801	MARTA DENCHFIELD	
6	00013982	Special Needs	01/03/2000	01/03/2000	1125801	MARTA DENCHFIELD	

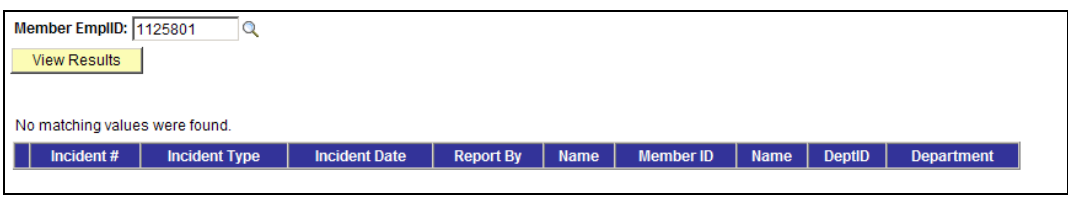
Step	Action
1	In the **Worklife Reports** pagelet click on the Member Incidents Report hyperlink:

A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

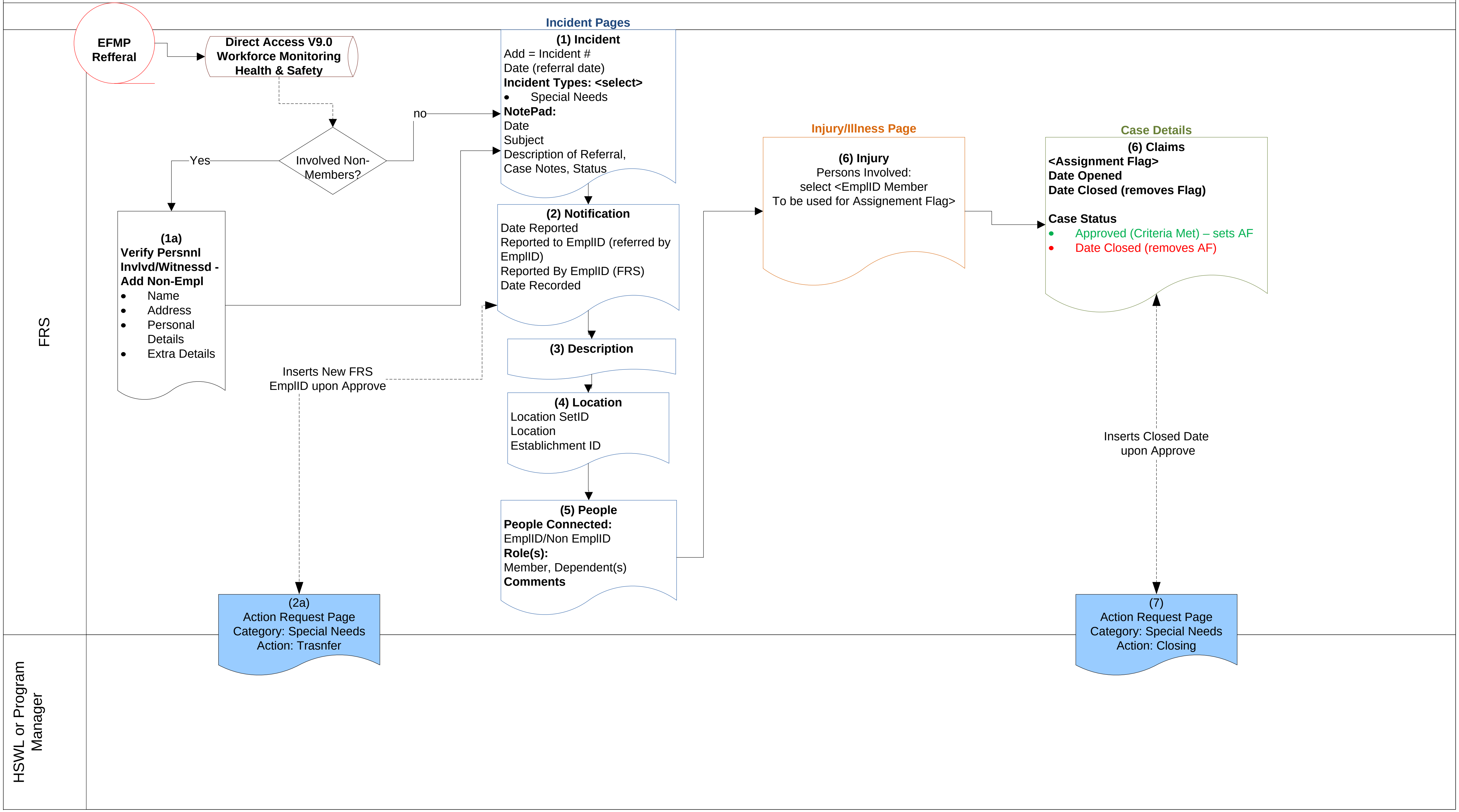
The report output will display in the following format



Referral: Self, Command, AO, HUM Request, Colleague, other W-L, ect..

Special Needs Program – Business Processes using Direct Access 9.0

Final_Approved
M. Denchfield
09.10.10



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

Special Needs Program
User Guide

Table of Contents

How to Add a Non Employee

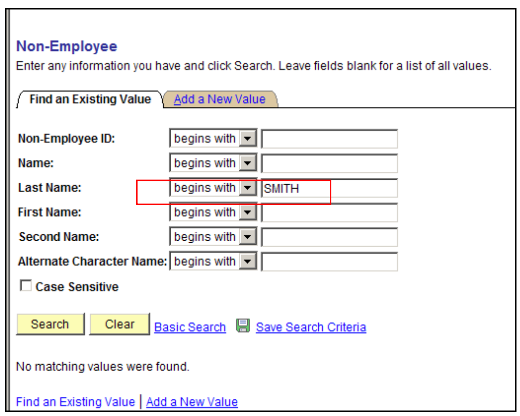
Use When there is an incident involving a non-USCG member, they must be added to the system. The user will take the following actions to add a non-employee.

Pages

- Name
- Address
- Personal Details
- Extra Details

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>First search to see that the person doesn’t already exist in the system by navigating to the Non-Employee.</td></tr>
<tr><td>2</td><td>

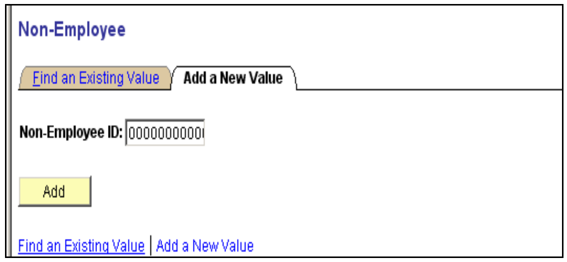
- Enter the person’s Last Name and click the **Search** button.
- If there are “**no matching values found”**, select the **Add a New Value** tab (Step 3).
- If the person exists in the system, proceed directly to the instructions for each program on entering an Incident.



Note: If non-employees share the same first and last name, identify based on address or other unique information.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

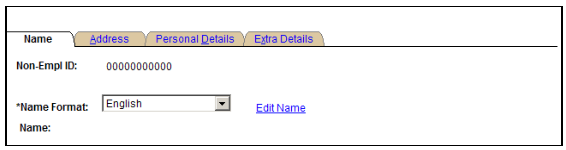
Select the **Add** button.



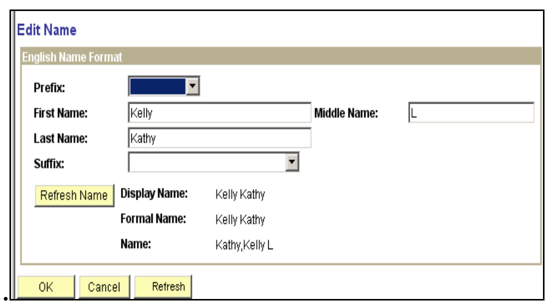
Upon Save, the system will automatically generate the Non-Employee ID number. Please do ***NOT*** type one in.

</td></tr>
<tr><td>4</td><td>

Select the **Edit Name** hyperlink to add the persons name to the system.



- Enter the First Name, Middle Name (if known) and the Last Name into each field provided.
- Prefix and Suffix are optional fields.



- Click the **OK** button

</td></tr>
</table>

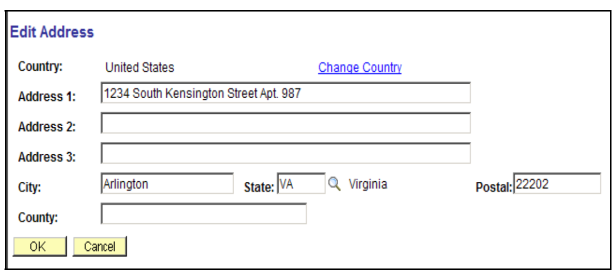
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

Select the **Address** tab.

- **Country** defaults to USA. You can click on the magnification glass icon to change the **Country** if it is one other than the USA default.
- Click on the **Edit Address** hyperlink

On the **Edit Address** page, enter the following information

- **Address** is the street address (and apt if applicable) for the non-employee.
- **City**
- **State**: Use the two letter postal abbreviation for the state or click on the magnification glass icon and choose **State.**
- **Postal** is the five-digit zip code (if known).

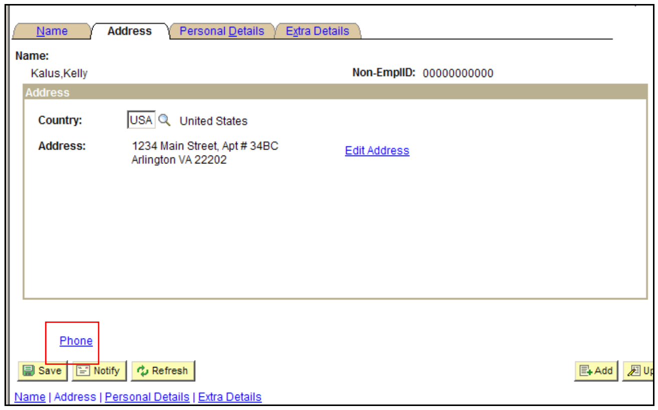


- Select the **OK** button.

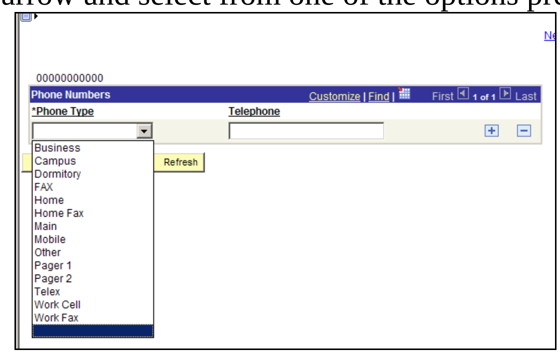
Note: *Do not use Address 2, Address 3 or the County fields.*

</td></tr>
</table>

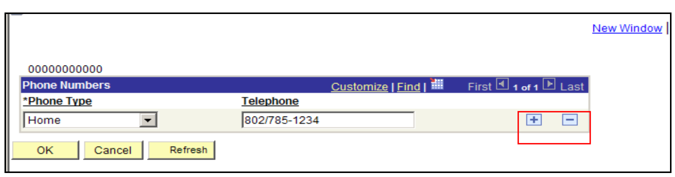
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>
Select the Phone hyperlink at the bottom of the Address tab to enter the phone number (if known).



Select the Phone Type, i.e., Work or Home, by selecting the down arrow and select from one of the options presented.



In the Telephone field after selecting the phone type, enter the phone number without any special characters (8027851234). The number will be reformatted automatically.
Click on the “+” or “-“ buttons to add or delete telephone numbers.

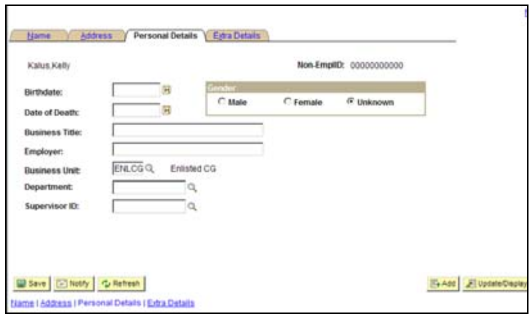


Select the OK button when finished adding or deleting numbers.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>

Click the **Personal Details** tab. There are only two fields being used on this page for non-employees: **Birthdate** and **Gender**.

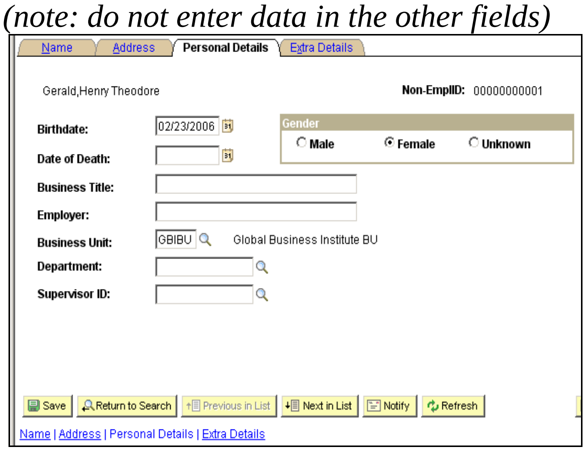
- In the **Birthdate** field, enter the birth month, day and year (*092468*)



Or, select the calendar icon and select the date from the calendar.

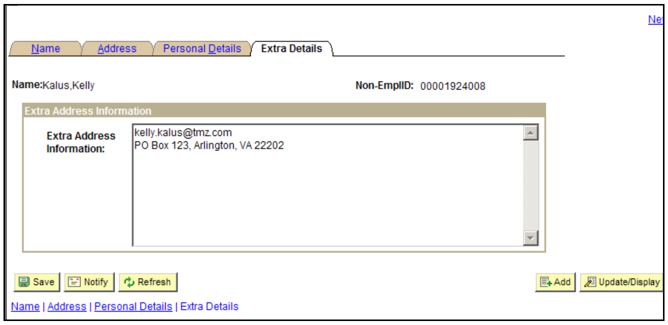
- Select radio button for **Gender** (Male, Female or Unknown)

(note: do not enter data in the other fields)



- Select the **Save** button.

</td></tr>
</table>

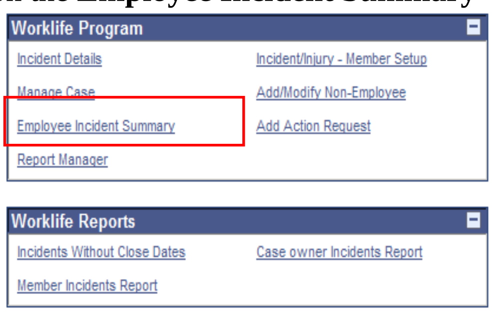
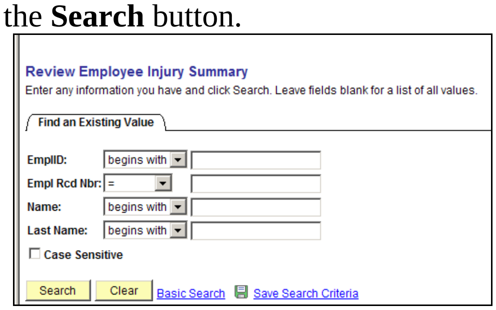
Step	Action
8	Click the **Extra Details** tab to enter additional **contact** information.  • Select the **Save** button. ***Note****: After saving, the Non-EmplID will be assigned and displayed***.

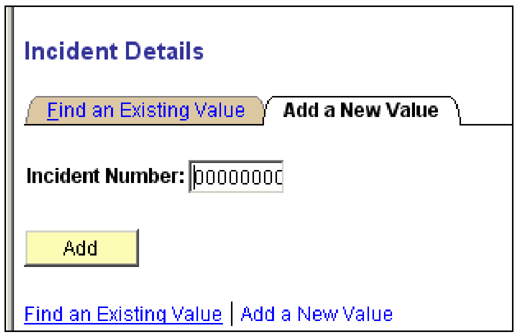
How to Enter a Special Needs Incident

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

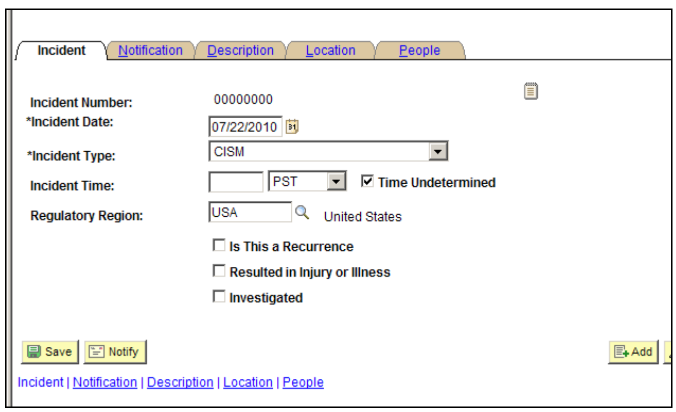
Step	Action
1	Check to see if there are any other Special Needs incident/referral for a USCG Member to determine a recurrence (Step 3) by doing the following from the Portal : • Click on the **Employee Incident Summary**  • Enter person's Last Name (or if you have the EMPLID) • Select the **Search** button.  Note: If there is another Special Needs incident in the system involving the USCG Member (*does not search for Non Employees*) you will use this information to check the box in **Step 3 - Is This a Recurrence).** • To proceed to the next step, click the **Home** hyperlink in the top right corner of the page to return to the Portal page.

Step	Action
2	To add a new incident, click on **Incident Details**:  • Select the **Add a New Value** tab.  • Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

On the **Incident** tab, do the following:

- **Incident Date:** 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.
- **Incident Type**: From the drop down option, select **Special Needs**
- **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other.
- **Resulted in Injury or Illness:** This is a required field. Check the box.
- **Is this a Recurrence:** If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary.
- **Investigated**: Leave blank. Please do ***NOT*** use this for Special Needs.



- Click the **Save** button.

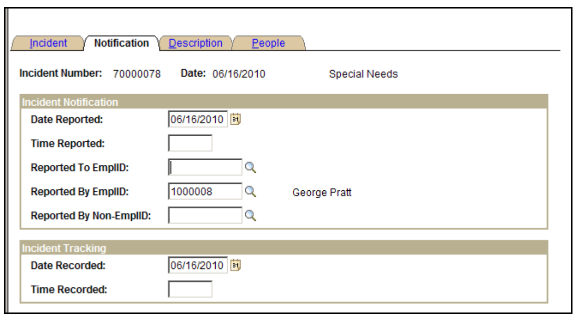
-  Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *“How to Use the Notepad.”*

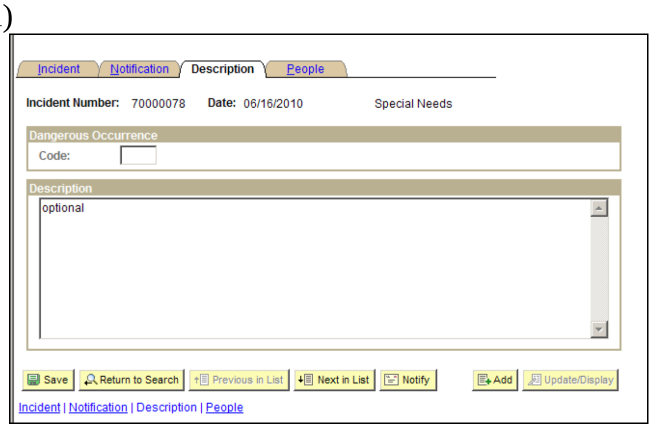
Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

</td></tr>
</table>

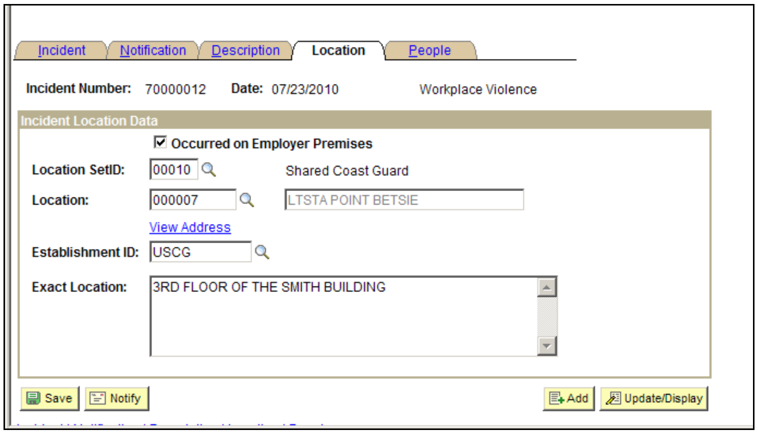
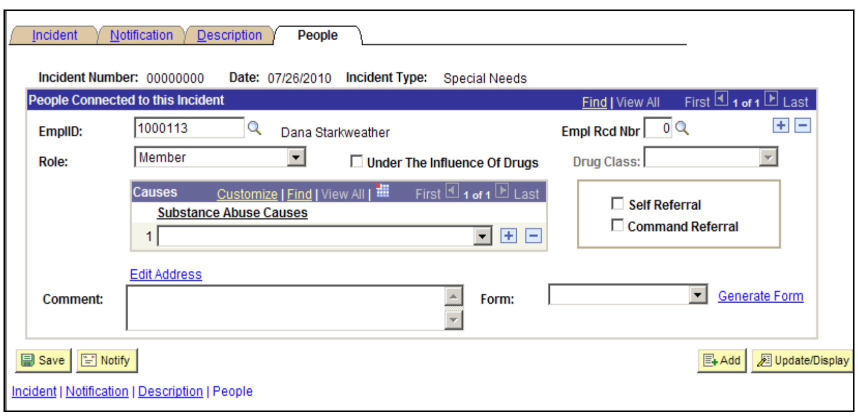
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
Select the Notification tab and enter the following data:

Date Reported: This cannot be a date earlier than the Incident Date.
Time Reported: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.
Reported To EmplID: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank.
Reported By EmplID: Click on the magnifying glass icon, and choose the FAR entering and managing the incident.
Reported By Non-EmplID: Leave blank. Please do not use for Special Needs.
Date Recorded: Keep the default date (today’s date).
Time Recorded: Enter time as military time and upon save it will be formatted to regular time and AM/PM.



</td></tr>
<tr><td>5</td><td>
Select the Description tab, and type in the details of the incident in the large text box. (optional)


</td></tr>
</table>

Step	Action
6	Select the **Location** tab and enter the following data: • **Occurred on Employer Premises**: Check the box. • **Location SetID**: Enter 00010. • **Location**: Select the magnifying glass icon and select the ***Location*** of the incident. • **Establishment ID**: Enter USCG • **Exact Location:** This is an optional description. Enter if known. 
7	Select the **People** tab to add the USCG Member by EmplID by clicking on the magnify glass icon next to the field. • Select the **Role** from the drop down list and choose **Member.**  • Select the **Save** button. • 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. • Select the **Role** from the drop down list and choose **Dependent**
	To proceed, click the **Home** hyperlink in the top right corner of to return to Portal, **Work Life Program** pagelet to continue, or select the **Sign Out** hyperlink. It is helpful for later activities to write down the incident number.

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

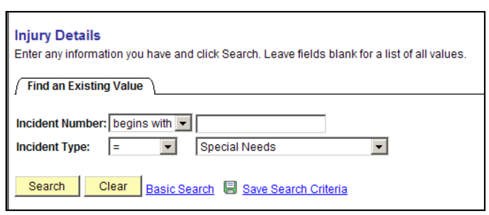
Pages
- Injury

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the Portal, **Worklife Program** pagelet do the following:

- Click on **Incident/Injury – Member Setup**

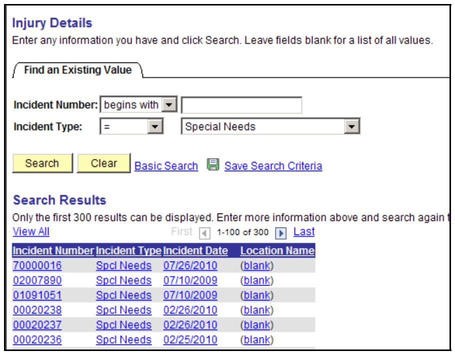
- If known, enter the incident number and click the **Search** button.
- If not known, select Special Needs for the **Incident Type**, leave the **Incident Number** field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better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



- Click the Search button

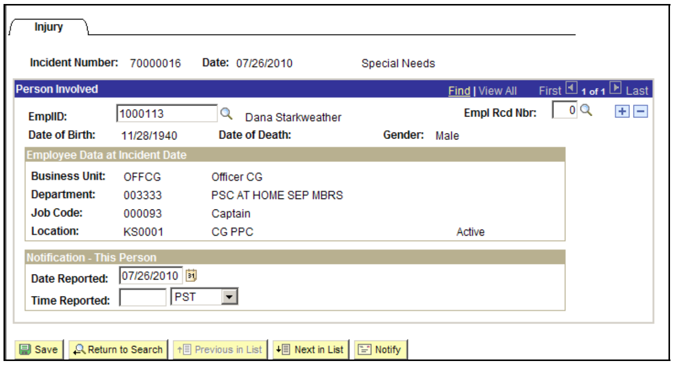
</td></tr>
</table>

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



<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>On the Injury Page, select the EmplID by doing the following:

Click on the magnify glass next to the EmplID select the member.
Date Reported: 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.



Click the Save button.
</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

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)

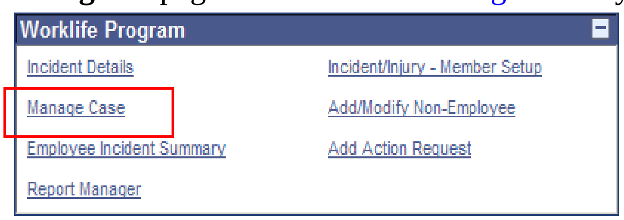
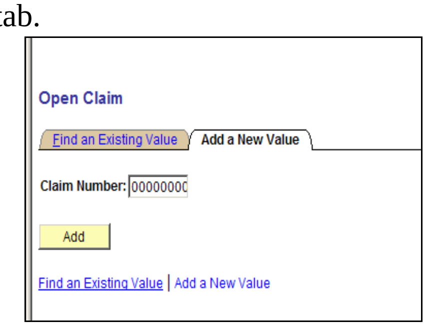
When a USCG member and has an ***open*** Special Needs Incident, the Assignment Officer is alerted to contact Work Life.

Prerequisites

- Incident Details
- Injury

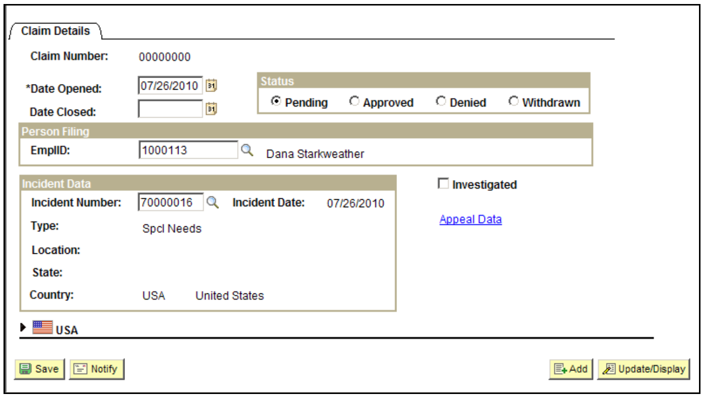
Pages

- Claim Details

Step	Action
1	In the **Worklife Program** pagelet click on the Manage Case hyperlink:   At the **Open Claim** search page, enter the **Incident #** (*refer to Incident Details*). Select the **Add a New Value** tab.   • Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

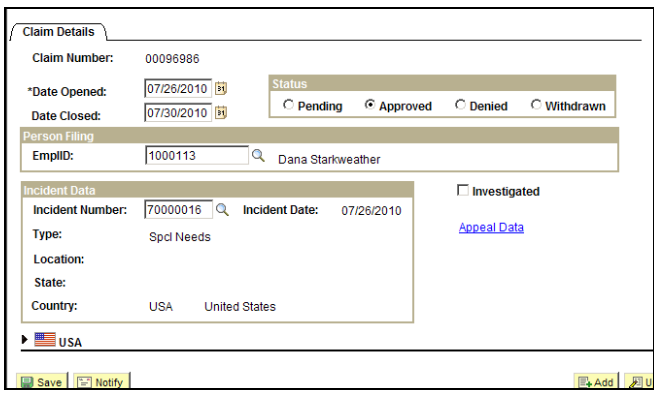
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>On the Claims Details page the Date Opened and Status = Pending are the defaults in the system. Take the following steps:

The Person Filing is the USCG Member EmplID that you will be setting the Assignment Flag on in the system.
Enter the EmplID into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the EmplID for the USCG member.
In the Incident Data, all incidents for the selected EmplID (USCG member) will be listed (note: if there are none, then refer to the instructions on “How to Add an Incident”).
Select the active incident by clicking on the incident number hyperlink of the list presented.

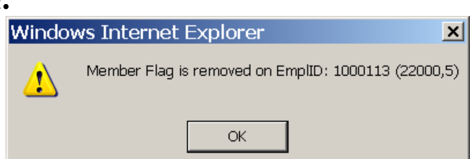

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>To set the Assignment Flag on the member selected, click on the Approved radio button.
Select the Save button.
The following message will be displayed to indicate the Member Flag was set:

Select the OK button.</td></tr>
<tr><td></td><td>To remove the Assignment Flag do the following:
Enter the Date Closed by entering the date or use the calendar to select a date. Do NOT change the claim status. It must remain Approved.



Select the Save button.
The following message will be displayed to indicate the Member Flag was removed:



Select the OK button.</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

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.

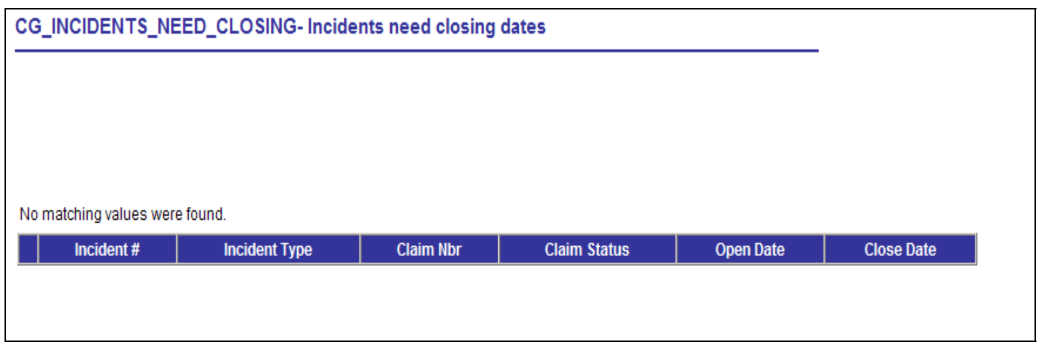
Prerequisites

- Incident Details
- Injury
- Manage Case
- Correct Plan

Portal Link/Report Title	Description
Incidents without Close Dates	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. Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Exceptional Family Member Program (EFMP) or Program Manager (PM) users have access to run this report.

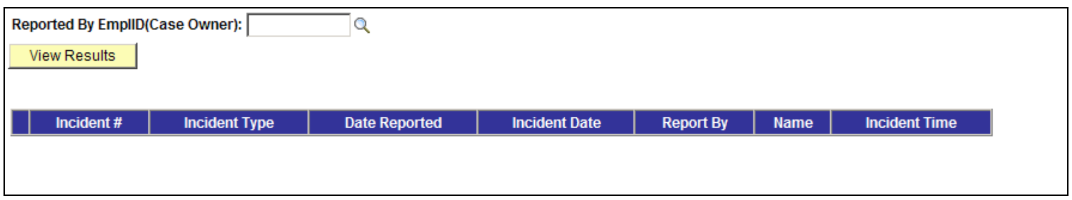
Step	Action
	In the **Worklife Reports** pagelet click on the Incident Without Close Dates hyperlink:

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



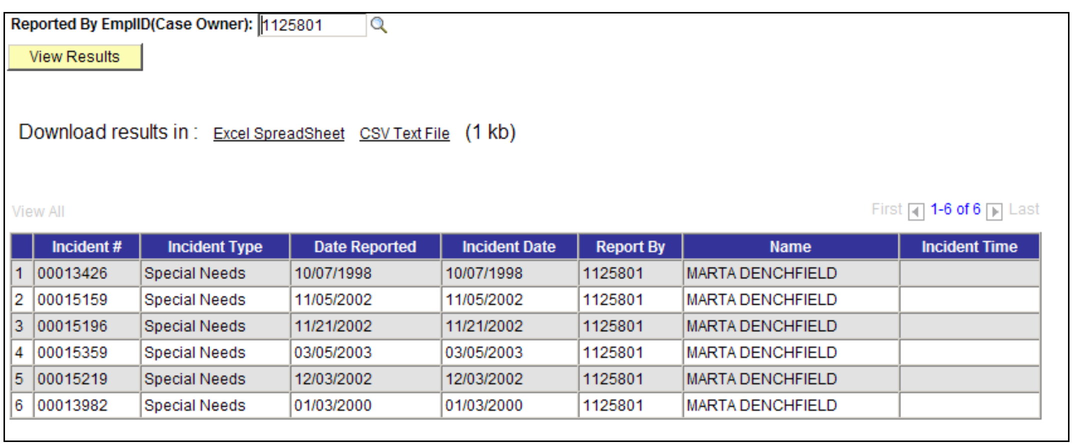
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

A prompt will pop up in a new window.



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

The report output will display in the following format

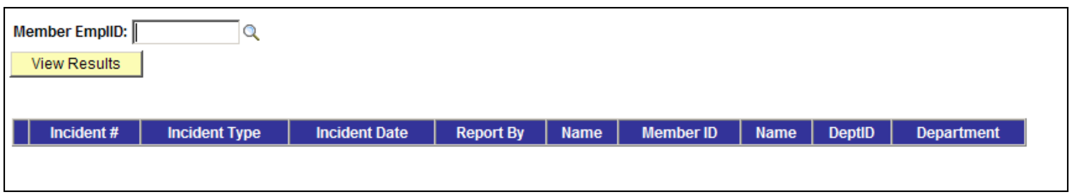


	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
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	

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

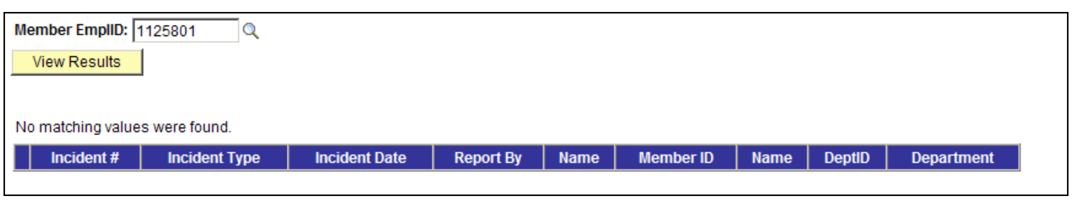
In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

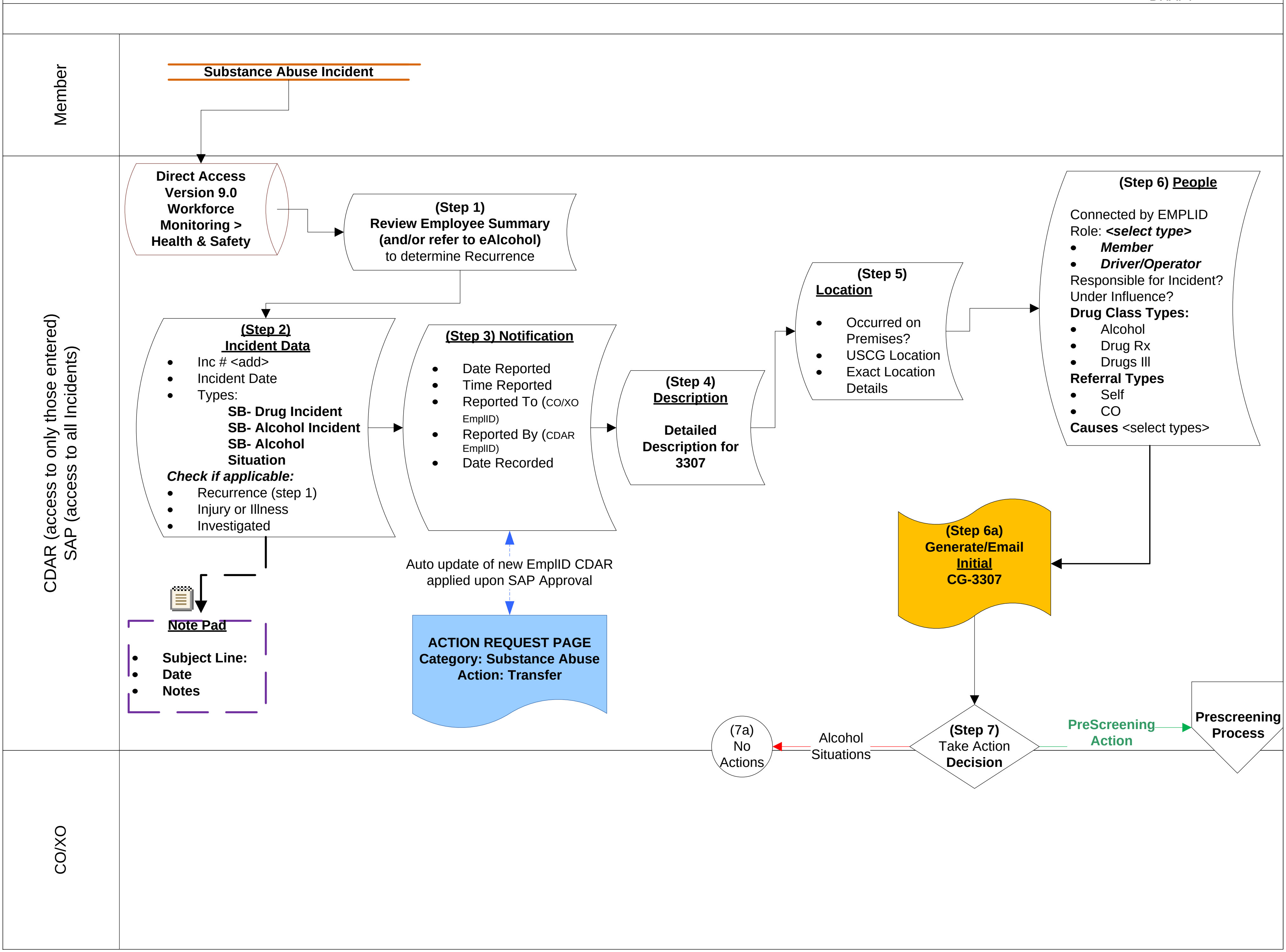
The report output will display in the following format



</td></tr>
</table>

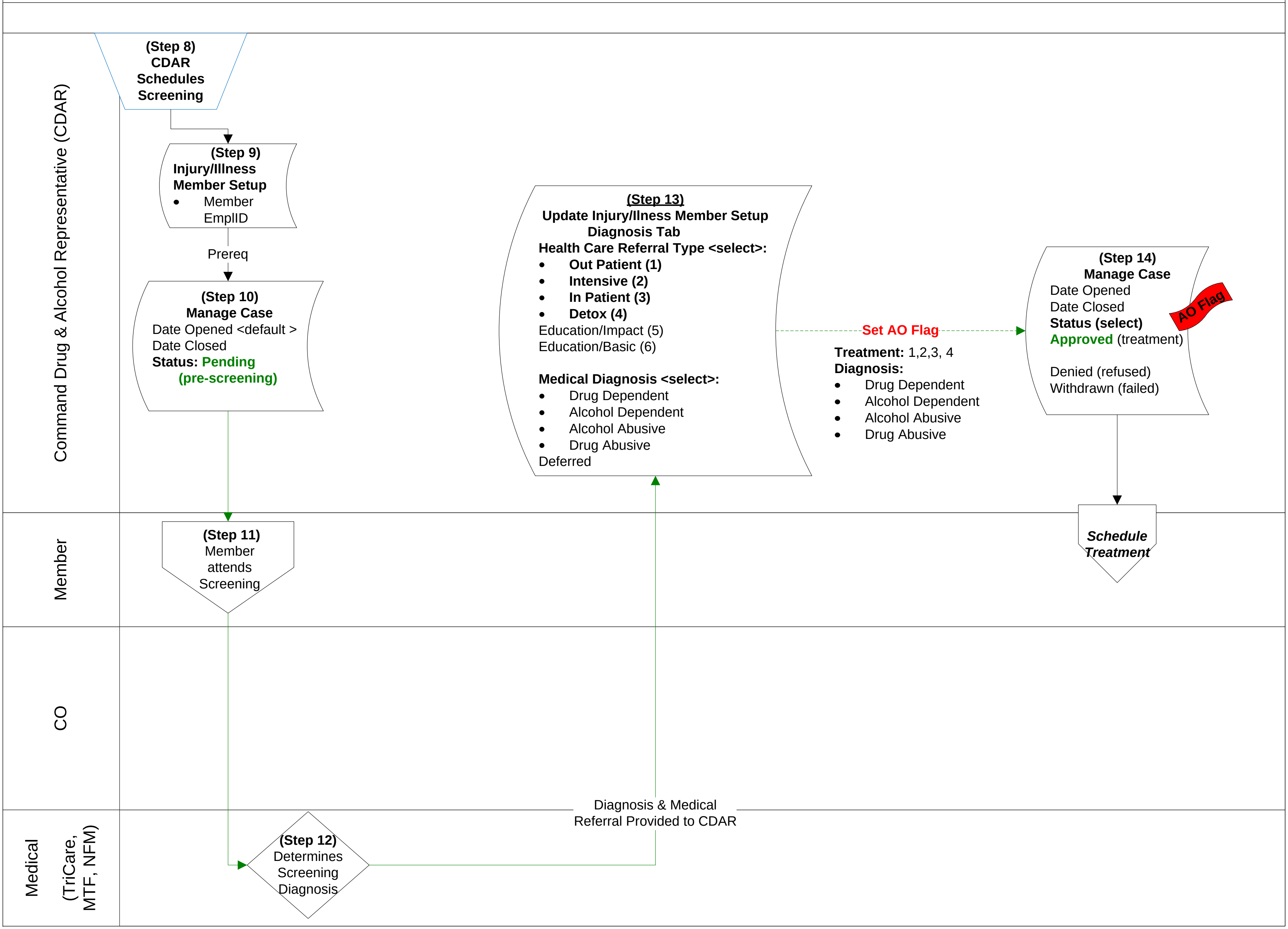
Incident Reporting

Revised 8.30.10
DRAFT



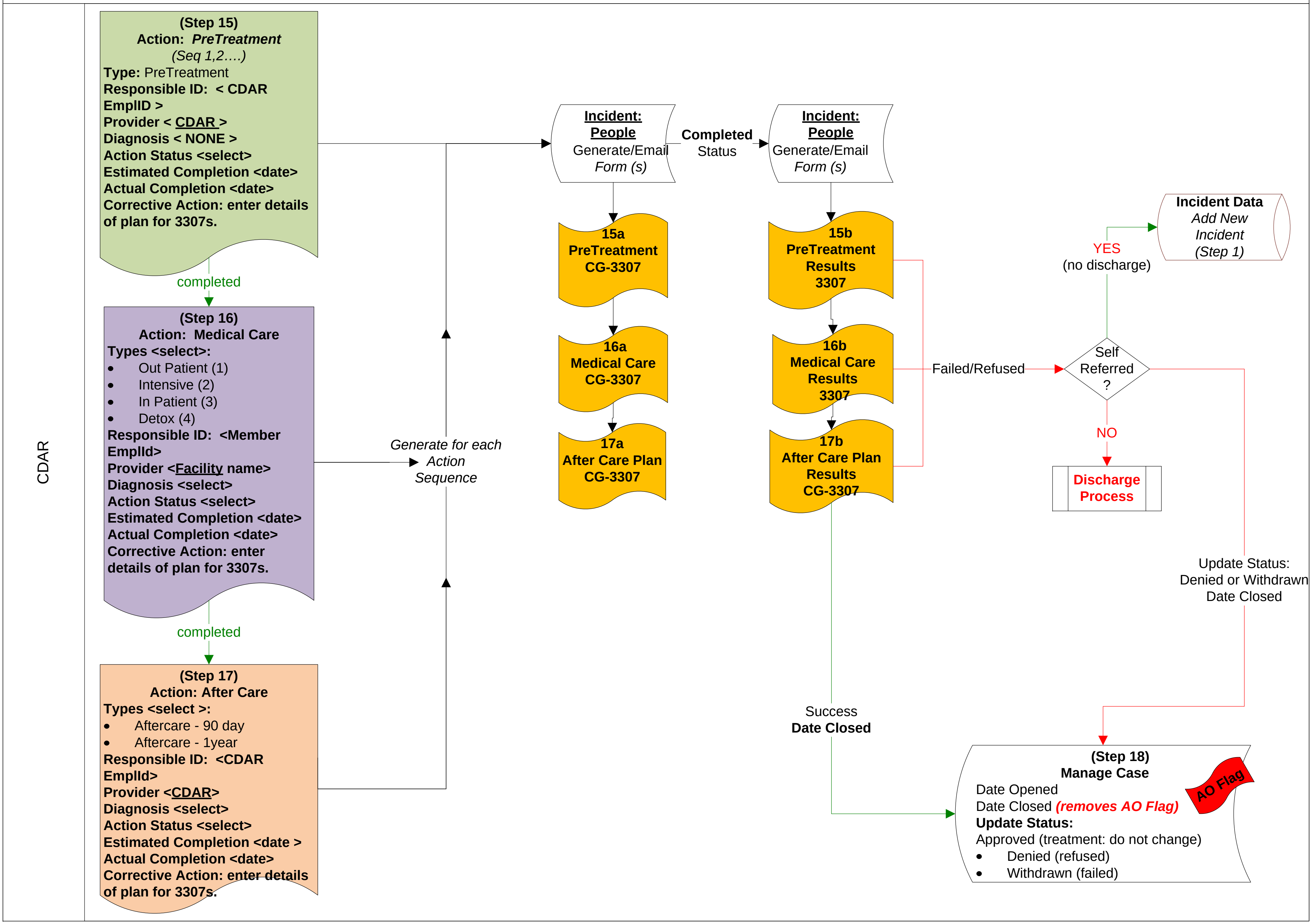
Prescreening, Diagnosis and Case Management

Revised 8.30.10
DRAFT



Action Plans for Treatment and Aftercare

Revised 8.30.10
DRAFT



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

Substance Abuse Program
User Guide

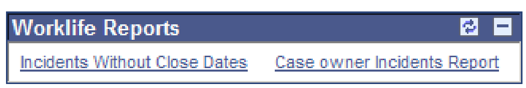
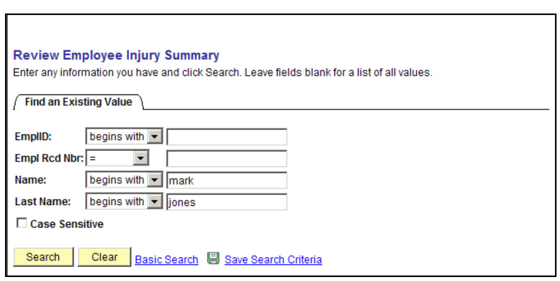
Table of Contents

How to Enter a Substance Abuse Incident

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

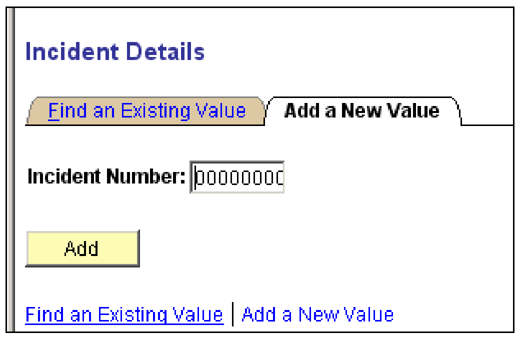
- Incident
- Notification
- Description
- Location
- People

Step	Action
1	Check to see if there are other Substance Abuse Incidents for a USCG Member to determine a recurrence (**Step 3**) by doing the following from the Portal : • Click on the Employee Incident Summary in the **Worklife Program** pagelet:   • Enter person's Last Name (or if you have the EMPLID) • Select the **Search** button.  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 **Step 3 - Is This a Recurrence).** • To proceed to the next step, click the Home hyperlink in the top right corner of the page to return to the Portal page.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>

To add a new incident, click on **Incident Details**:

- Select the **Add a New Value** tab**.**



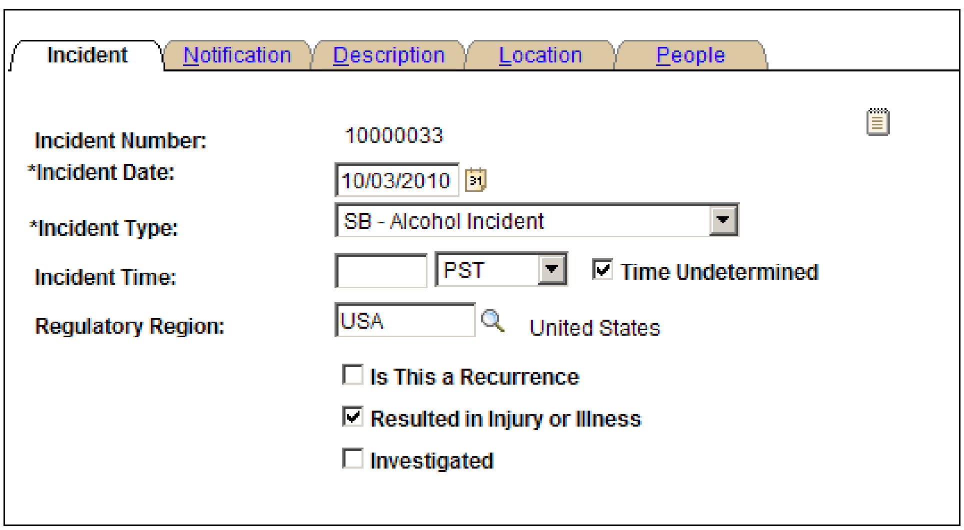
- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

On the **Incident** tab, do the following:

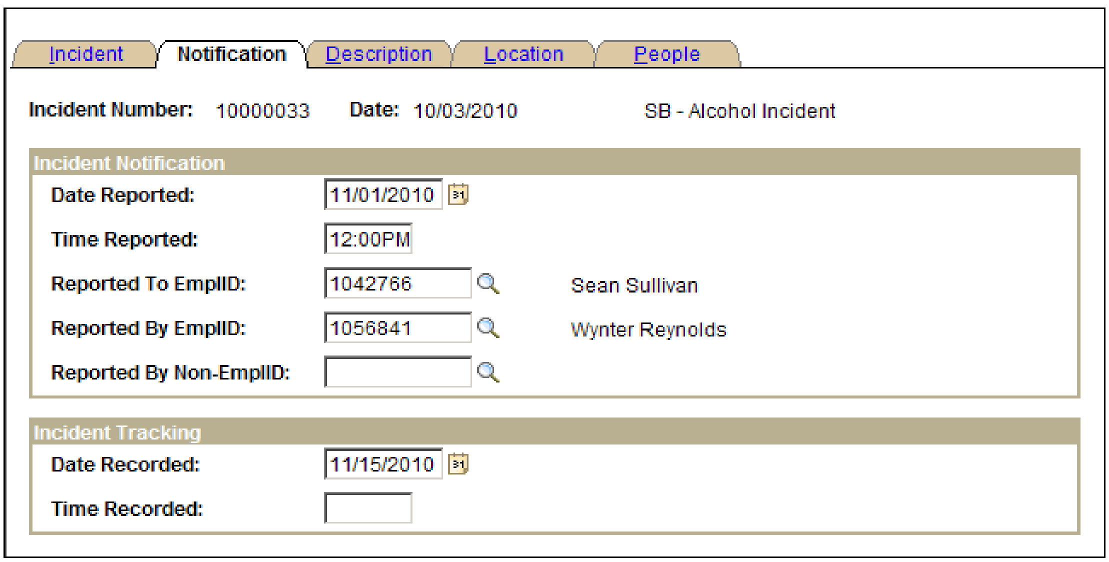
- **Incident Date:** Enter without special characters in MMDDYYYY format**,** or use the calendar icon to select the date. The formatting is automatic upon saving or tabbing to the next field. The Incident Date must be the earliest date of any occurrence regarding this incident. When you get to the Notification tab, you will be prompted to enter a notification date. This notification date cannot be earlier than the Incident Date.
- **Incident Type**: From the drop down option, select one of these options:
  - **SB – Alcohol Incident**
  - **SB – Alcohol Situation**
  - **SB – Drug Incident**
- **Incident Time** and time zone: This is a required field so if the time is unknown, check the field of **Time Undetermined** box. Please do not check the **Time Undetermined** box ***AND*** enter a time. Use only one or the other.
- **Resulted in Injury or Illness:** This is a required field. Check the box.
- **Is this a Recurrence:** If applicable, check the box. Refer to Step 1 on Reviewing Employee Injury Summary.
- **Investigated**: If applicable, check the box.

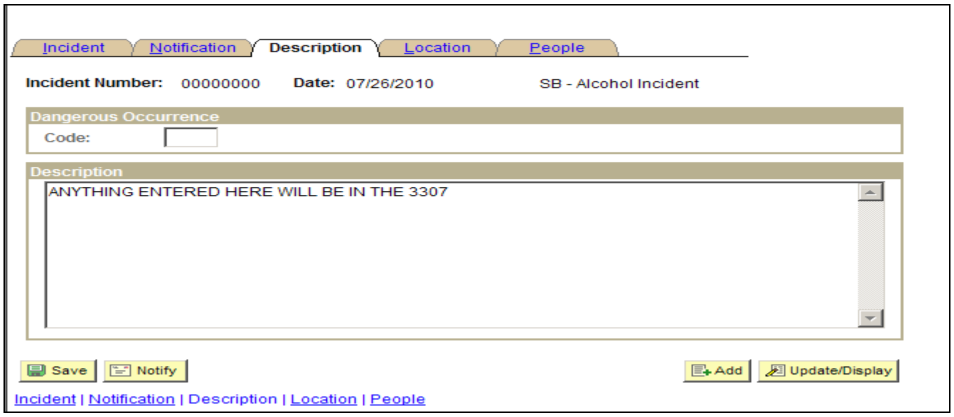


- Click the **Save** button.
- Use the **Notepad** to enter any additional information on the incident. To access the **Notepad**, click the icon. Please refer to the instructions on *"How to Use the Notepad."*

Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.

</td></tr>
</table>

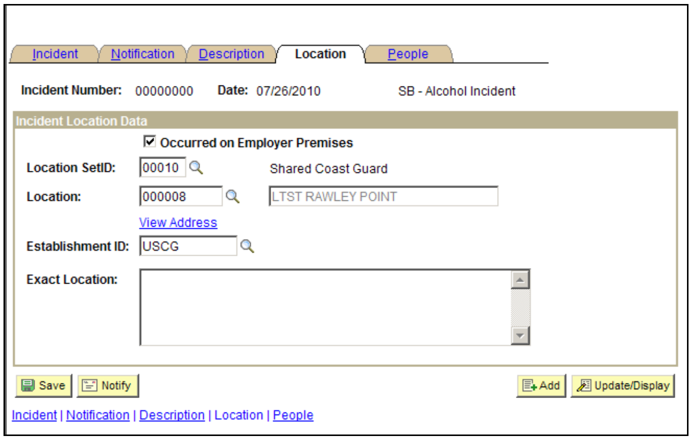
Step	Action
4	Select the **Notification** tab and enter the following data: • **Date Reported:** This cannot be a date earlier than the Incident Date. • **Time Reported**: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank. • **Reported To EmplID**: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank. • **Reported By**: Click on the magnifying glass icon, and choose the CDAR entering and managing the incident. ***Note:*** The CDAR entered into the **Reported By** field is the ONLY person other than the SAP and Program Manager who can access and view the incident. **Reported By Non-EmplID**: Leave blank. Please do not use for Substance Abuse. • **Date Recorded:** Keep the default date (today's date). **Time Recorded:** Enter time as military time and upon save it will be formatted to regular time and AM/PM. 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Select the Description tab and type in the details of the incident in the large text box.


Click the Save button when finished.
Note: Data typed into the Description box will appear on the Initial 3307, and should contain all the relevant information for an Initial 3307.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Select the Location tab and enter the following.

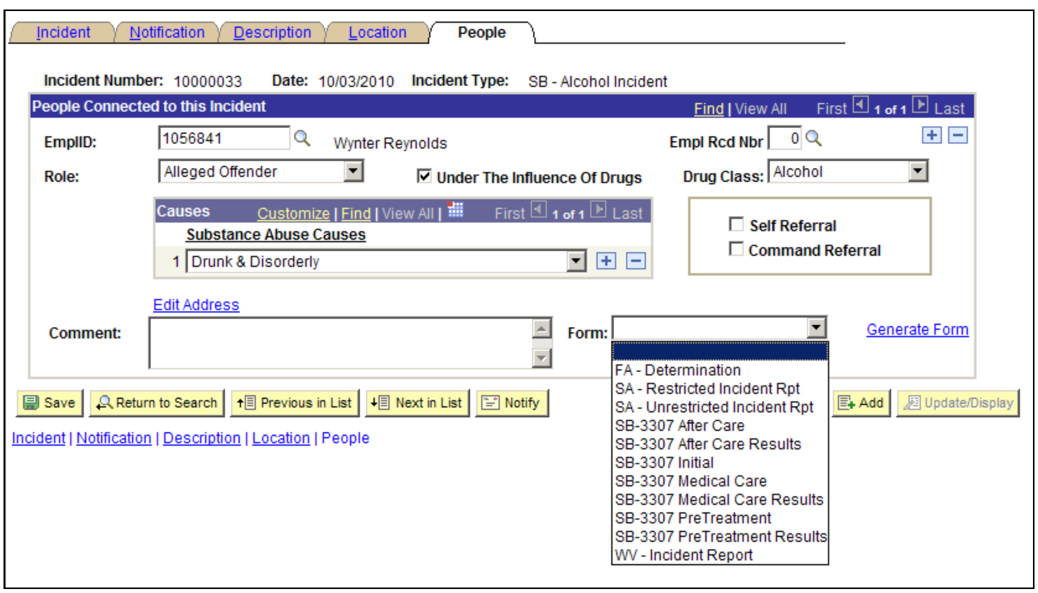
Occurred on Premises: Leave blank. Please do not use this for Substance Abuse.
Location SetID: Enter 00010
Location: Select the magnifying glass icon and select the location of the incident.
Establishment ID: Enter USCG
Exact Location: This is an optional description. Enter if known.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>
Select the People tab and add the USCG Member(s) to the system:

Select the EmplID by clicking on the magnifying glass icon next to the field and select the member from the list presented.
Select the associated Role from the drop down list:
➢ Member or
➢ Driver/Operator
If it is known that the Member was Under the Influence of Drugs, check the box.
Select the Drug Class (won’t be available unless above was checked off) from the drop down list:
➢ Alcohol
➢ Drug ILL
➢ Drugs RX
Select the checkbox if “Self Referral” or a “Command Referral”
Select the Cause from the drop down list of options. To add more than one, click on the [+] for another row.



Click on the Save button

</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

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

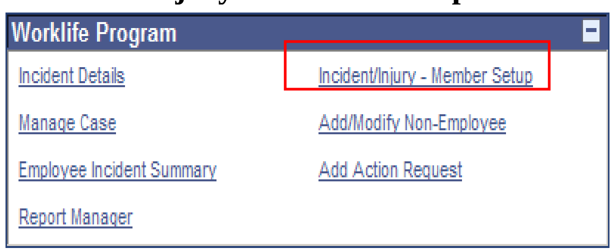
Pages

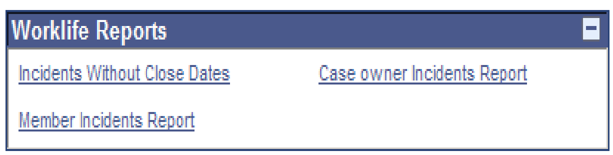
- Injury
- Details

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

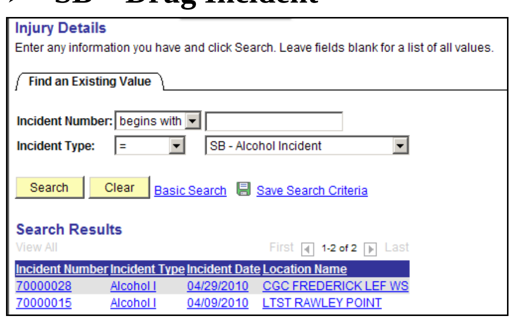
From the Portal, Worklife Program pagelet do the following:

- Click on **Incident/Injury – Member Setup**





- Enter the Incident Number and/or select the Incident Type as one of the following for the Substance Abuse Program:
  - **SB – Alcohol Incident**
  - **SB – Alcohol Situation**
  - **SB – Drug Incident**

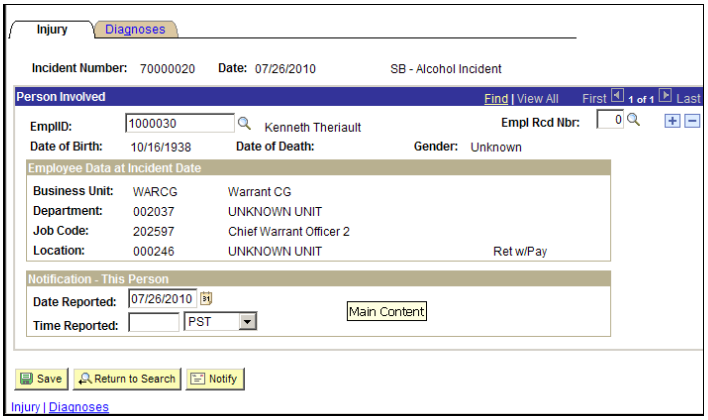


- If known, enter the incident number and click the **Search** button.
- If not known, select Substance Abuse for the **Incident Type**, leave the **Incident Number** field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better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

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>On the Injury Page, select the EmplID by doing the following:

EmplID: Click on the magnifying glass and select the person from the list presented.
Date Reported: 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.
Time Reported: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

Click on the **Diagnosis** tab and select the **Type of Health Care (providers)**:

Type of Health Care options are:

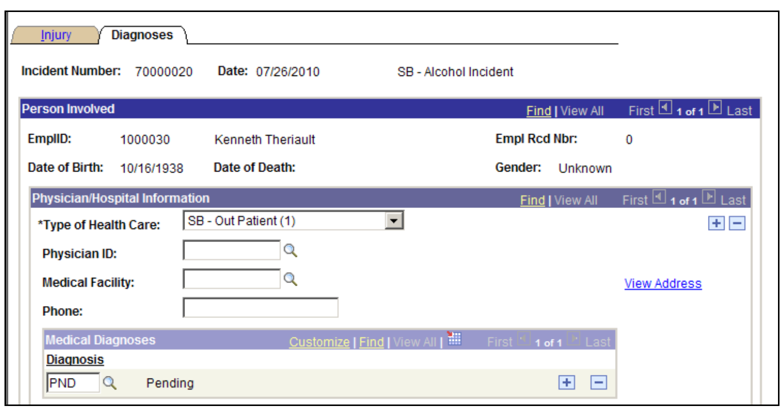
- SB – Outpatient (1)
- SB – Intensive (2)
- SB – In Patient (3)
- SB – Detox (4)
- SB – Education/Basic (5)
- SB – Education/Impact (6)

Note: Physician ID, Medical Facility and Phone field are **not** used in the system.

Select the associated **Diagnosis** by clicking on the magnifying glass from the list of options:

Diagnosis options:

- Pending (Select this when they are in the “Prescreening” Phase.)
- Drug Dependent
- Alcohol Dependent
- Alcohol Abusive
- Drug Abusive
- Deferred



- Click the **Save** button when finished entering the data.

</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

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.

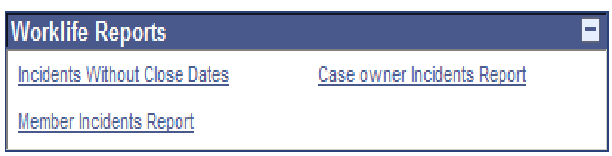
Prerequisites

- Incident
- Injury

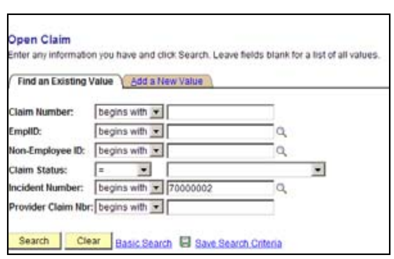
Pages

- Claim Details

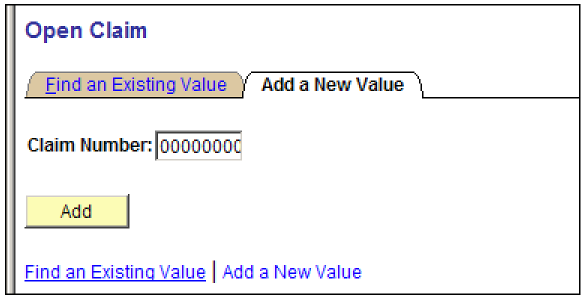
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
In the Worklife Program pagelet click on the Manage Case hyperlink:



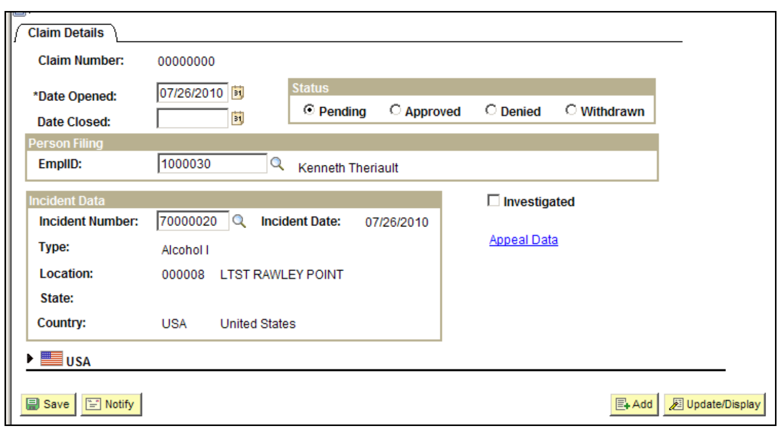
At the Open Claim search page, enter the Incident # (refer to Incident Details).



- Select the Add a New Value tab.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>On the Open Claim page,

• Click on the Add button. The system automatically assigns an incident number. Please do not enter a number for a new incident.</td></tr>
<tr><td>3</td><td>On the Claims Details page the Date Opened and Status = Pending are defaults in the system. Take the following steps to associate the incident with the member:

• The <u>Person Filing</u> is the USCG Member EmplID that you will be setting the Assignment Flag on in the system.

• Enter the EmplID into the field (do not use Non-EmplID), or use the magnifying glass icon to search and select the EmplID for the USCG member.

Note: Pending (Pre-Screening) – The system initially default to this status the first time. This status does not set the Assignment Flag.

• Select the Save button</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

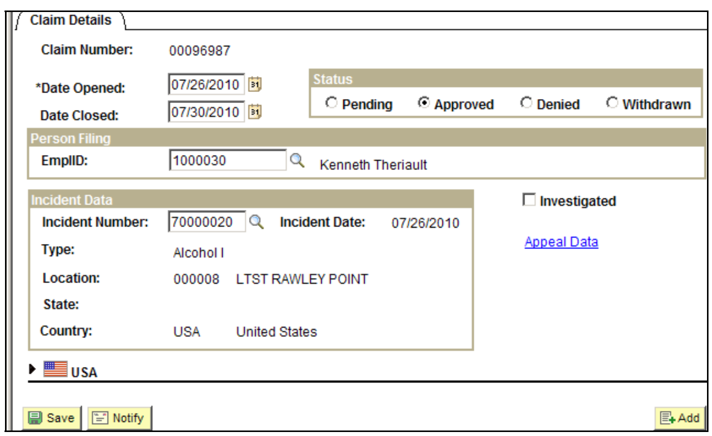
<u>Set the Assignment Flag</u> on the USCG Member:

- 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**.**

- Click on the **OK** button

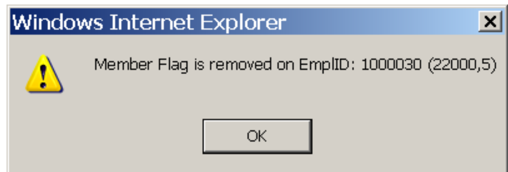
<u>Remove the Assignment Flag</u> on the USCG Member:

- ***Do not change*** Status of Approved
- Enter a **Closed Date** in MMDDYYYY format or select the calendar icon and select the date.



- Click the **Save** button.

</td></tr>
</table>

Step	Action
4	After the system completes **“**processing” a window will be displayed to confirm that the Member Flag was ***removed*** on the Member associated with the incident as selected (Step 3)**.**  • Click on the **OK** button Take the following steps for the other applicable incident actions: <u>Member has **Refused** Treatment:</u> • Change the **Status** to **Denied** ***(Refused)*** by clicking on the radio button. • Click on the **Save** button <u>Member has **Failed** Treatment:</u> • Change the **Status** to **Withdrawn** *(Failed)* by clicking on the radio button. • Click on the **Save** button ***Note:*** 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.
	To proceed, click the **Home** hyperlink in the top right corner of to return to Portal, **Work Life Program** pagelet to continue, or select the **Sign Out** hyperlink. It is helpful for later activities to write down the incident number.

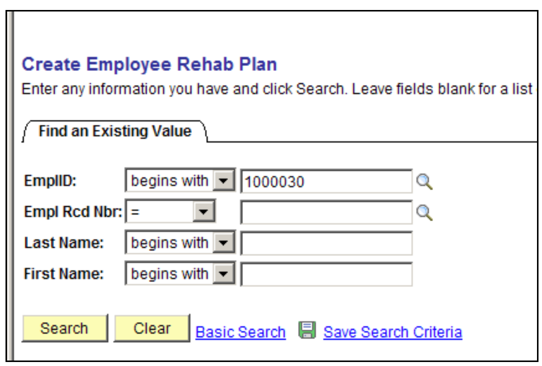
How to Add and Manage a Rehab Plan

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

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>In the Worklife Program pagelet click on the Create Employee Rehab Plan hyperlink:


Enter the EmplID and/or the Last Name of the USCG Member associated with the Incident.


• Click on the Search button.</td></tr>
</table>

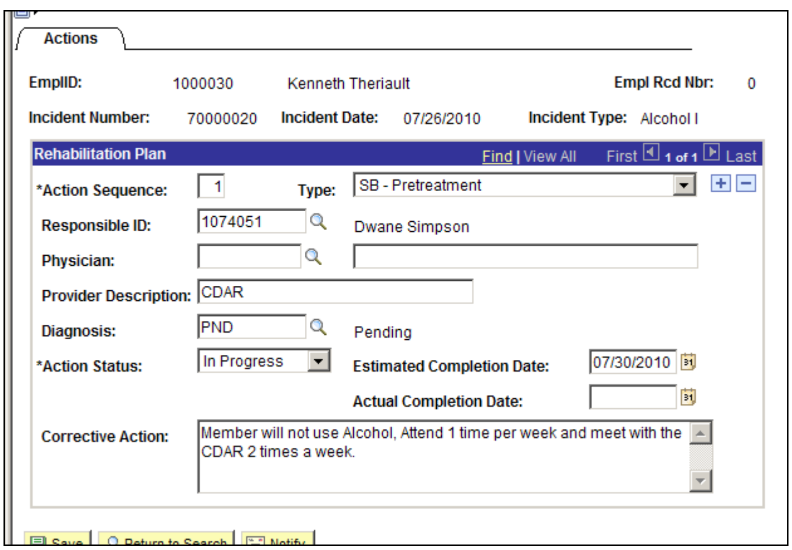
Step	Action

On the **Action** page Create the Rehabilitation Plan for the USCG Member by doing the following:

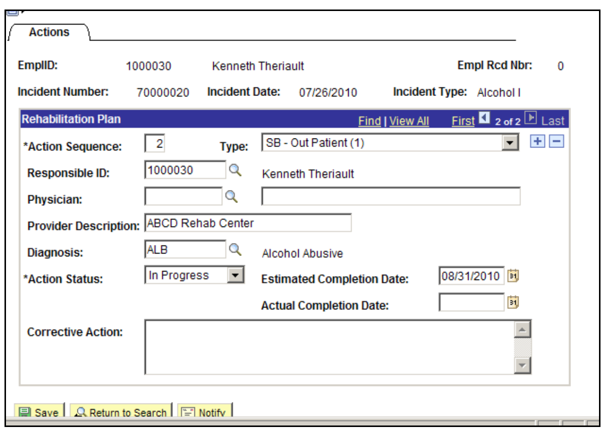
> ***Note:*** Do not edit the **Action Sequence** field. It will update automatically in the order that the plans are entered. For additional plans, simply select the [+] and continue to add others.

Pre-Treatment Plan(s)

- **Type:** Select the **SB – Pretreatment**
- **Responsible ID:** Select the **CDAR EmplID**
- **Provider Description:** Type in **CDAR**
- **Diagnosis:** Select **Pending**
- **Action Status:** Select appropriate one from list of options (In Progress, Recommended, Completed, Planned or Existing)
- **Estimated Completion Date:** Enter Date
- **Actual Completion Date:** Enter date once the Action has been completed (be sure to update the Action Status to Completed too.)
- **Corrective Action:** Type in the specific Pretreatment plan. ***This will appear on the PreTreatment 3307 Form***



- Select the **Save** button

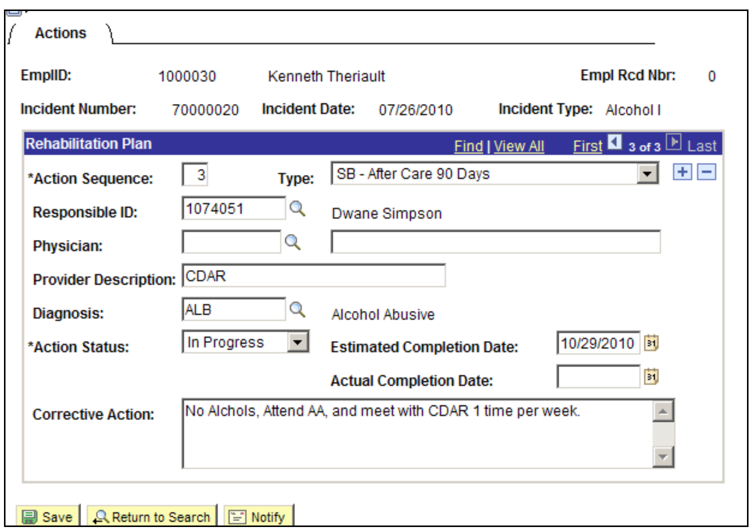
Step	Action
3	On the **Action** page add the **Treatment Plan** by selecting the **[+]** in right corner of the **Rehabilitation Plan** and do the following: • **Select the Type as AB - Medical Care** **Responsible ID:** Select Member's **EmplID** **Provider Description:** Type the Facility name (*if known*) **Diagnosis <select one>:** • **Alcohol Abusive** • **Alcohol Dependent** • **Drug Abusive** • **Drug Dependent** • **Deferred Diagnosis** • **Action Status:** Select appropriate one from list of options (In Progress, Recommended, Completed, Planned or Existing). • **Estimated Completion Date:** Enter Date. • **Actual Completion Date:** Enter date once the Action has been completed (be sure to update the Action Status to Completed too). • **Corrective Action:** ***This will appear on the Medical Care 3307 Form***  • Select the **Save** button when finished entering the data.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
On the Action page add the After Care Plan by selecting the [+] in right corner of the Rehabilitation Plan and do the following.

<h2><u>After Care Plan(s)</u></h2>

Select the Type as: SB – After Care

Responsible ID: CDAR EmplID
Provider Description: CDAR
Diagnosis <select one>: This must be the same diagnosis as in the Treatment Plan.
Action Status: Select appropriate one from list of options (In Progress, Recommended, Completed, Planned or Existing).
Estimated Completion Date: Enter Date.
Actual Completion Date: Enter date once the Action has been completed (be sure to update the Action Status to Completed too).
Corrective Action: Enter details of After Care instructions. This will appear on the After Care 3307 Form



Select the Save button when finished entering the data.

</td></tr>
<tr><td></td><td>To proceed, click the Home hyperlink in the top right corner of to return to Portal, Work Life Program pagelet to continue, or select the Sign Out hyperlink. It is helpful for later activities to write down the incident number.</td></tr>
</table>

How to Generate a Substance Abuse CG 3307 Form

Use

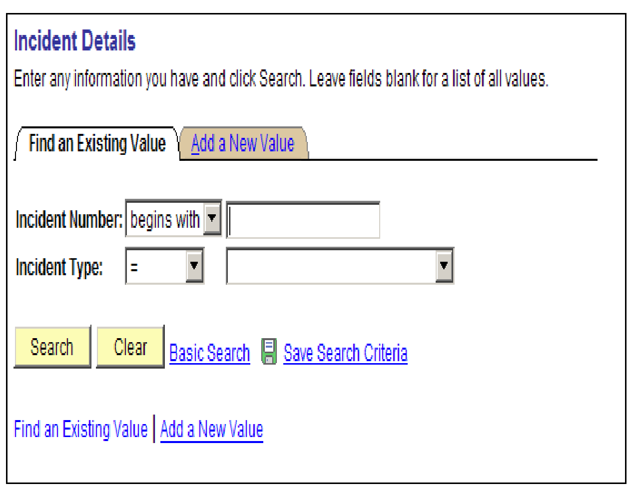
The CG 3307 is the Performance and Discipline document (aka as the Page 7) that details the violation and section of the policy, rules & regulation violated, and terms of a correction plan. The CG 3307 is generated each time there is a new correction plan or action, and provided to the Command and member 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.

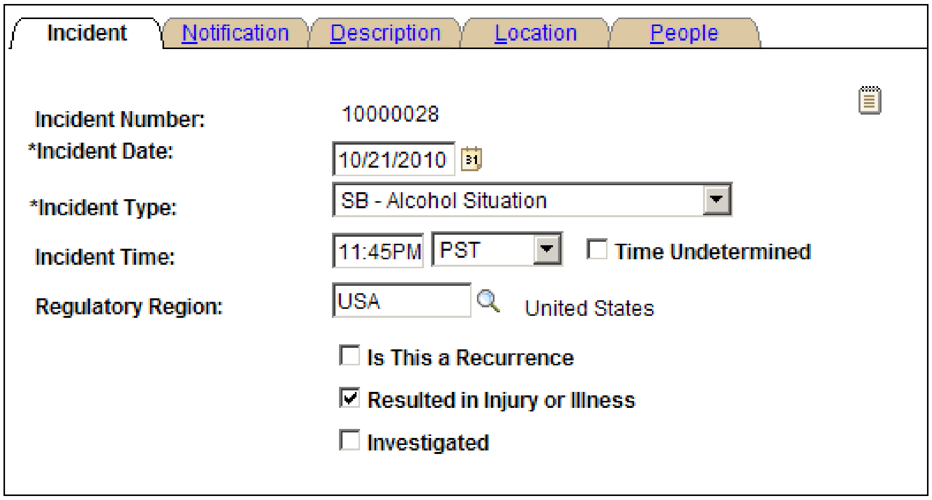
Prerequisites

- Incident Details
- Injury
- Manage Case
- Correct Plan

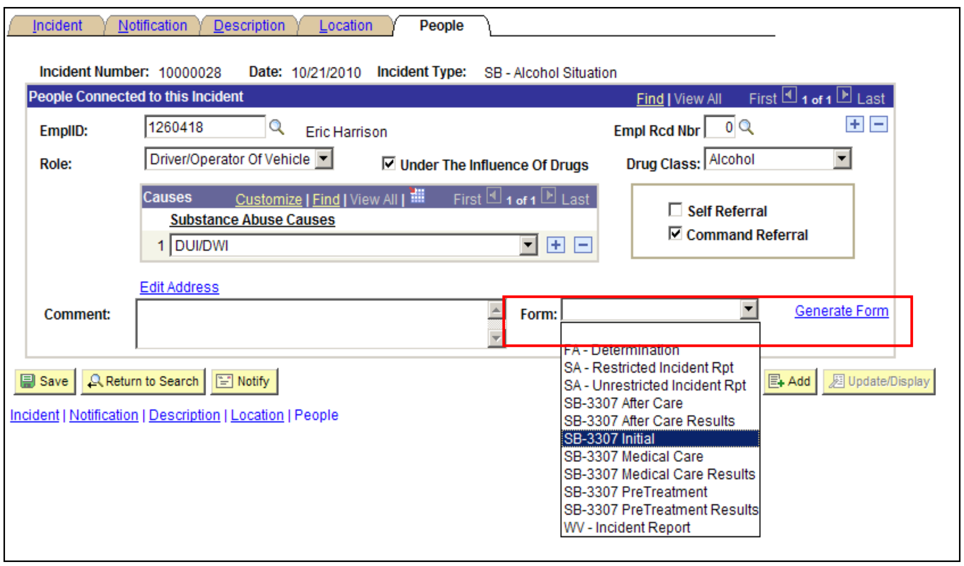
Step	Action
1	In the **Worklife Program** pagelet click on the Incident Details hyperlink:

- Enter the Incident number you need to run the CG 3307 Form for.





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



- 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

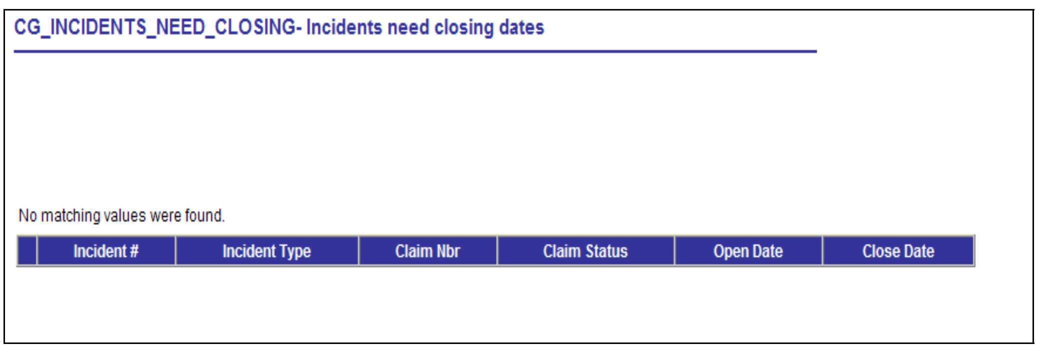
Use Worklife Report hyperlinks are housed in the Worklife Reports pagelet. Click on the hyperlink of the desired report to run and retrieve the output. Descriptions of the reports accessible to the Worklife Family Advocacy User are located below.

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

Portal Link/Report Title	Description
Incidents without Close Dates	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. Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.
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. Note: Worklife Command Drug and Alcohol Representative (CDAR), Substance Abuse Prevention (SAP) or Program Manager (PM) users have access to run this report.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>
In the **Worklife Reports** pagelet click on the Incident Without Close Dates hyperlink:

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

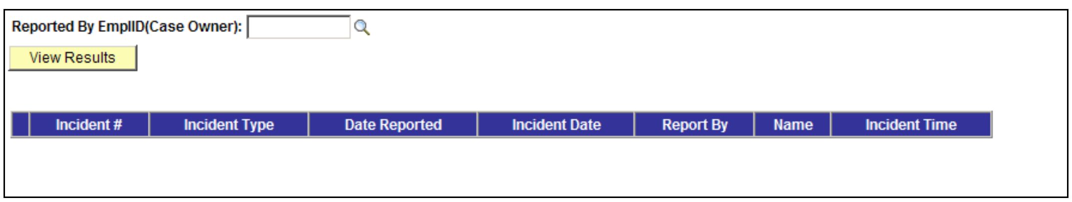


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

A prompt will pop up in a new window.



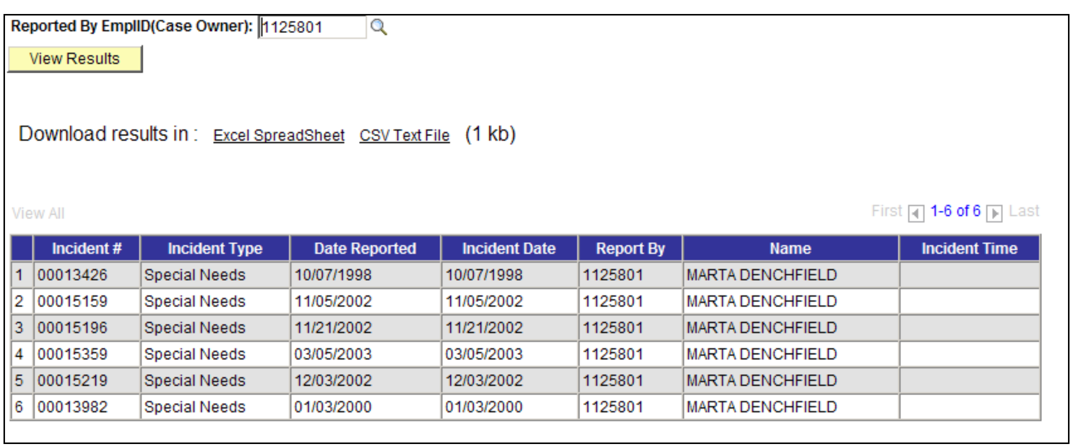
Reported By EmplID(Case Owner):

View Results

	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): 1125801

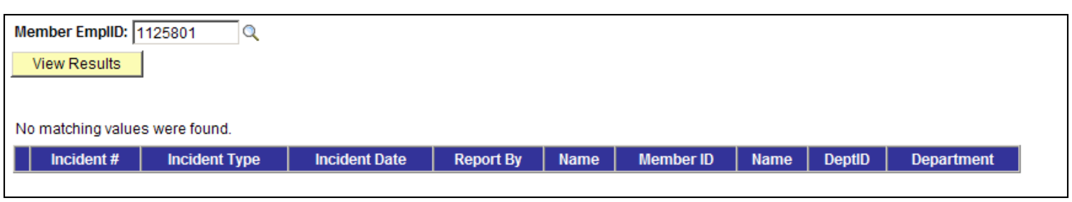
View Results

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	

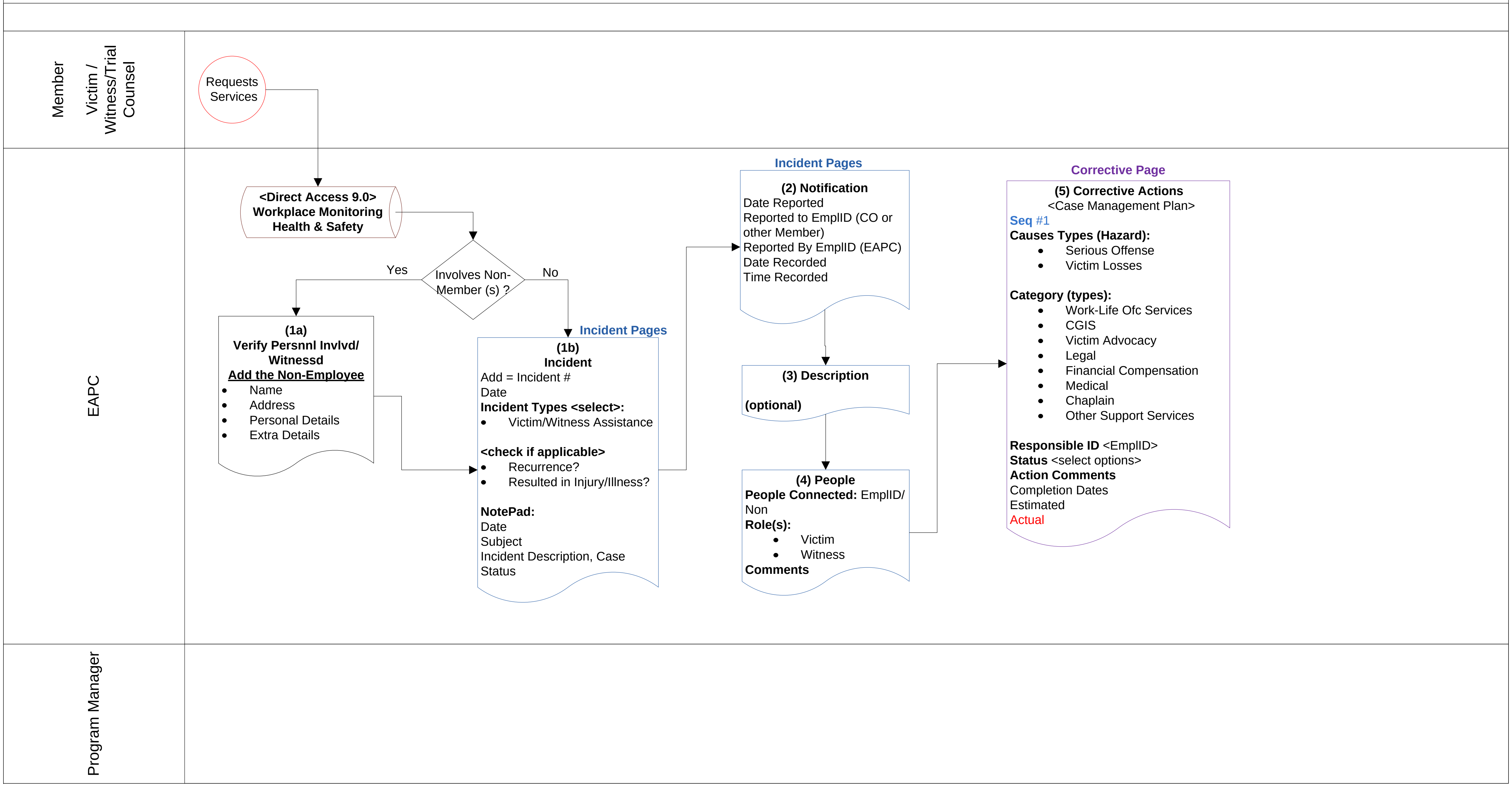
</td></tr>
</table>

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.  • Enter the Member EmplID: • Click View Results The report output will display in the following format 

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

Table of Contents

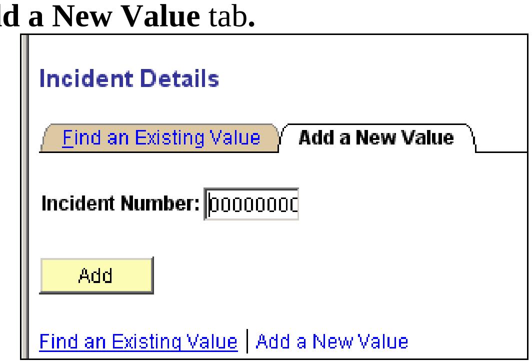
How to Enter a Victim Witness Incident

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)

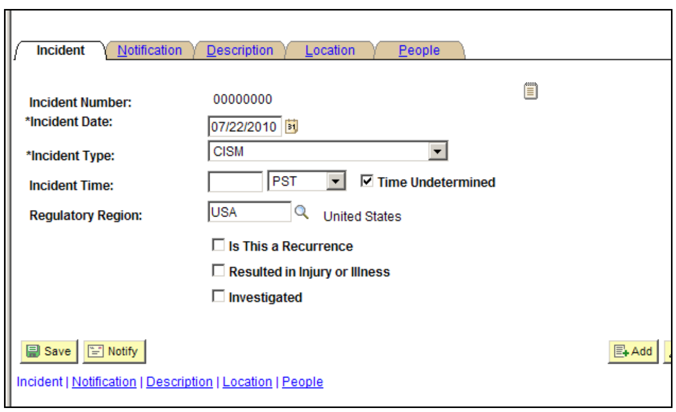
Pages

- Incident
- Notification
- Description
- People

Step	Action
1	To add a new incident, click on **Incident Details**:  • Select the **Add a New Value** tab.  • Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>On the Incident tab, do the following:

Incident Date: 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.
Incident Type: From the drop down option, select Victim/Witness Assistance.
Incident Time and time zone: This is a required field so if the time is unknown, check the field of Time Undetermined box. Please do not check the Time Undetermined box AND enter a time. Use only one or the other.
Resulted in Injury or Illness: This is a required field. Check the box.
Is this a Recurrence: Leave blank. Please do NOT use this for Victim/Witness Assistance.
Investigated: Leave blank. Please do NOT use this for Victim/Witness Assistance.



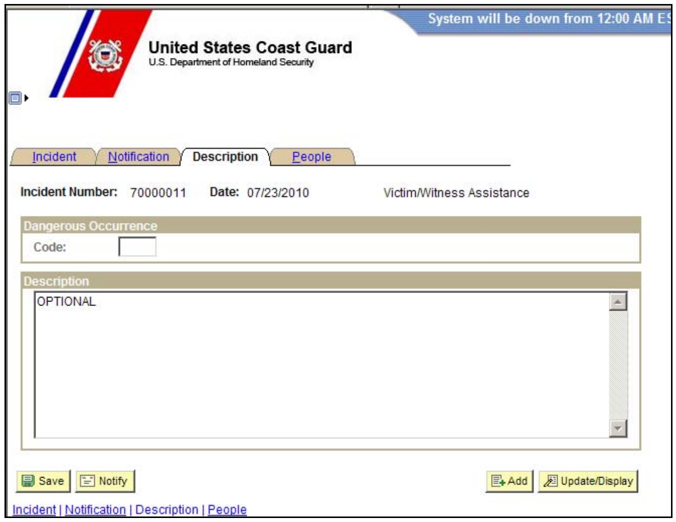
Click the Save button.
 Use the Notepad to enter any additional information on the incident. To access the Notepad, click the icon. Please refer to the instructions on “How to Use the Notepad.”

Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.</td></tr>
</table>

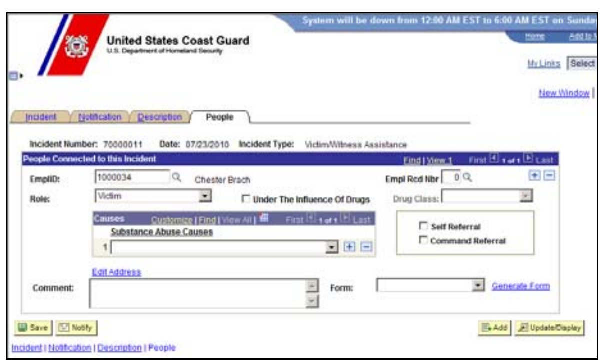
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Notification tab and enter the following data:

Date Reported: This cannot be a date earlier than the Incident Date.
Time Reported: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.
Reported To EmplID: click on the magnifying glass icon, and choose the person that the incident was reported to initially (if known, if not leave blank).
Reported By EmplID: click on the magnifying glass icon, and choose the person entering and managing the incident.
Reported By Non-EmplID: Leave blank.
Date Recorded: Keep the default date (today's date).
Time Recorded: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Select the Description tab
Type in the details of the incident in the large text box. This is optional.


Click Save if you entered a Description.</td></tr>
<tr><td>5</td><td>Select the People tab to add BOTH Victim(s) and the Witness(s) to an incident.
Select the EmplID or Non-EmplID (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon next to the field.

Click the Save button when finished adding all Victims and Witnesses (if known) to the incident.</td></tr>
<tr><td></td><td>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 (note: write down the Incident #).</td></tr>
</table>

How to Add and Manage a Corrective Plan

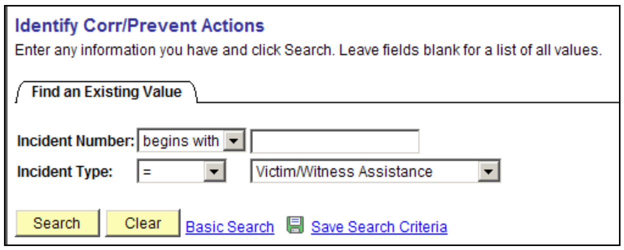
Use The primary purpose of the Corrective Plan is to create and manage the Action Plan for a Victim and/or a Witness.

Prerequisites
- Incident Details

Pages
- Corrective

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

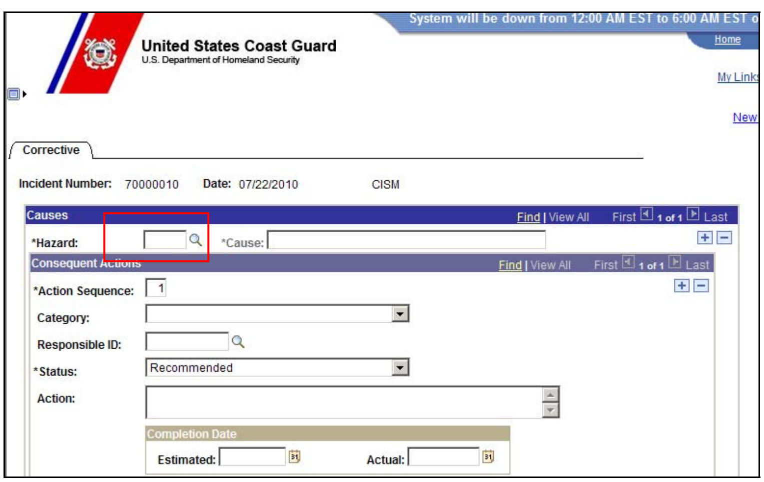
Create a **Corrective Plan** by first search for the entering the **Incident Number** or **Incident Type** as *Victim/Witness Assistance.*



- If known, enter the incident number and click the **Search** button.
- If not known, select Employee Assistance 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.

</td></tr>
<tr><td>2</td><td>

On the **Corrective Page**, click on the magnifying glass icon to look up the **Hazard** type from the list presented:



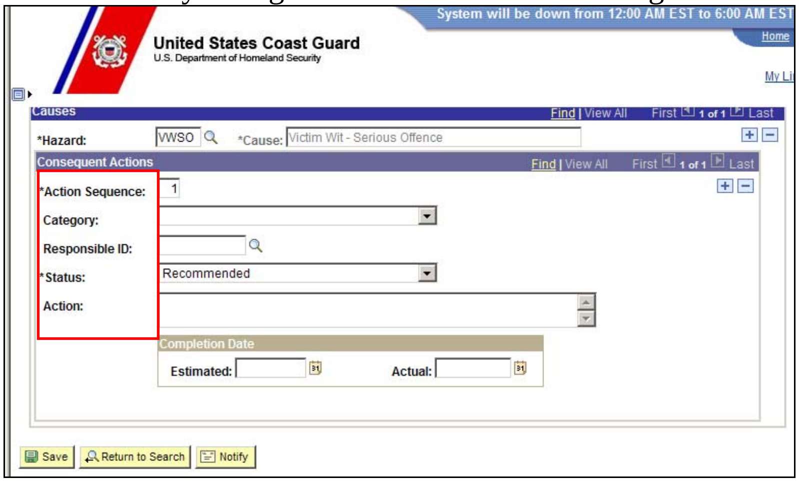
Click on one of the following options:

- **VWSO**
  - Cause: **Victim Wit – Serious Offence**
- **VWVL**

</td></tr>
</table>

- 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.



- 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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>

- Enter the **Completion Date** information by entering a date (MMDDYYYY) or selecting the calendar icon next to the **Estimated** and **Actual** fields.

  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.

- Select the **Save** button when you are finished adding the **Consequent Action.**

- To add more Actions, click on the **[+]** in the right corner of the **Consequent Actions** area and follow the steps to add a **Consequent Action**.

  Note: You can have one hazard with multiple actions and/or multiple hazards with multiple actions.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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

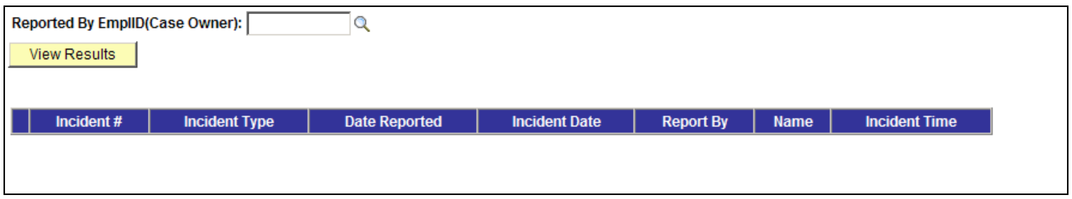
- Incident Details
- Correct Plan

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

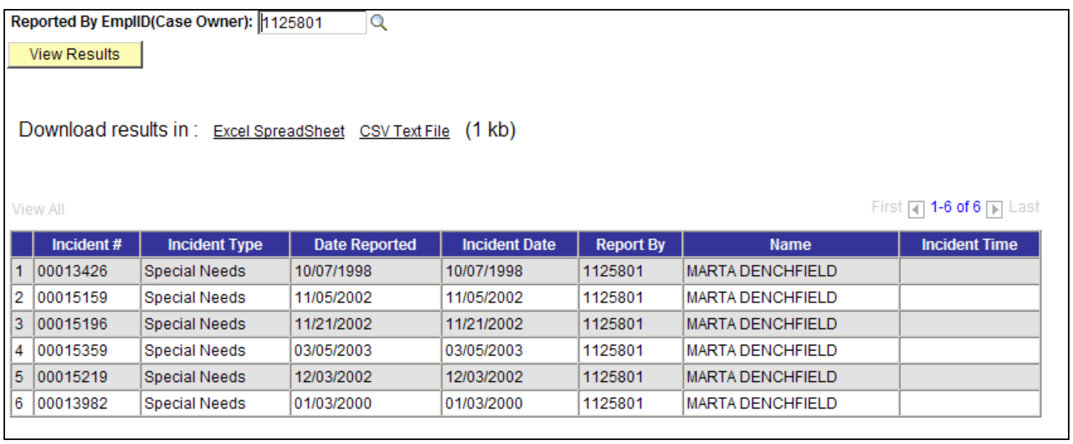
1 In the **Worklife Reports** pagelet click on the Case Owner Incidents Report hyperlink:

A prompt will pop up in a new window.



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

The report output will display in the following format

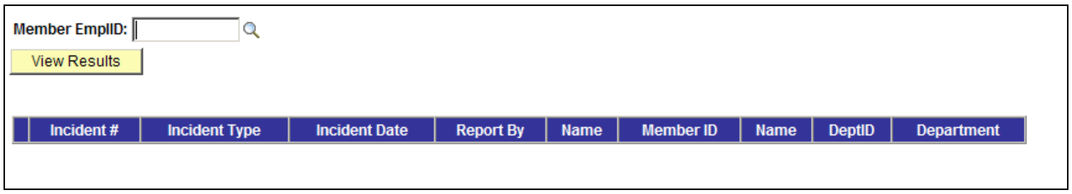


	Incident #	Incident Type	Date Reported	Incident Date	Report By	Name	Incident Time
1	00013426	Special Needs	10/07/1998	10/07/1998	1125801	MARTA DENCHFIELD	
2	00015159	Special Needs	11/05/2002	11/05/2002	1125801	MARTA DENCHFIELD	
3	00015196	Special Needs	11/21/2002	11/21/2002	1125801	MARTA DENCHFIELD	
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**

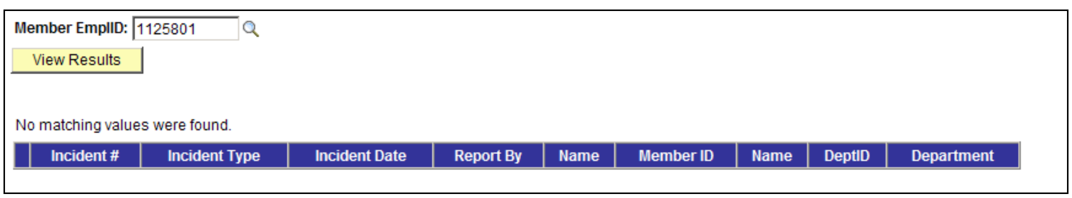
1 In the **Worklife Reports** pagelet click on the Member Incidents Report hyperlink:

A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

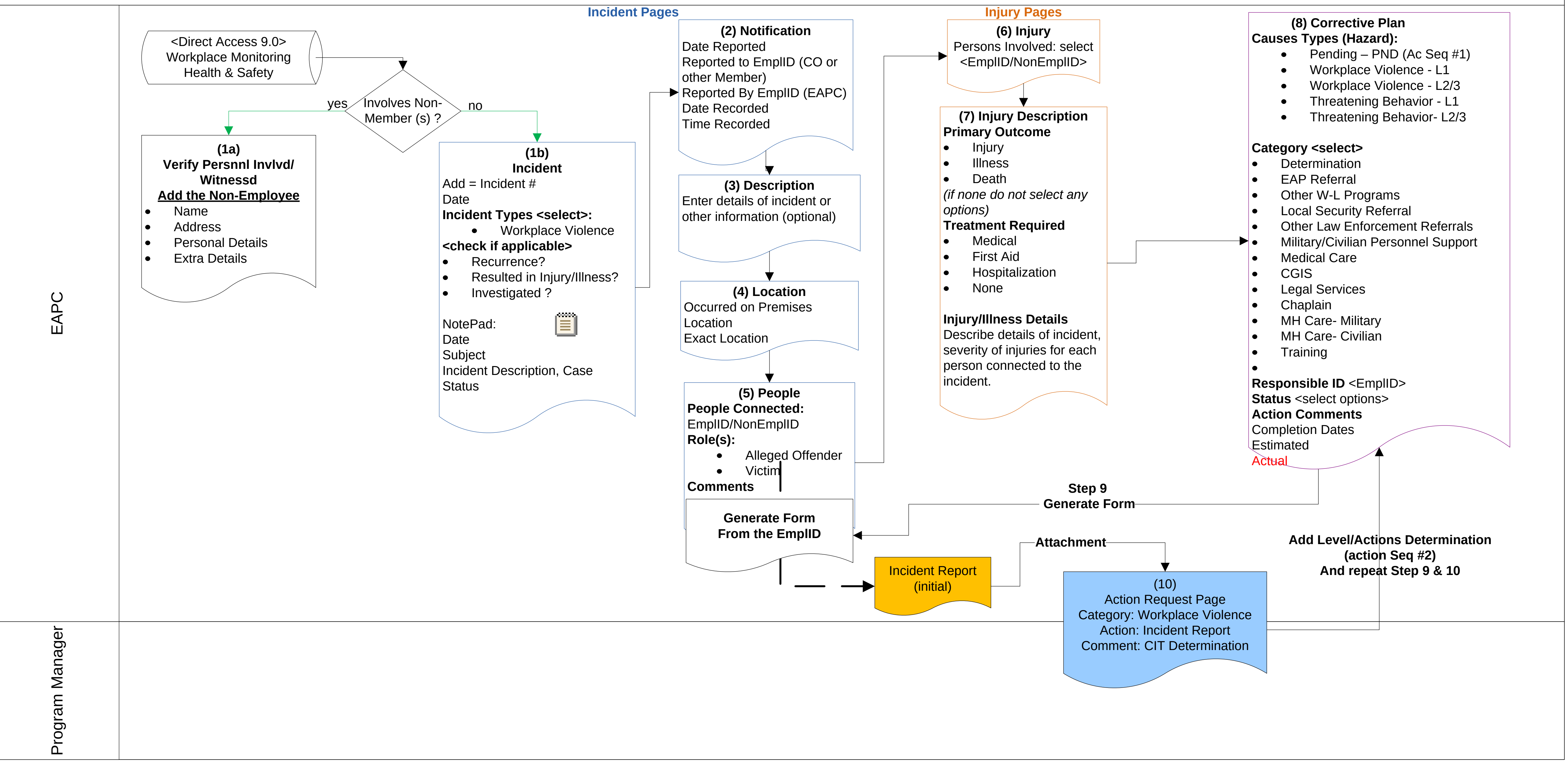
The report output will display in the following format



Workplace Violence Business Processes

Approved_J.Reibling
12/7/09

Workplace Violence / Threatening Behavior Incident is reported



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

Workplace Violence Program
User Guide

Table of Contents

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

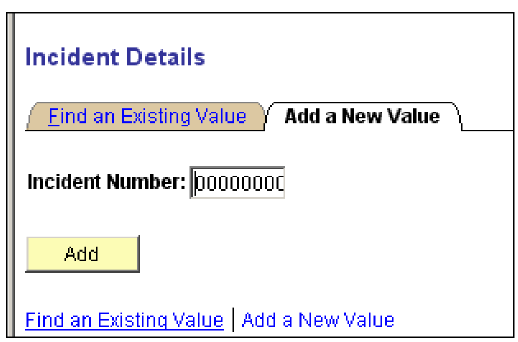
Pages

- Incident
- Notification
- Description
- Location
- People

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

To add a new incident, click on **Incident Details**:

- Select the **Add a New Value** tab.

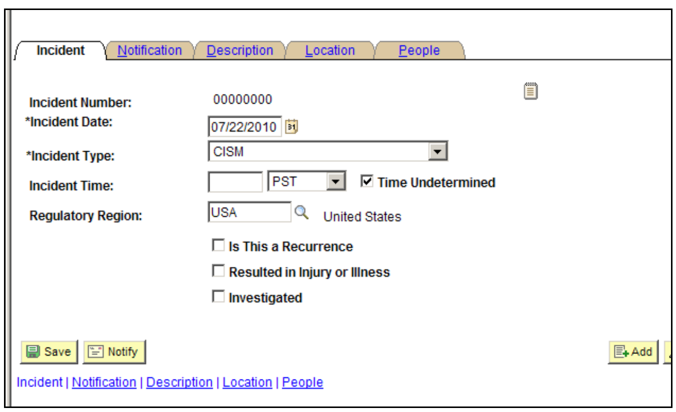


- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>
On the Incident tab, do the following:

Incident Date: 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.
Incident Type: From the drop down option, select Workforce Violence.
Incident Time and time zone: This is a required field so if the time is unknown, check the field of Time Undetermined box. Please do not check the Time Undetermined box AND enter a time. Use only one or the other.
Resulted in Injury or Illness: This is a required field. Check the box.
Is this a Recurrence: If applicable, check the box.
Investigated: If applicable, check the box.

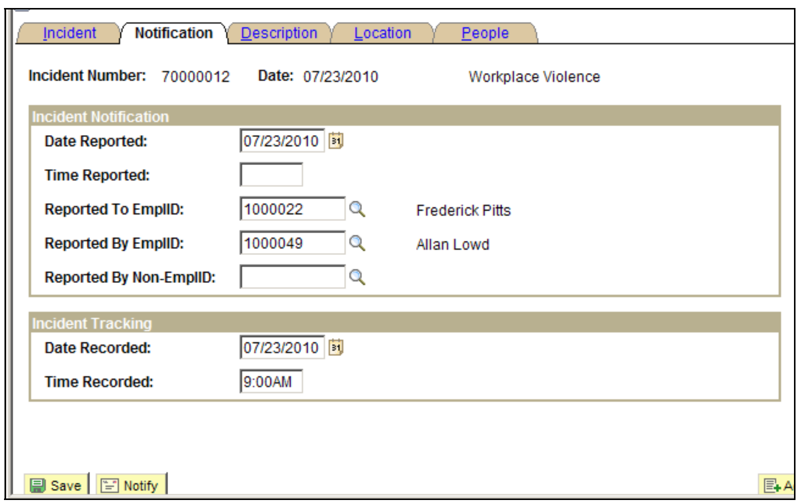


Click the Save button.
 Use the Notepad to enter any additional information on the incident. To access the Notepad, click the icon. Please refer to the instructions on “How to Use the Notepad.”

Note: You must save prior to using the Notepad otherwise the note created will not be attached to the Incident.
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>
Select the Notification tab and enter the following data:

Date Reported: This cannot be a date earlier than the Incident Date.
Time Reported: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.
Reported To EmplID: Click on the magnifying glass icon, and choose the person that the incident was reported to initially. If unknown, leave the field blank.
Reported By EmplID: Click on the magnifying glass icon, and choose the FAS entering and managing the incident.
Reported By Non-EmplID - Do not use
Date Recorded: Default date (today’s date).
Time Recorded: Enter as military time and upon save it will be formatted to regular time and AM/PM. If unknown, leave the field blank.

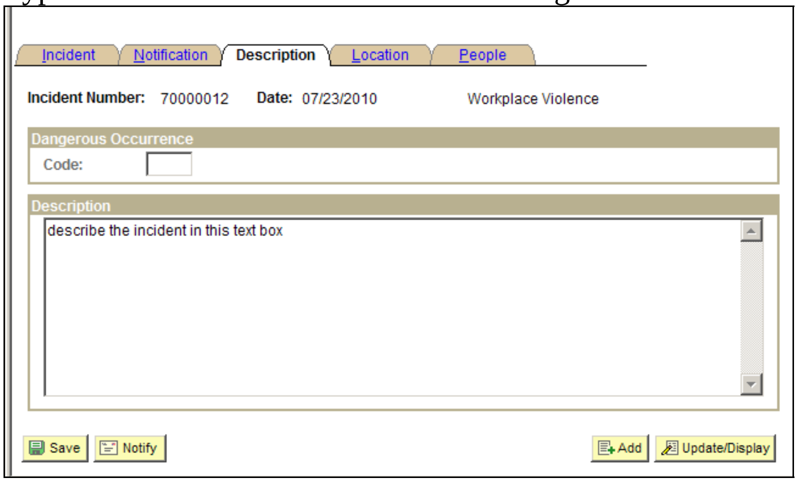


</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>

Select the **Description** tab

- Type in the details of the incident in the large text box.

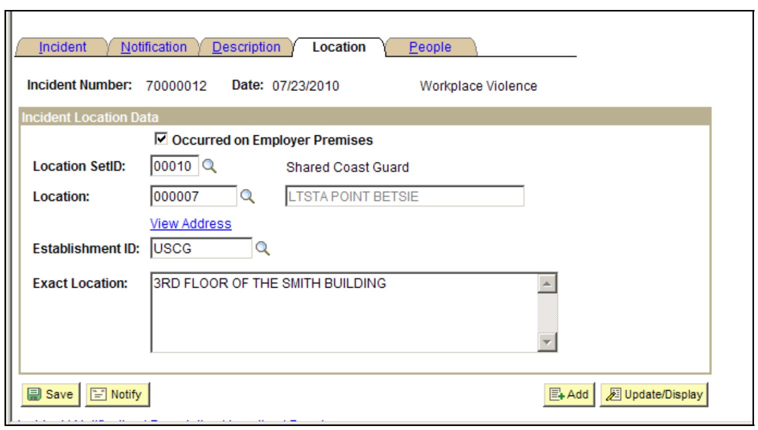


- Click the **Save** button.

</td></tr>
<tr><td>6</td><td>

Select the **Location** tab and enter the following data:

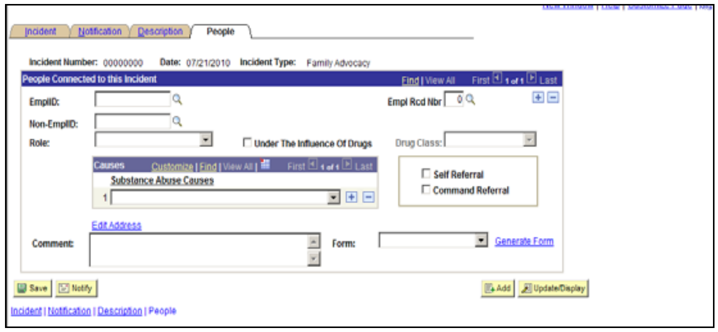
- **Occurred on Employer Premises**: Check the box.
- **Location SetID**: Enter 00010.
- **Location**: Select the magnifying glass icon and select the ***Location*** of the incident.
- **Establishment ID**: Enter USCG
- **Exact Location:** This is an optional description. Enter if known.



</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>7</td><td>
Select the People tab to add BOTH Alleged Offender(s) and the Victim(s) to an incident.

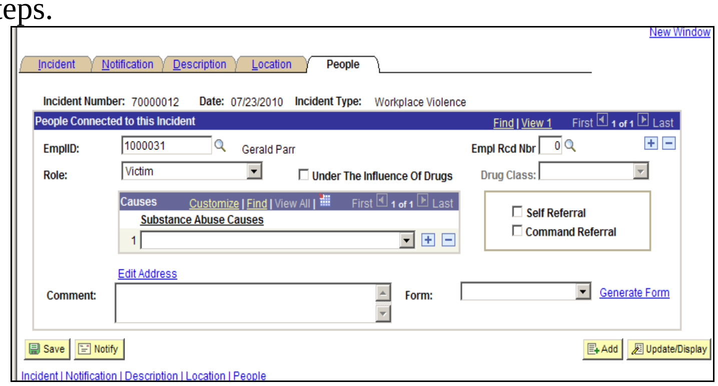
Select the EmplID or Non-EmplID (refer to instruction on “How to Add a Non Employee”) by clicking on the magnifying glass icon next to the field.



Select the EmplID by clicking on the magnifying glass icon, click on the Name hyperlink from the lists presented.
Select the EMPLID Role from the drop down list by selecting either:

Alleged Offender
Victim

Click the [+] button to another EmplID or Non-EmplID’s and following the above steps.



Click the Save button at the bottom of the page once you have added both the EmplID and/or Non EmplID with roles as Alleged Offender (s) and Victim (s).

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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

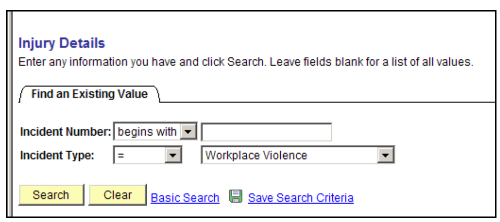
- Injury
- Description

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

From the Portal, Worklife Program pagelet do the following:

- Click on **Incident/Injury – Member Setup**

- Enter the Incident Number and/or select the Incident Type as ***Workplace Violence.***

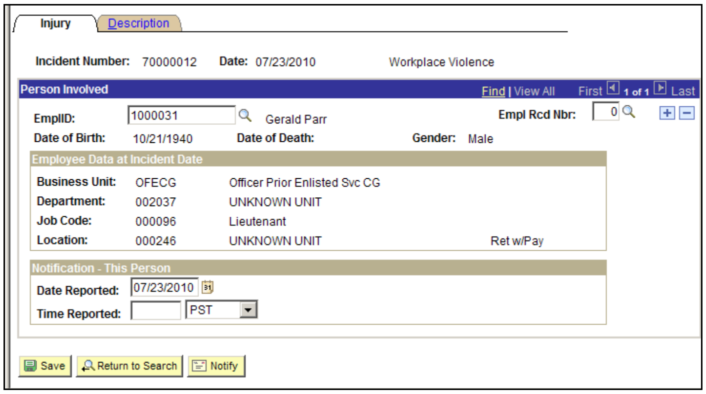


- Select the **Search** Button.
- Click Incident (Step 1) to associate the person (s) involved.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>2</td><td>
On the Injury Page, select an EmplID or NonEmplID (refer to “How to Add a Non Employee”) 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.



Click the Save button.

</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Select the Description tab and select the Primary Outcome of the injury or illness for each person entered. The options follow:

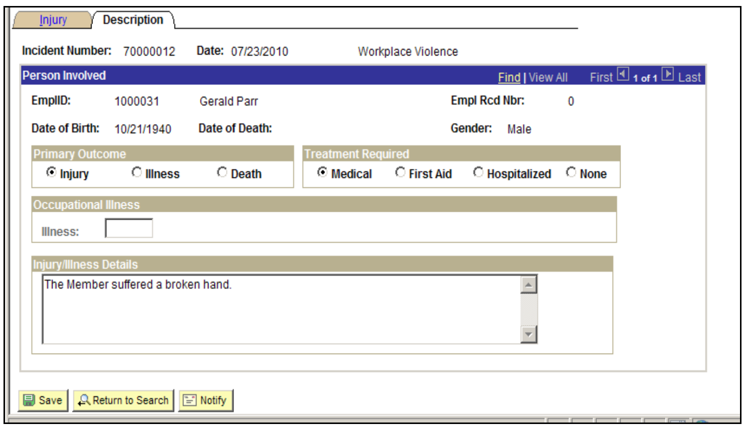
Injury
Illness
Death

Note: If none of the above, do not use the above options.

Select the Treatment Required for each person entered. The options follow:

Medical
First Aid
Hospitalization
None

Indicate there any further details regarding the injury, illness or death type the information in the Injury/Illness Details text box.



Click the Save button
</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

How to Add and Manage a Corrective Plan

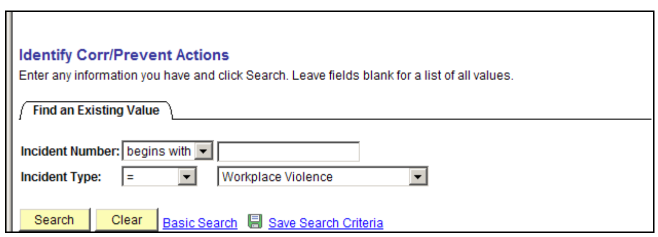
Use The primary purpose of the **Corrective Plan** is to create a plan of action for the Victim (s) and/or the Alleged Offender (s) in response to a Workplace incident.

Prerequisites
- Incident

Pages
- Corrective

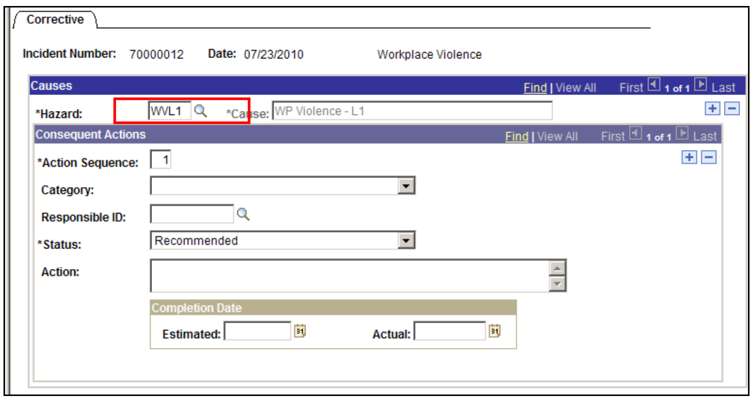
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>
In the WorkLife Program pagelet click on the Identify Corr/Prevent Actions hyperlink to create a Corrective Plan associated with the Incident.

Find the Incident Number by entering the Incident Number or Incident Type as Workplace Violence.



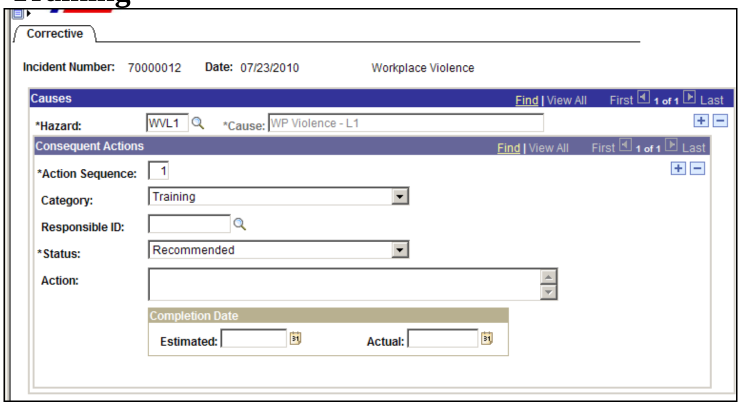
If known, enter the incident number and click the Search button.
If not known, select Employee Assistance for the Incident Type, leave the Incident Number field blank and click the search button and select the correct incident from the list. This can generate a lot of results, so it is better to have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

</td></tr>
</table>

Step	Action
2	On the **Corrective** page do the following: • Enter the Cause (**Hazard**) by selecting the magnifying glass, and select from the list of applicable options for **Workplace Violence:** ➢ **PND** - Pending ➢ **WVL1 –** WP Violence – L1 ➢ **WVL2 –** WP Violence – L2 ➢ **WVL3 –** WP Violence – L3 ➢ **TBL1 -** Threat Behavior – L1 ➢ **TBL2 -** Threat Behavior – L2 ➢ **TBL3 -** Threat Behavior – L3 

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>
Select from the Category by clicking on the down arrow and choose an option associated to the Cause (Step 2):

EAP Referral
Other W-L Programs
Local Security Referral
Other Law Enforcement Referral
Military/Civilian Support
Medical Care
CGIS
Legal Services
Chaplain
MH Care- Military
MH Care- Civilian
Training



Note: You can have one hazard with Consequent Actions.

Enter the Responsible ID by clicking on the magnifying glass icon to select the USCG Member EmplID responsible for the actions entered for each (this step is optional).

Note: If the person is someone other than a USCG member, type in the name and information into the Action text box.
Select the Status field to indicate the status of each Action Sequence. The options are:

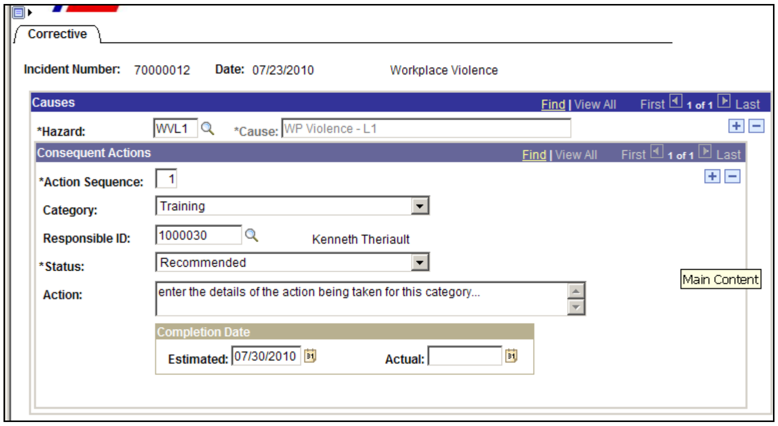
In Progress
Completed
Recommended
Existing
Planned

Enter the Completion Date information by entering a date (MMDDYYYY) or selecting the calendar icon next to the Estimated and Actual fields.

</td></tr>
</table>

<table>
<tr><td></td><td>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.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>



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.

</td></tr>
<tr><td></td><td>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.</td></tr>
</table>

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.

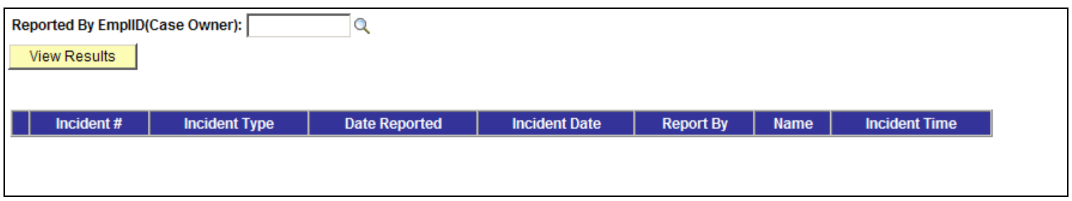
Prerequisites

- 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.

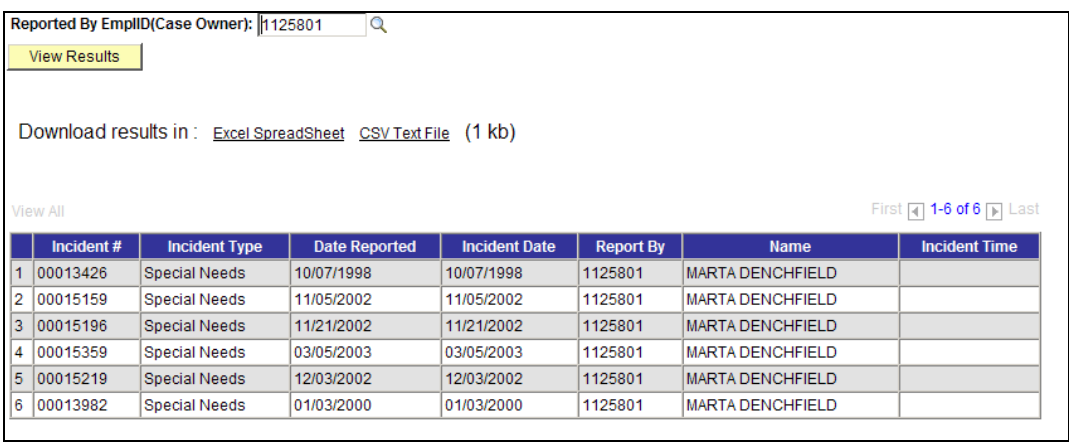
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incidents Report hyperlink:

A prompt will pop up in a new window.



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

The report output will display in the following format



Reported By EmplID(Case Owner): 1125801

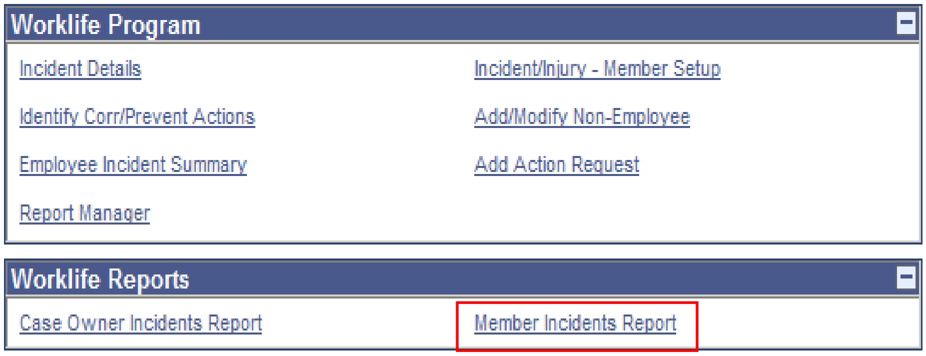
View Results

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

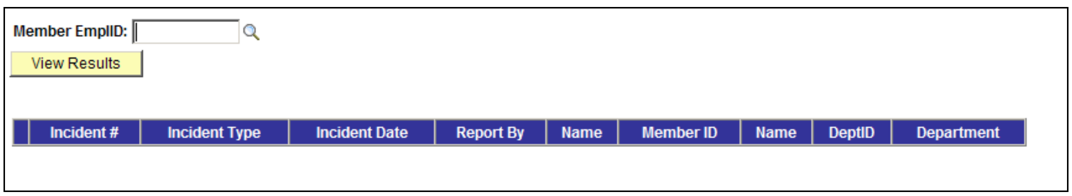
View All First 1-6 of 6 Last

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



A prompt will pop up in a new window.



- Enter the Member EmplID:
- Click View Results

The report output will display in the following format