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

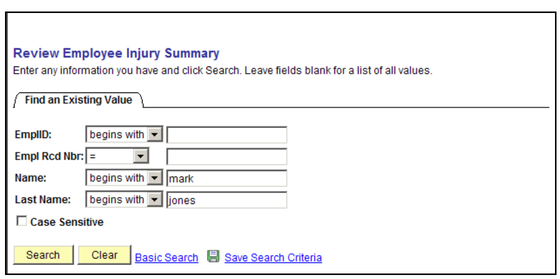
Use When there is a Substance Abuse incident, the information is entered into the system. The user will take the following actions to add the Incident Details.

Pages

- Incident
- Notification
- Description
- Location
- People

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


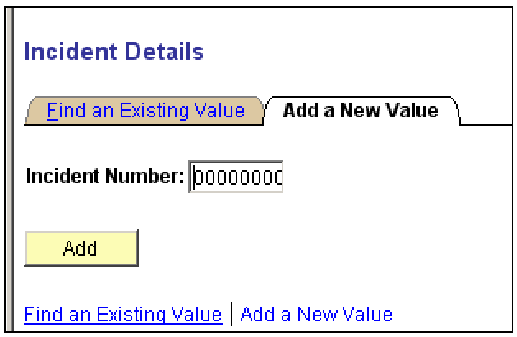
Note: If there is another Substance Abuse Incident in the system involving the USCG Member you will use this information to check the box in Step 3 - Is This a Recurrence).

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

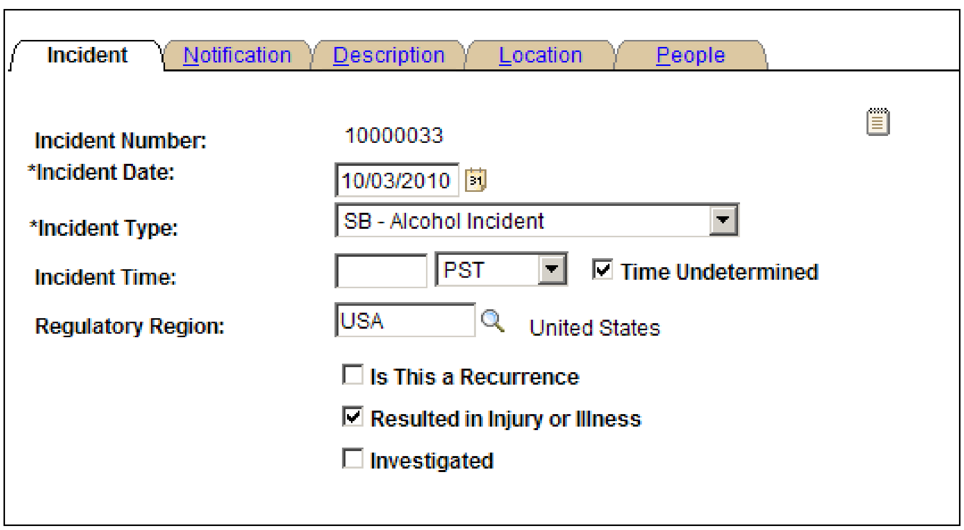
</td></tr>
</table>

<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:

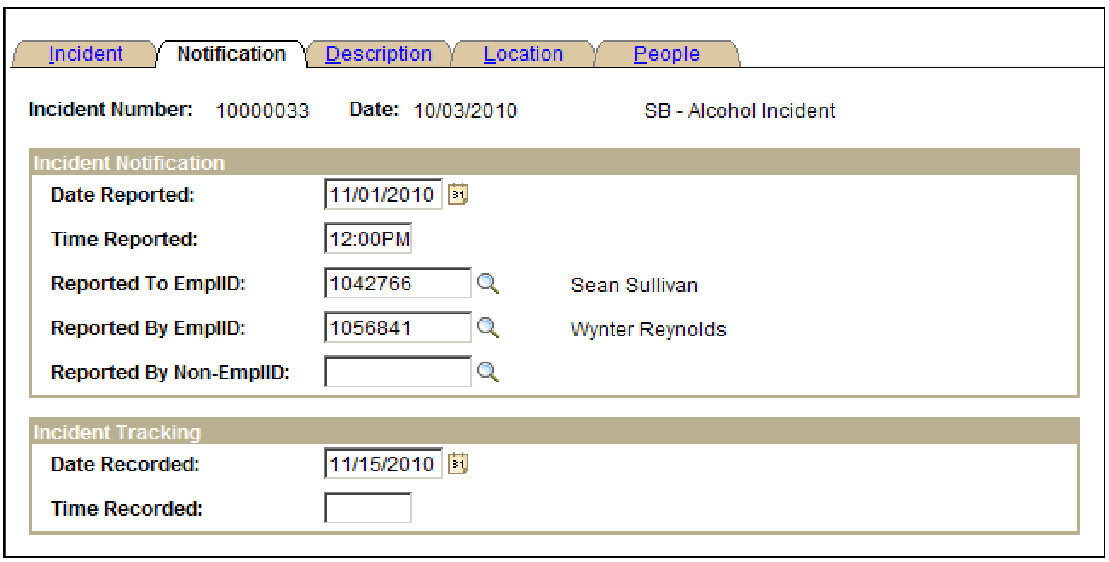
SB – Alcohol Incident
SB – Alcohol Situation
SB – Drug Incident

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.



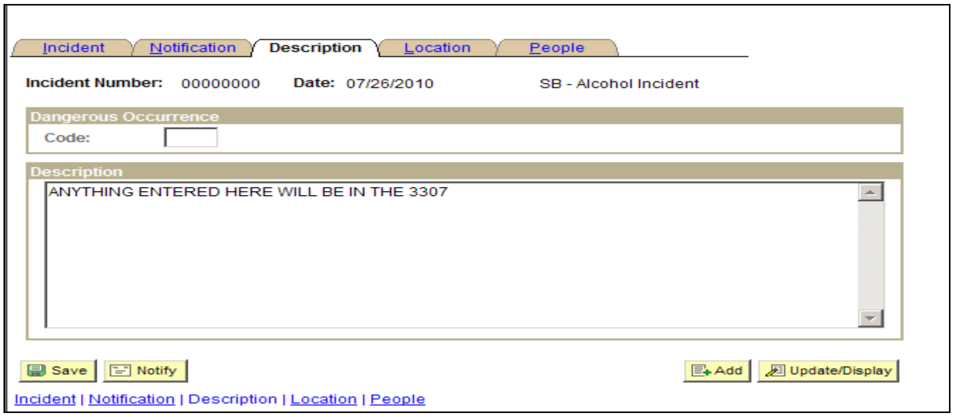
Click the Save button.
Use the Notepad to enter any additional information on the incident. To access the Notepad, click the icon. Please refer to the instructions on “How to Use the Notepad.”

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>

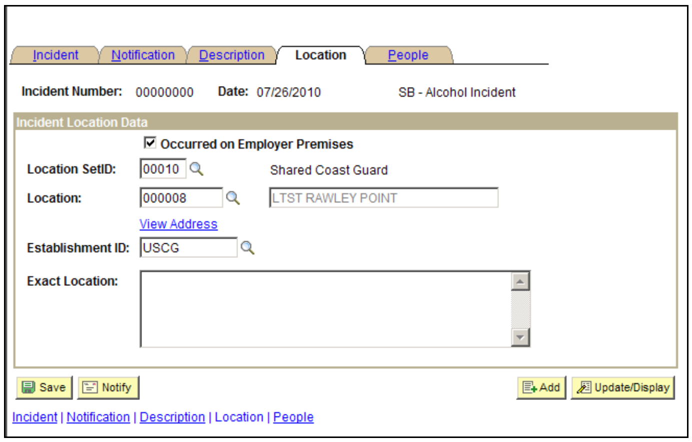
Select the **Description** tab and type in the details of the incident in the large text box.



- 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>

Step	Action
6	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. 

<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.

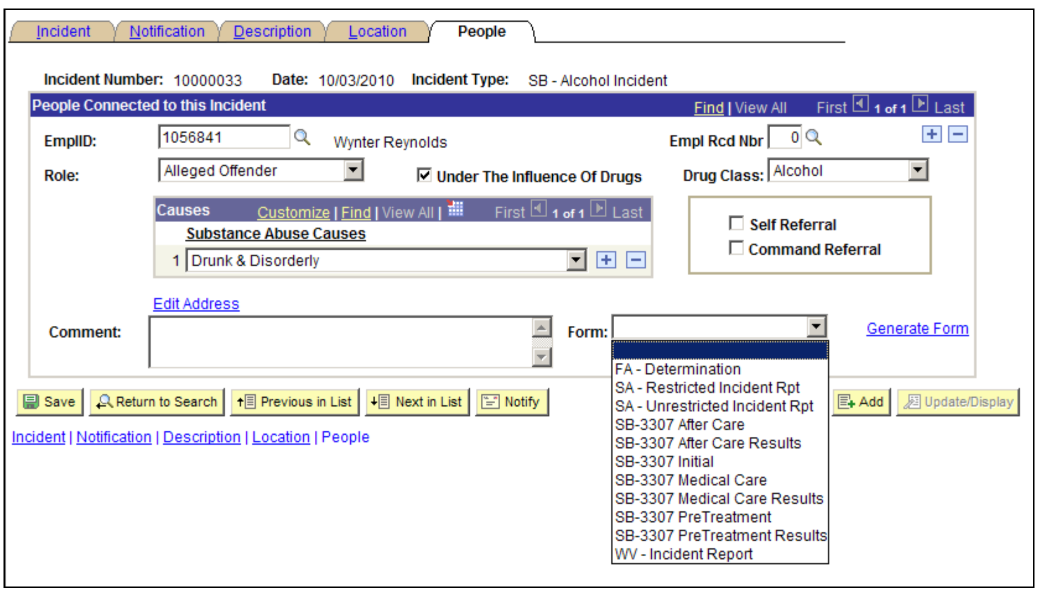
• Select the associated **Role** from the drop down list:
➢ **Member *or***
➢ **Driver/Operator**

• 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>

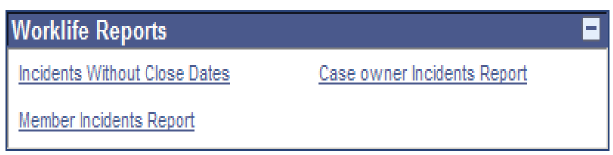
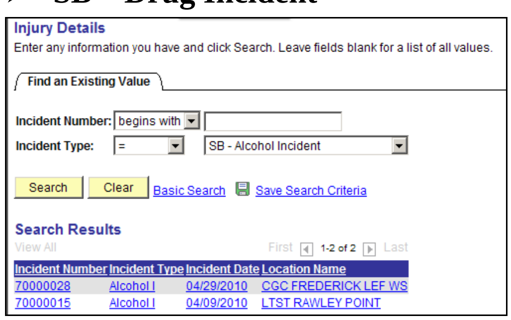
How to Associate an Injury with an Incident

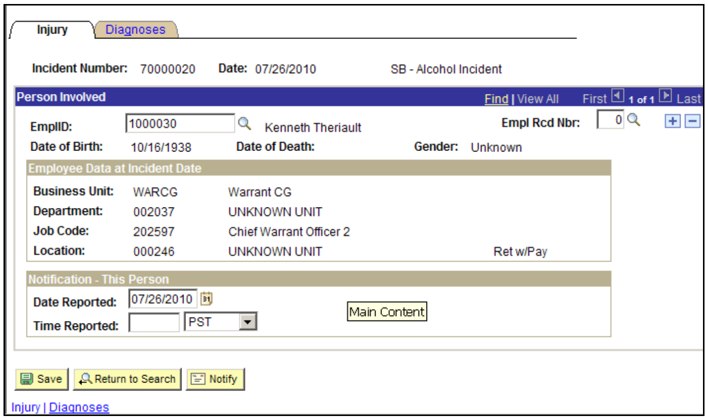
Use The Member must be associated with the **Injury Details** to set the *Assignment Flag* and to create the *Rehab (Treatment) Plans*.

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

Prerequisites
- Incident Number

Pages
- Injury
- Details

Step	Action
1	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.

Step	Action
2	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. 

<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:

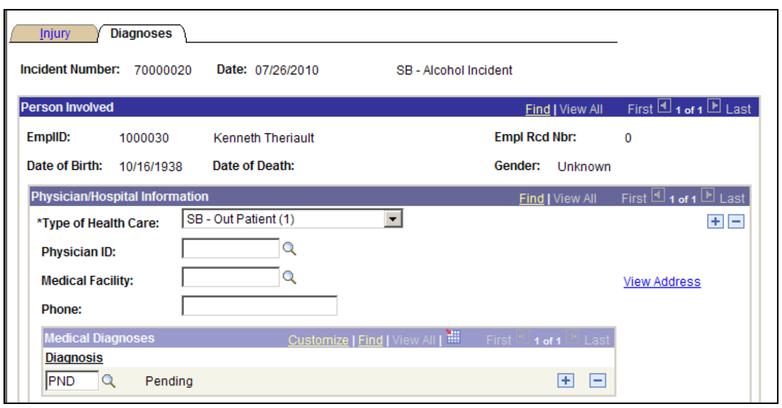
SB – Outpatient (1)
SB – Intensive (2)
SB – In Patient (3)
SB – Detox (4)
SB – Education/Basic (5)
SB – Education/Impact (6)

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

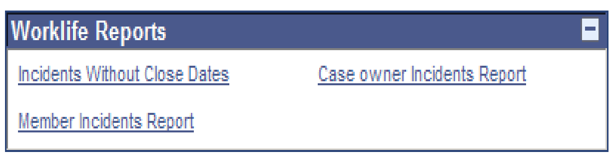
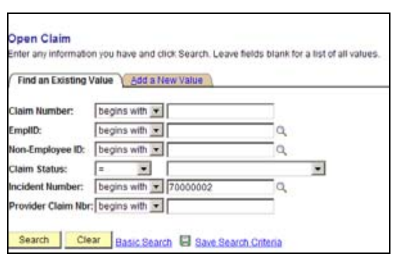
Use The primary purpose of **Manage Case** is to:

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

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

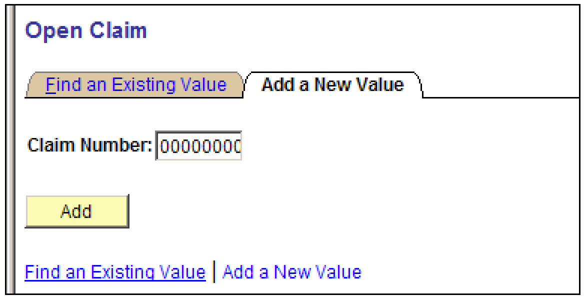
Prerequisites
- Incident
- Injury

Pages
- Claim Details

Step	Action
1	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.

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

On the **Open Claim** page,

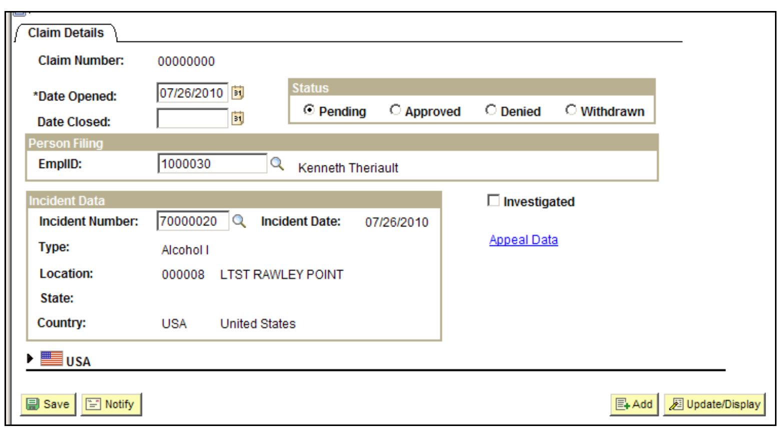


- Click on the **Add** button. The system automatically assigns an incident number. Please do not enter a number for a new incident.

</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>

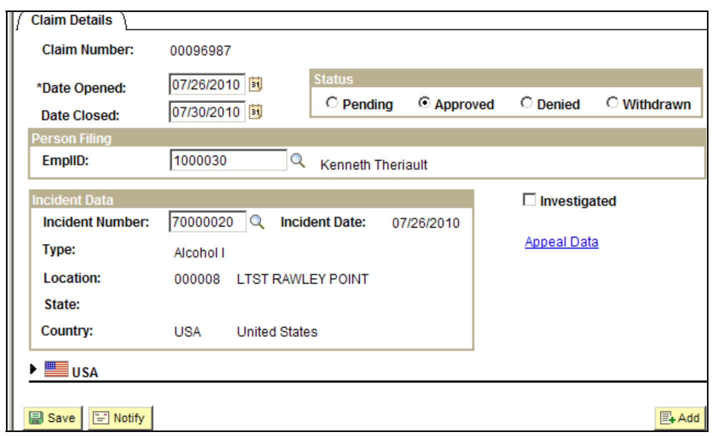
<u>Set the Assignment Flag</u> on the USCG Member:

- 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

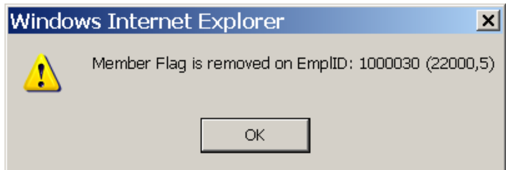
<u>Remove the Assignment Flag</u> on the USCG Member:

- ***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: Member has **Refused** Treatment: • Change the **Status** to **Denied** ***(Refused)*** by clicking on the radio button. • Click on the **Save** button Member has **Failed** Treatment: • 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

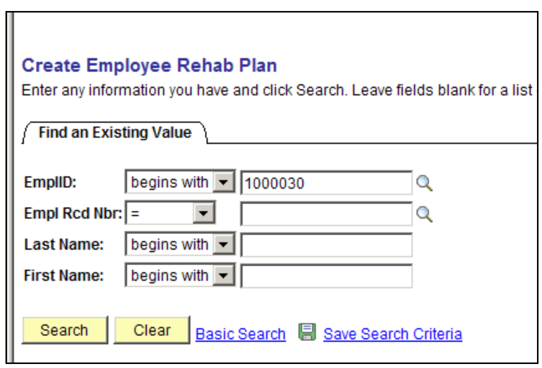
- Incident Details
- Injury Details

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>

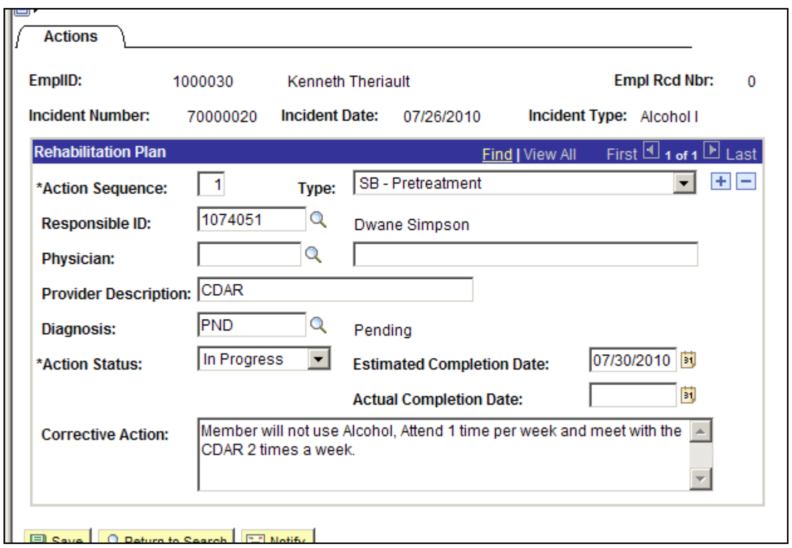
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td></td><td>

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.

<u>Pre-Treatment Plan(s)</u>

- **Type:** Select the **SB – Pretreatment**
- **Responsible ID:** Select the **CDAR EmplID**
- **Provider Description:** Type in **CDAR**
- **Diagnosis:** Select **<u>Pending</u>**
- **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

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

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

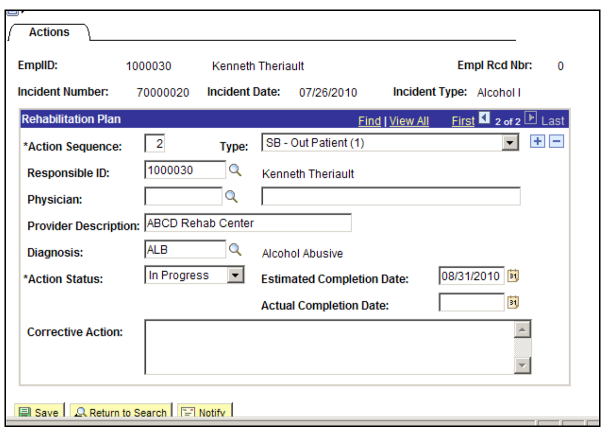
On the **Action** page add the **Treatment Plan** by selecting the **[+]** in right corner of the **Rehabilitation Plan** and do the following:

- **Select the Type as AB - Medical Care**

Responsible ID: Select Member's **EmplID**
Provider Description: Type the Facility name (*if known*)
Diagnosis <select one>:

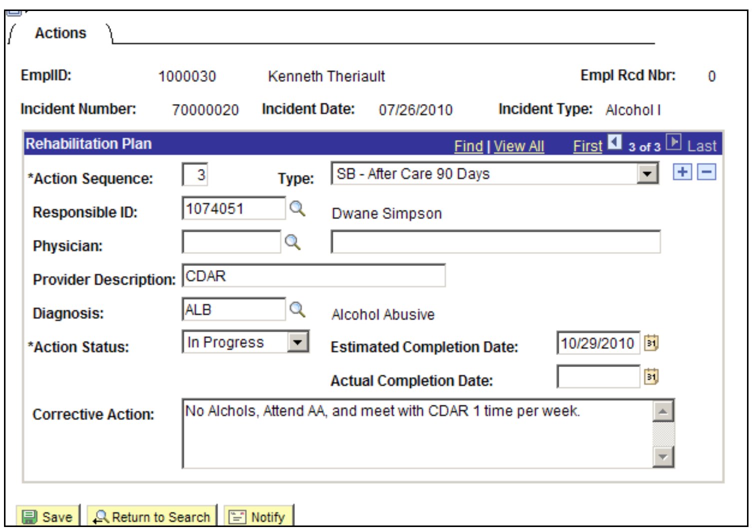
- **Alcohol Abusive**
- **Alcohol Dependent**
- **Drug Abusive**
- **Drug Dependent**
- **Deferred Diagnosis**

- **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.

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

Step	Action
4	On the **Action** page add the **After Care Plan** by selecting the **[+]** in right corner of the **Rehabilitation Plan** and do the following. **<u>After Care Plan(s)</u>** **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.
	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 Generate a Substance Abuse CG 3307 Form

Use

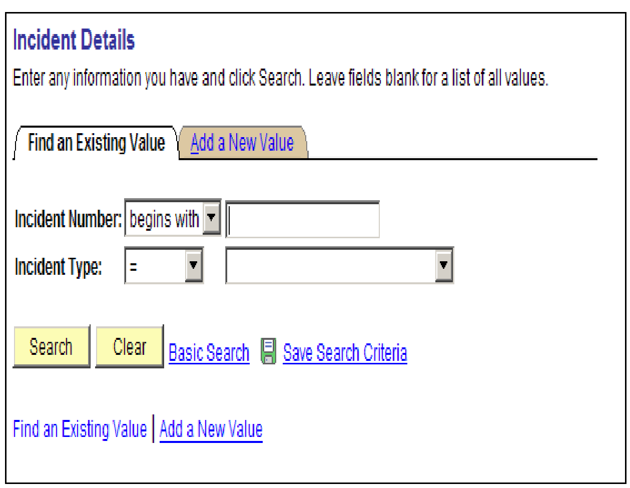
The CG 3307 is the Performance and Discipline document (aka as the Page 7) that details the violation and section of the policy, rules & regulation violated, and terms of a correction plan. The CG 3307 is generated each time there is a new correction plan or action, and provided to the Command and member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

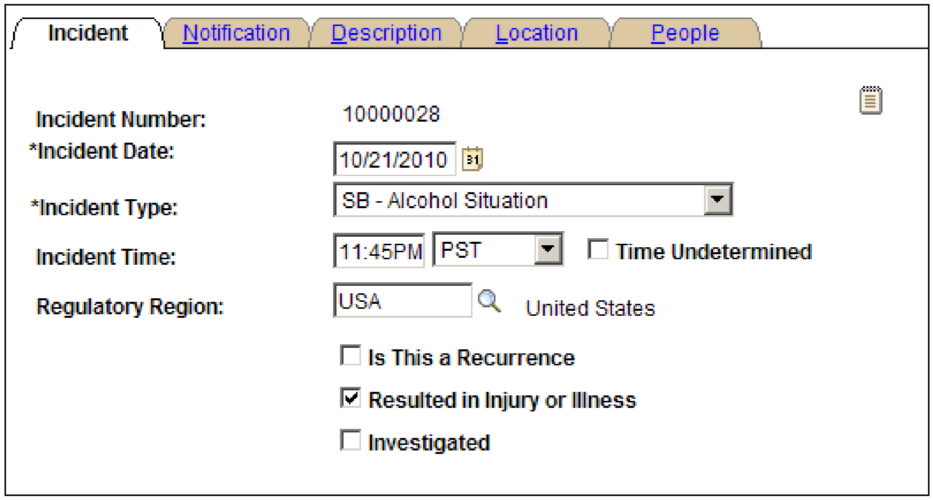
- Incident Details
- Injury
- Manage Case
- Correct Plan

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

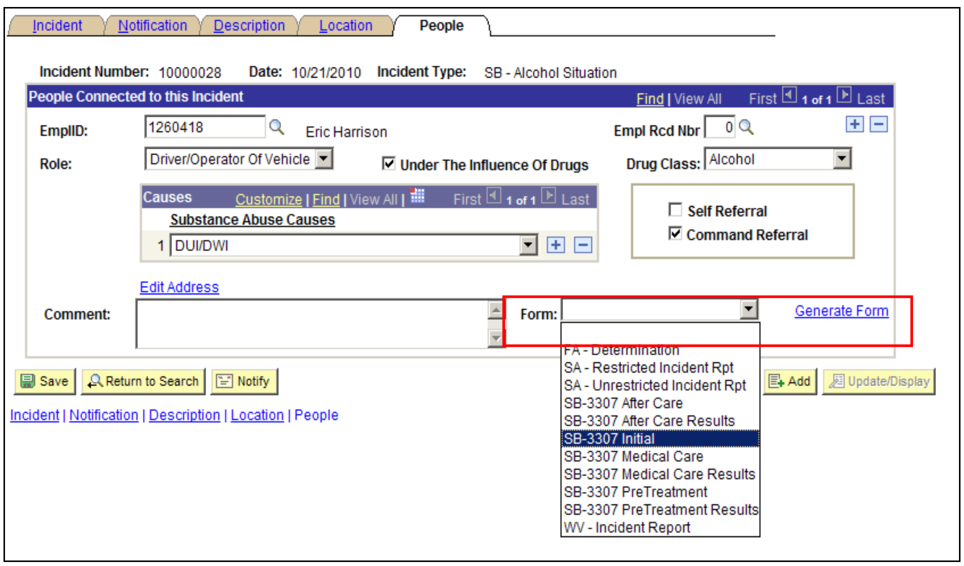
- Enter the Incident number you need to run the CG 3307 Form for.



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



- 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

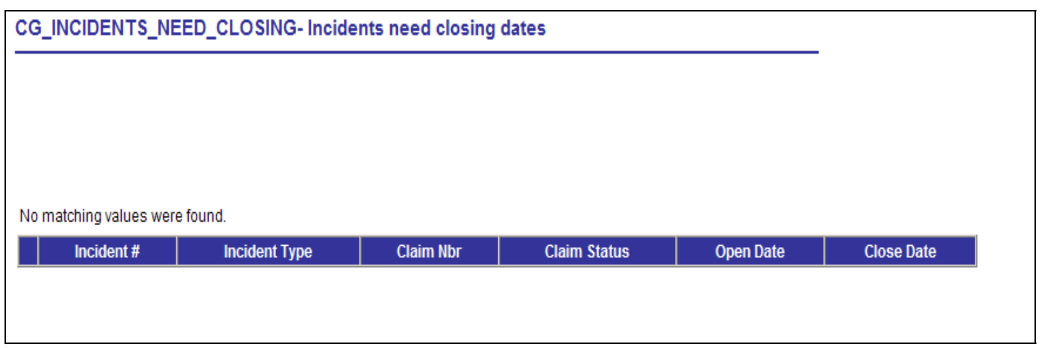
- Incident Details
- Injury
- Manage Case
- Correct Plan

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:

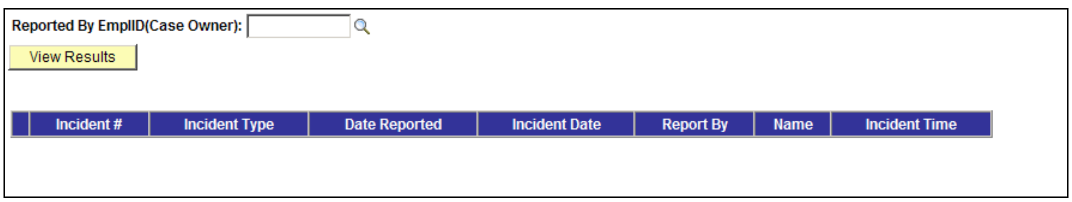
The system will automatically run the report and the report output will pop up in a new window.



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

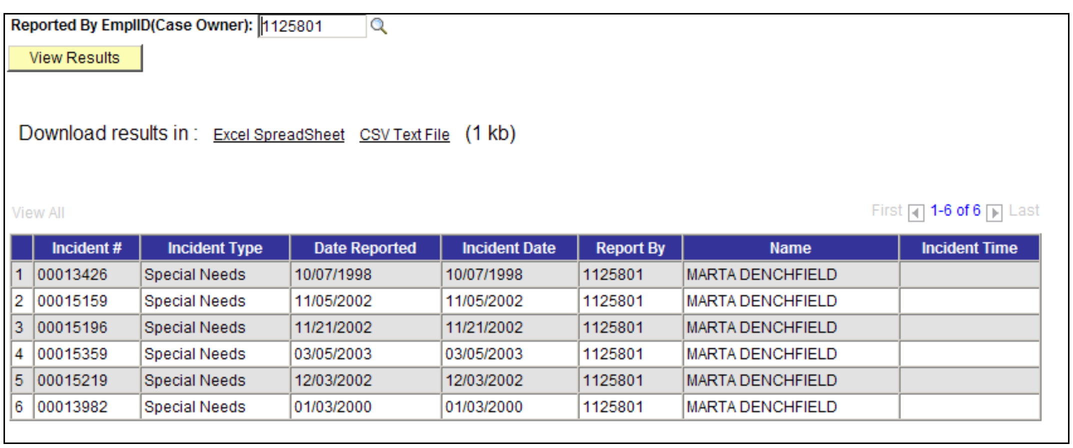
Step	Action
1	In the **Worklife Reports** pagelet click on the Case Owner Incident Report hyperlink:

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	

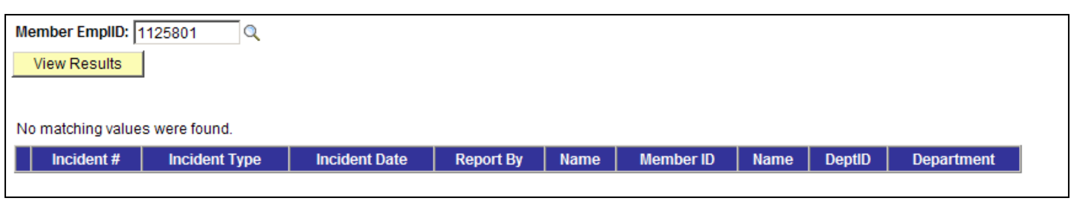
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>

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>
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