

SHIMS BEST PRACTICES AND IMPORTANT REMINDERS

A. SHIMS BEST PRACTICES

- The Safety and Health Information Management System (SHIMS) has been enhanced to meet Department of Labor (DOL) security mandates.
- Note: After 20 minutes of inactivity, SHIMS will log out. If you do not save a case within 20 minutes of starting the form, the case will not save automatically and the information you recorded will be lost. Until you are more familiar with the system, click the SAVE button periodically as you are completing the forms, especially the OSHA 301. Although the system will indicate that you have not completed the required fields, you are jogging the system, which will prevent the automatic logout.
- If you suspect the case requires a CA-2, contact the National Office of Job Corps prior to filing the form, at (202) 693-3099, for further instructions. A CA-2 is a Notice of Occupational Disease and Claim for Compensation.
- If you do not understand the filing procedure, please contact the National Office of Job Corps immediately prior to recording the case, as mistakes are costly administratively.
- Do not record cases during the height of the day. Dedicate some quality time for entering cases.
- Maintain a handwritten log of the Internal Control Number (ICN) for all cases entered in SHIMS. For student cases, include ICN, last name, first name, and case status. For staff cases, include ICN, last name, and first name. This will allow for quick reference.
- Maintain a locked drop-box in a central location of the Wellness Center to ensure that center staff can report student injuries in a timely manner.
- Record and complete one case at a time; do not initiate multiple cases.
- Always check the status of the case before logging out of the system. Make sure each student case is either filed in SHIMS or forwarded to the Office of Worker's Compensation Program (OWCP).
- If you are uncertain of the student's medical status when you receive notice of the injury, file the case in SHIMS. Cases filed in SHIMS and later forwarded to OWCP are not counted for timeliness.

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- In your absence from center, make sure the alternate SHIMS record keeper understands the filing procedure and knows whom to contact should questions arise.
- If you experience a power outage or your computer crashes in the middle of filing a case, once you are able to log on again, check the unprocessed case log before initiating a new case. Call the National Office for assistance, if necessary.
- After a power outage, check your computer's clock to ensure it reflects the correct date and time. To check the clock, place the mouse over the time at the lower right of the screen. Double click on the time to change the date/time.
- Do not contact OWCP about cases "Filed in SHIMS." OWCP does not have access to SHIMS; therefore, OWCP cannot review cases until those cases are forwarded by the Department via SHIMS.

- **RESET FORGOTTEN PASSWORD AND RETRIEVE USER ID**

Step 1: Open your Internet browser to:

<https://shimshosting.dol.gov/login/ShimsLogin.aspx>

Step 2: Click the "Forgot password?" link located in the login box.

Step 3: Complete the Personal Info to Reset Password form. All fields marked with a red asterisk (*) are mandatory.

*Agency:	Job Corps
*Email:	self-explanatory
*Confirm Email:	self-explanatory
*Last Name:	self-explanatory
*First Name:	self-explanatory
*Date of birth:	self-explanatory (use your own)
*Last 4 digits of SSN:	self-explanatory (use your own)

Step 4: Click Submit at the bottom of the form.

IMPORTANT NOTE:

If you get the message "Your profile is incorrect or not found in SHIMS system," ensure that you have entered the correct information. If you continue to get this message, contact the National Office of Job Corps at (202) 693-3009 or (202) 693-3774 for assistance.

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Step 5: Reset your password.

Do not use your old password. You must create a new password. The password must be between 8 and 12 characters and contain at least one number and one special character. After you have successfully created a new password, click “Reset.”

Step 6: After successfully resetting your password and retrieving your user ID, the system will return to the login page. Please enter your user ID and password.

If you are experiencing problems resetting your password, contact the National Office of Job Corps at (202) 693-3099 or (202) 693-3774.

Reminder: Write down your user ID, which is displayed above the blank password fields, and your new password. Store your user ID and password in a secure place. If you forget your password and/or user ID, reset your password again using these instructions.

B. SHIMS IMPORTANT REMINDERS

- Timeliness

Job Corps’ timeliness goal is 100%. In order to meet this goal, Job Corps Worker’s Compensation Coordinators (WCCs) must submit all claims within 7 calendar days of supervisor notification. A case is not complete until the CA-1/CA-2 is either Filed in SHIMS or Forwarded to OWCP.

SHIMS record keeping (including CA-1/CA-2 submission) is the responsibility of the Job Corps student WCC.

- SHIMS Web Site Address and Privacy

The SHIMS Web address is: <https://shimshosting.dol.gov/login/ShimsLogin.aspx> . SHIMS version 4.2 is available on the Internet via a secure server. Users can log on to SHIMS using any computer with Internet access. The system is no longer limited to a DOL server.

SHIMS contains sensitive information. WCCs must keep user IDs and passwords secure. Each user is required to have his or her own user ID and password.

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- Contact Job Corps National Office for Assistance

If you encounter any problems using SHIMS or find faulty instructions in this guide, contact:

- Marsha Fitzhugh in the National Office of Job Corps at (202) 693-3099 or fitzhugh.marsha@dol.gov; or
- Heather Edmonds at (202) 693-3774 or edmonds.heather@dol.gov.

- SHIMS and the Annual Safety Program Review

All center staff are advised that the Safety Program Review Guide has been updated to include the SHIMS requirement for timeliness (Safety Program Review Guide, Part I, Administration and Management Section).

Furthermore, Job Corps Program Instruction No. 04-14, dated February 4, 2005, states that the updated Review Guide mandates that centers may no longer file paper claims. All CA-1/ CA-2 claims for Job Corps students must be completed and submitted through SHIMS.

- Disallowance of Paper Claim Submission

Do not mail or fax CA-1 or CA-2 forms to OWCP; all cases must be recorded in SHIMS electronically. Paper claims are classified as undetermined claims and are often reported as late, which adversely affects Job Corps timeliness. If OWCP requests a paper claim, contact the National Office of Job Corps immediately at (202) 693-3099.

Following are the primary reasons why WCCs forward paper claims to OWCP:

1. Record keepers fail to search SHIMS for previously recorded cases.
2. Medical providers and students' guardians pressure record keepers with requests for the status of a case or OWCP Claim Number.
3. Record keepers fail to communicate with each other.
4. Record keepers and other center staff contact OWCP prior to contacting the National Office of Job Corps for assistance with cases "Filed in SHIMS."

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Do not contact OWCP about cases “Filed in SHIMS.” Contact the National Office at (202) 693-3099 or (202) 693-3774.

- **SHIMS: OSHA Record Keeping and OWCP (CA-1/CA-2) Claims**

Whether a student case is OSHA recordable (OSHA 300) or non-recordable (Archive), a CA-1 or CA-2 form must be completed in SHIMS. Remember that these are two separate filing requirements for Job Corps students—OSHA record keeping and OWCP (CA-1/CA-2).

- **Cases Filed in SHIMS Can Be Forwarded to OWCP**

First Aid injuries previously recorded in SHIMS (students only) may be later forwarded to OWCP upon the student’s medical separation from Job Corps. To retrieve a case previously recorded in SHIMS, see instruction sheet of this guide—Forward Previously Recorded Case to OWCP.

- **Student Death**



Do not file current or separated Job Corps student death notices in SHIMS. Contact the National Office of Job Corps at (202) 693-3099; if the death occurs on the weekend, please contact the National Office at (202) 693-3099 the next working day. It is important that the proper procedure is followed, or refer to Job Corps TAG E for OWCP instructions.

- **Claims Forwarded to OWCP**

After a case is electronically “Forwarded to OWCP,” OWCP will assign the claim a 9-digit number approximately within a week. Check SHIMS during that period for the claim number. If after 7 days the claim number has not been assigned, contact the National Office of Job Corps at (202) 693-3099.

OWCP may also send a postcard to the center via postal mail. In order to identify the claim in SHIMS based on the OWCP claim number, search CA-1/CA-2 cases using the 9-digit claim number. After you have identified the case, file the postcard in the student’s medical folder.

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- **Medical Bills for Students With an OWCP Claim**

Once the case is assigned the 9-digit number and is accepted by OWCP (award benefits), the center must immediately mail a CA-16, including medical reports, and a CA-7 to the OWCP district office. If the center is in receipt of medical bills, or the medical facility rendering services requests the OWCP claim number, provide only the 9-digit claim number retrieved from SHIMS. Write the OWCP claim number in the upper right-hand corner of each submitted page and mail all bills and medical reports to:

U.S. Department of Labor
DFEC Central Mailroom – District 11
PO Box 8300
London, KY 40742-8300

- **Unprocessed Cases and Case Status**

The case “Status” after completing the CA-1 or CA-2 should be “Filed in System” or “Forwarded to OWCP”; it should never be “Initiated as working copy.”

- **Filing Records in Student’s Medical Folder**

Print and file signed copies of the CA-1/CA-2 in the student’s medical record ONLY! Never distribute copies of the CA-1/CA-2 to the student or other interested parties (including parents). The CA-1/CA-2 form must be signed by all authorized officials before it is filed in the student’s medical record.

- **OSHA Record Keeping Requirements for Job Corps Staff**

For staff, you may print the OSHA 301 and file it in the employee’s Human Resource record.

- **SHIMS Reports**

Except for the OSHA 300A summary report, the SHIMS report module currently is not enabled for Job Corps centers. Centers cannot retrieve reports for cases filed in SHIMS and/or forwarded to OWCP based on injury nature, injury cause, injury location, etc. The National Office of Job Corps will advise when this feature is available for use.

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- Determine if a Case Should Be Entered on the OSHA 300 or Archived

Reminder: You must complete a CA-1/CA-2 for all OSHA recordable cases that are posted to the OSHA 300 Log or Archive for Job Corps student injuries.

OSHA 300 Log Entries: ONLY work-related injuries should be entered on the OSHA 300 Log. These injuries must require treatment beyond first aid and occur during training, academic instruction, or work-based learning.

Archiving a Case: Injuries that occur during recreational activity or other personal time should be archived.